

Alrite

User Guide

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Registration and login

1. How can I register?

You can register to the Alrite speech recognition application **for free without the use of a credit card [on our website](#), or in the Alrite mobile application**. For each registered Alrite user, we offer 30 minutes of free time credit for the **monthly renewable Starter package, which renews with 30 minutes of time credit each month**.

The nature of use (Private, Business) **determines the type of account and the available subscription packages**.

- **Individual use:** every non-business-related use
- **Business use:** the purpose of use is connected to any business-related activity

Follow these 2 easy steps for a quick registration:

1. **Enter your name, e-mail address and password**, then provide your consent for our data processing policy and the terms of use.
2. To activate your Alrite© account, **click on the 'Confirm registration'** button in the automatically sent e-mail, after which you will be able to sign into the application. The activation can be done within 72 hours. You can also use the 'Forgotten password' button to set a new password.

OR Register via your Facebook or Apple account

1. Click on the **'Register with Facebook' / 'Register with Google' / 'Register with Apple'** button
2. Enter your social login details, for which there is no need to confirm your registration

2. What should I do if I do not receive the registration e-mail?

If you cannot find the automatically sent e-mail to confirm your registration, please check **the Updates, Promotions, Spam or Junk folders**, as it may have been automatically sorted there by your mail account.

In case the email is not in any of these subfolders, you can also email us directly at support@alrite.io to authenticate your account created with the registration, in which case we will be happy to help you manually confirm your registration.

3. How can I log into the Alrite© speech recognition application?

- Through our web application (from browser): Via the <https://alrite.io/public/login> link
- Through the free mobile application: you can download the Alrite© mobile application from [GooglePlay](#) and the [App Store](#) for free, after which you can log in clicking on the Sign in button once you have entered your registered e-mail address and password
- Sign in with your Facebook / Apple account (to log in this way you need to register to Alrite with Facebook /Apple first)

Mobile application

4. Is there a mobile application version of Alrite©?

Yes, you can download the application for free for iOS and Android devices from the [App Store](#) and [Google Play](#), respectively.

Subscription

5. How does the monthly auto- renewable *Starter* credit system work?

Each user that **registers** to the application is entitled to the use of our free *Starter* package with **30 minutes of free time credit**, which is also automatically renewed with 30 mins of time credit each month.

The free Starter package:

- can be used for 30 minutes of transcription for audio or video material
- can be used for captioning a maximum of 2 minutes for each upload in order to test the captioning function
- the time credit of the free *Starter* package is automatically **renewed on the first day of each month** in case it has been used. (If a user decides to switch back to the Starter package, the current package and its remaining time credit will be lost)
- files uploaded in the free *Starter* package are stored for 7 days in the user's Alrite account.

6. How can I subscribe to the Alrite speech recognition application?

All new users are automatically assigned the monthly renewable free *Starter* package after their account is activated. Furthermore, users can upgrade their subscription package directly from the application at any given time.

New subscriptions can be initiated:

- From the Home menu by clicking on the **'Order now' button**
- In the Profile menu by clicking on **the 'Orders' button**
- On any of the given subscription options after clicking on the **'Order now' button**

The desired time credit can be selected from the given options, or you can provide a custom time credit amount by entering the number of hours in the Custom Hours field. Fees change according to the chosen subscription package and proportionally to the increasing or decreasing number of hours, with applicable **discounts starting at 50 hours**.

We provide quantity discounts for orders starting at 50 hours.

Billing information can be provided during the checkout process or in the 'Orders' submenu within the 'Profile' menu.

Subscription packages:

- **Business users** can choose between the *Prime* package with basic features, the higher tier *Premium* package that offers extended functionality (captioning, caption editing, exporting video with custom captions, summary generation), and the

customizable *Professional* packages. The Prime and Premium packages with extended services can be ordered directly from the Alrite web application. Read more about subscription packages: <https://alrite.io/ai/pricing/>

- **Individual users** are offered the *Lite* package with basic features and the *Plus* package with extended functionality (captioning, caption editing, exporting video with custom captions, summary generation). You can subscribe to these directly from the app. Read more about private subscription packages: <https://alrite.io/ai/speech-into-text-ai-for-individuals/>
- **If a business user has special requests or requirements for additional services**, they can select from within the extra services listed or they can choose our *Professional* package. In such cases, **the ordering process continues as a request for quotation**, not a direct subscription. Any requests for a quotation can be submitted from the application or directly via e-mail to business@alrite.io.

Ordering in case of existing time credit:

- **In case there is remaining time credit** at the time of the new subscription, the new time credit will be added to the currently available one and will simultaneously extend the expiration date of the subscription to one year.
- **If your current subscription package differs from the new subscription package**, the current time credit changes accordingly and adds up to the time credit of the new subscription.

Before completing payments for any subscription, you will need to accept the [General Terms and Conditions](#), the [privacy policy](#), and the [terms of use](#) statements.

Ordering platforms:

- Payments can be made from the **web application** via bank card through the PayPal web payment service or your PayPal account.
- Payments made from the **mobile application (payment option available for private accounts)** are finalized through the respective mobile application store (Google Play/Apple Store).

7. How can I gain free time credit?

The first time a user subscribes to one of our higher tier subscription packages (Lite, Plus, Premium, or Professional) **after being referred via your invitation link** from the Invite Friends menu, we reward each of you with 1 hour of **free time credit** for your respective subscription packages.

8. What are my payment options?

Payments can be completed in given currencies (HUF/ EUR/ USD/ GBP) through a variety of ways. Once you have logged in to the web application, click on the "Subscribe" button in the top menu and you can choose the package that suits your needs and the time credit you want to subscribe to (no monthly subscription required).

The following payment methods are available:

1. **By credit card** on the SimplePay (HUF/EUR/USD) platform
2. Via **PayPal** (HUF/ EUR/ USD/ GBP)
3. From the **mobile application** (available for individual users), the payment is made through the related mobile application store. The currency will be automatically displayed according to the country set in the mobile app store, and the invoice issued by Google/Apple will also include the details set there.

9. Where can I see the status of my order?

- All past orders can be found within the **'Orders' submenu of the Profile**.
- In the **'Pending orders'** section you can see any order processes that were either canceled or interrupted.
- Under the **'All orders'** section you can see orders and their respective status. Further details can be viewed by clicking on the selected row.

All orders

+ New order

ID _____

Subscription ▼

Status ▼

Date created	Subscription	Time credit ordered	Status
a few seconds ago	Premium	50:00:00	🔄 Cancel
a minute ago	Premium	10:00:00	✓
2 minutes ago	Prime	10:00:00	✗

10. How can I extend my Alrite subscription?

In case your 1-year subscription has not yet expired but you have used up all your time credit, you can extend your subscription. **To extend your subscription, you simply need to initiate a new order from the application.**

New subscriptions can be initiated:

- From the Home menu by clicking on the **'Increase time credit' button** in the banner,
- In the Profile menu by clicking on **'Orders'** and then on the **'New order'** button
- On any of the subscription banners on the **'Order now'** button

The desired time credit can be selected from the given options, or you can give a custom time credit by entering the number of desired hours in the Custom hours field.

The fee changes proportionally when increasing or decreasing the number of hours.

By extending the subscription, **the new subscription will be valid for 1 year** from the time of activation.

11. How can I change my subscription package?

In case you would like to change your current subscription package, it is possible to do so by **initiating a new order from the application**.

- If you **have remaining time credit** at the time of the new purchase, the current credit will be added to the new credit.
- If your current subscription package is different from the new one, the original time credit will **decrease in case of upgrading the package to a higher tier or will increase in case of downgrading** and will then be added up to the new subscription's time credit.
- During the ordering process, you will be able to view the conversion of the time credit.
- **The processed files retain the properties of the package even in the event of ordering a different package**, so when switching from a lower-level subscription package to a higher one (*Lite to Plus or Prime to Premium*), the captions of the files uploaded **in the previous package will not be automatically generated, only for new uploads after upgrading**.

Invoicing

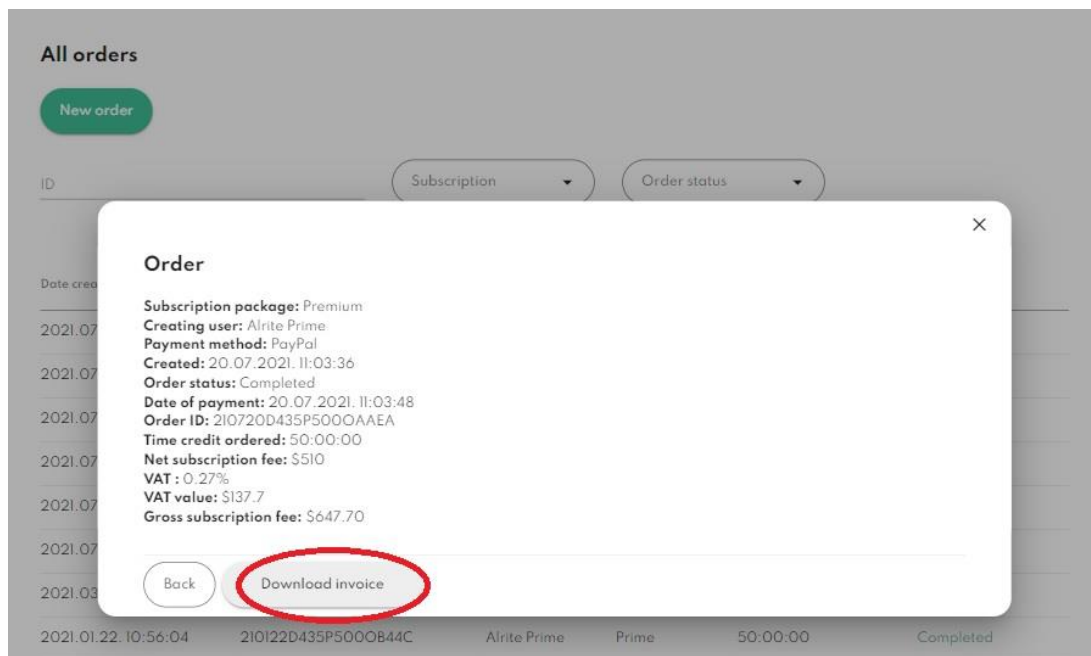
Download invoice

12. How can I view and download the invoice?

When the order initiated from the web application is successfully completed, we send the invoice in an automatic message to the e-mail address associated with the profile.

- After finalizing the payment, the invoice will also be available to **view or download anytime from the application**.
- Invoices can be viewed and downloaded for subscriptions with completed statuses within the **'Orders'** submenu of the 'Profile'. Under the **'All orders'** section, you can select the order you would like to view the details and invoice of by clicking on the selected column. Clicking on the 'Download invoice' button automatically downloads the document in .pdf format.

- An invoice related to an order initiated from our mobile application will be issued within the respective mobile store (App Store or GooglePlay) and will be available among the other receipts of previous purchases.



13. What is the difference between the invoices in case of individual and business plans?

- In case of orders made by **users with an account for private purposes** (Lite, Plus), **we can only issue an invoice containing the user's name and address.**
- By completing the order from the mobile application (available for private users), the invoice is issued by the relevant mobile application store.
- In case of orders made by our **business users** for one of our subscription packages, (Prime, Premium, Professional) **the invoice will be issued with the data of the company's name, address and tax number given in the profile or during the checkout process.**

Functionality

Supported languages

14. In which languages does the Alrite app support speech recognition?

[The Alrite speech to text automated transcribing app](#) currently recognizes English, German, Spanish, French, Italian, Portuguese, Polish, Swedish, Danish, Dutch and Turkish. Before voice recording or file upload, you need to specify the language of the speech used, and the Alrite speech recognition AI will then produce the text.

It is important that the correct language is selected, otherwise the system will not recognize the speech and the transcript will be incorrectly generated.

Transcription and captioning

15. What is the difference between a transcript and a caption?

- The **transcript is the punctuated read-along text** automatically generated from the speech by AI. Automatic transcription in the Alrite speech recognition application is available in all subscription packages.
- The **caption is a timecoded, video-matched text version of the audio or video content**, most often used for accessibility of video content, suitable for foreign language material. The captioning, caption editing and subtitle burning functions are only available in some subscription packages (Plus and Business Premium), in the other subscriptions the captions are generated in the first 2 minutes of the file to test the subtitling function.

Recording

16. How can I record an audio file (do dictation) and generate transcript within the application?

To use the function, you need to allow access to the microphone in the pop-up window, or in the browser settings.

1. Test your microphone!

By clicking on the 'Dictation' menu, before you start recording audio, you can check the intelligibility of the speech spoken by using the 'Test Microphone' function.

2. Filename, language, start!

Click on the microphone icon and enter a name of your resulting file, then select the language of the speech heard in the file.

! It is important to select the right language, otherwise the file will be uploaded but the transcribing will not be successful.

3. 1, 2 or 3 lines of captions?

- Business users with **Premium** and **Professional** packages, and private users with the **Plus** package can select before all dictation and file upload, whether to display the **captions in 1, 2 or 3 lines**.
- In case of the monthly renewable free **Starter** package, the **Prime** business package, and the **Lite** package for private users, the captions are generated in 3 lines. These packages do not include the captioning function, as a trial, the captions are generated of the first 2 minutes of each file.

4. Click on the Start button, and you can begin the recording.

Click on the 'Start' button to start dictating. The minimum length of recording is 3 seconds, the maximum can be 3 hours of each recording.

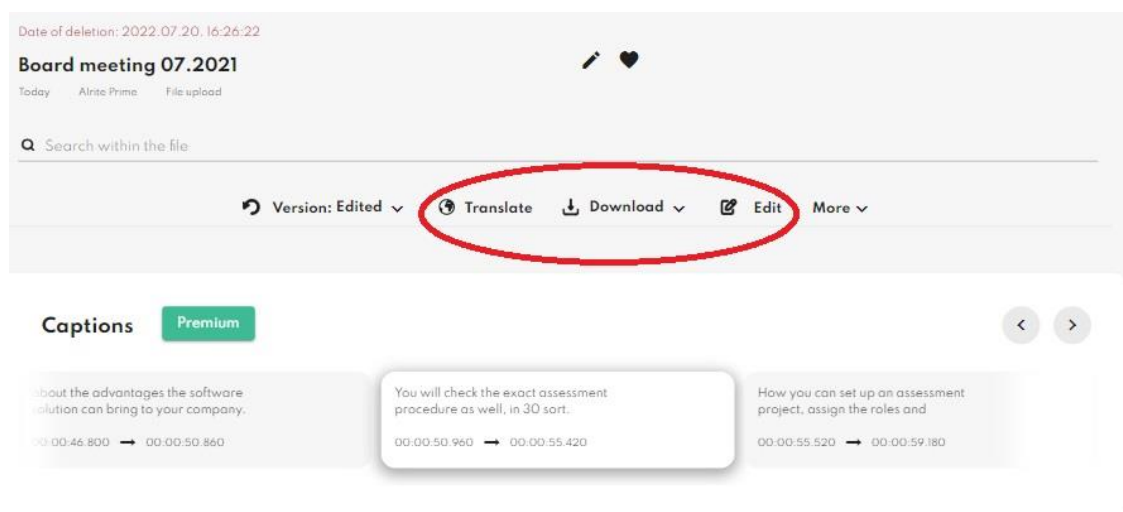
5. Pause/ Stop

The dictation can be paused by the 'Pause' button and finished by clicking on the Stop button.

Please note: It is not recommended to navigate away from or close the page until the recording is uploaded, as the recording may be lost. Once the dictation has been recorded, it will be transcribed and captioned at the same time. The subtitle can be generated only for the first 2 minutes or for the entire length of the file, depending on the type of subscription package.

6. Edit, translate, download

The generated transcript can be edited, the recorded or uploaded file and the related text versions (transcript and caption) can be downloaded from the 'File data sheet'.



7. Share

The file data sheets: the audio file and the related text versions **can be shared with others via a public sharing link**. In case of editing, the modified version, in case of translation, the translated versions will be available on the shared file data sheet as well.

If the upload of the dictation is interrupted due to a network failure, the dictation will not be lost, and the time frame will not be deducted.

The audio file can be downloaded in .mp3 format from the pop-up window that appears when the upload fails, so you can upload it any time later.

17. What are the command words and how can I use them?

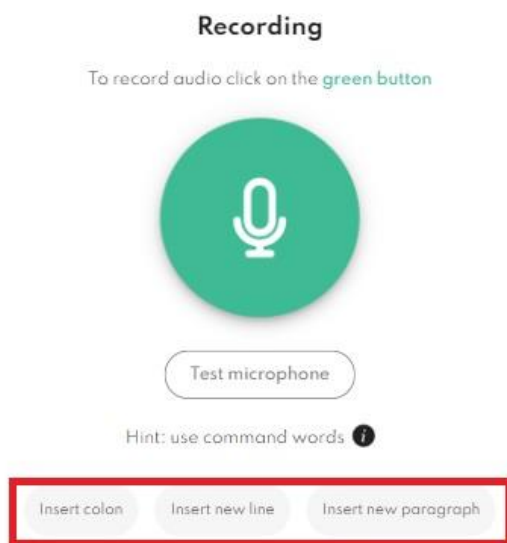
In addition to the existing automatic punctuation, using command words, you can edit the transcript of your dictation, **controlled by your voice**.

The function allows you to format and personalize the text layout at the same time as dictation.

1. Start dictating in the **Record** menu!
2. Use the following **command words** to insert characters and format the transcript:
"Insert colon"

"Insert new line"

"Insert new paragraph"



3. After the recording is finished, to display formatting, **click on the 'Change command words'** option in the More menu on the file data sheet.

If these command words are said commands are said meanwhile the dictation, they appear first as text in the transcript.

Upload

18. How can I generate transcripts and captions of audio and video files within the app?

You can upload an existing audio or video file in the Upload menu by clicking on the pulsating green button, clicking on the Browse button, or dragging an audio or video file into the page. Supported formats of upload files include: .webm, .wav, .mp3, .ogg, .opus, .mov, .mp4, .m4a, .wmv, .mkv

1. **You can change the title of the file you wish to upload, after which you have to select the used language of the speech heard** in the upload file. You can then choose whether to display the **captions in 1, 2 or 3 lines** (this option is only available within the *Plus* package for our private users and the *Premium* and *Professional* packages in case of a business account).

2. When the file upload is completed successfully, **the transcription and captioning process will begin immediately**. This may take a few minutes depending on the size of the file and the speed of the internet connection.
3. Once the transcription process is successfully completed, **the system automatically redirects you to the data sheet of the uploaded file**. where you can listen to or view the file. You can also **read, copy, edit, and translate** the associated transcript on the file data sheet.
4. In subscriptions that include video captioning, the caption editing, such as the maximum number of characters in the blocks and the maximum number of lines allowed, can be changed after processing (File data sheet > More menu > Restructuring of captions).
5. The audio or video file available on the File data sheet, as well as the corresponding transcript and captions, can also be downloaded separately from the data sheet via the Download menu.

All subscription packages include the transcribing function, the time coded captions are generated of the first 2 minutes of each file (*free Starter* package; private subscription package: *Lite*; business subscription package: *Prime*) **or of the whole file** (private package: Plus, business package: Premium or Professional), depending on the type of subscription. **Timestamped transcripts can only be exported in business subscriptions**, in case of individual use packages it can be downloaded as paragraphed text without timestamps.

19. What is the maximum size and length of the uploaded audio file?

- **With business account:** Subscribers with business profile can upload files with a **maximum 1 GB size**. There is no restriction regarding the length.
- **With an account for private use** (Lite and Plus), the maximum length of files to upload is **3 hours and the maximum file size is 1 GB**. In case of longer file, the system automatically processes the first 3 hours.

20. What is the maximum size and length of the uploaded video file?

- **Business subscribers are allowed to upload** videos of max 1 GB by default, with no length limit. Video files larger than 1 GB (max 4 GB) can be uploaded in the **Premium** package of the Business plans by ticking the '**Allow uploading of a large video file**' box in the pop-up window before uploading. You can store 3 of these larger files per business user per account and a total of 10 per business at the same time.
- **Individual users** can upload video files: that can be 3 hours long and the maximum is 1 GB by default. If the file is larger than the maximum length or size, it will be automatically truncated and only the first 3 hours will be processed. Video files larger than 1 GB (max 4 GB) can be uploaded in the **Plus** package by ticking the '**Allow uploading of a large video file**' box in the pop-up window before uploading. Up to 3 such larger files can be stored in the account at a time.

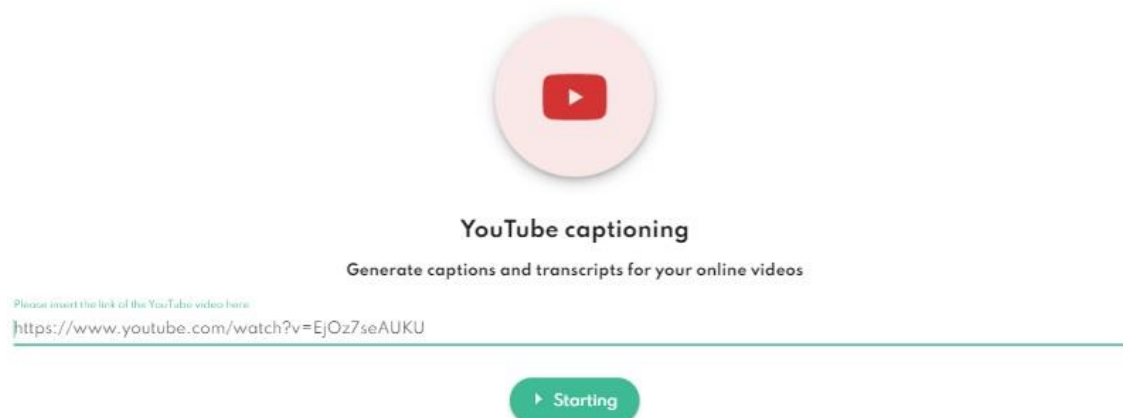
Online video captioning (YouTube, Facebook, TikTok, Dailymotion)

21. How can I generate transcript and caption of online videos with the app?

In addition to dictation and file upload, the app also provides the feature to directly transcribe and caption online videos (YouTube, Facebook, TikTok) in the *Social Media* menu.

To create the transcript and the caption of your online video, just follow these easy steps:

1. **Paste an online video (YouTube, Facebook, TikTok, Dailymotion) link** that you would like to caption and transcribe.



2. **Click on the 'Starting' button.**
3. Large video / Download video in the highest possible resolution

- **Allow uploading large video:** if the size of the video you want to upload exceeds the default size limit, please **fill in the checkbox**. In this case, the maximum allowed size of videos will be increased to 4GB and you can store up to 3 such videos per account at a time, or up to 10 videos in total for all accounts in your company/organisation.
 - **Download video in the highest possible resolution:** if it is important that the video is available in the highest possible resolution after processing, because you want to burn the captions on the video, you can enable this feature. If, on the other hand, your focus is on creating text variations and you therefore prefer to focus on processing speed, we recommend that you disable this option.
4. **Select the language of the video and the resulting filename.** It is important to select the language of the speech heard in the video, otherwise the transcription will not be successful.
 5. Select the to display the layout of the captions: **1, 2 or 3 lines** (The eligibility is available in the higher category packages)
 6. **Click on the 'Start' button** to begin the upload.
 - Users with the **Premium** and **Professional** business packages, and our private users with the **Plus** package can select the **layout of the captions: 1, 2 or 3 lines**. In subscriptions that include video captioning, the caption editing, such as the maximum number of characters in the blocks and the maximum number of lines allowed, can be changed after processing (File data sheet > More menu > Restructuring of captions).
 - In case of the monthly renewal free **Starter**, the business **Prime** and the private **Lite** packages, the captions layout is not eligible, the captions are displayed in **maximum of 3 lines in a block by default**. These packages do not include the captioning function, the **captions are generated of the first 2 minutes of each upload as a trial**.

While the video is being uploaded, the system processes and converts the video to the appropriate format, and then creates the corresponding transcript and caption, which is available on the 'File data sheet' after a redirect.

The files can be downloaded from the file data sheet in the following formats:

- The original, the modified in case of editing and the translated **transcript versions can be downloaded separately** from the file data sheet in .docx format.

- **The captions versions can be downloaded in .srt or .vtt format** and be easily fitted on the video in an external player
- or **can be burnt on the video and be downloaded** in .mp4 format after customizing the layout, the font type, size and the colour of the text, outline, and background. The function is only available in the higher-level subscription packages (*Plus, Premium and Professional*). The video file converted with the application **does not retain its original quality**.
- The **video in .mp4, the audio in .mp3** format can be downloaded.

Downloading:

1. Select the version of the text you would like to view and download after opening the selected tab on the file data sheet. (Original, edited, translated)
2. Click on the Download button and select the file.

File Data Sheet

Editing

22. How can I edit the transcript of the uploaded file?

The text of the transcribed or captioned speech may need to be corrected afterwards, but editing is possible directly on our interface.

- By default, the text is in reader mode.
- To be able to edit it, **you need to switch to edit mode**, which you can do in two ways: **by clicking in the text box or on the 'Edit' icon**.
- After that, instead of the **'Edit'** button, **a Save and a Cancel button** will be visible, indicating that the edit mode is active.
- **All versions of transcript (original and translated) can be edited**, and as soon as you have made the necessary changes in the transcript and click the Save button to save them, the edited parts in **the captions will also be updated automatically**.

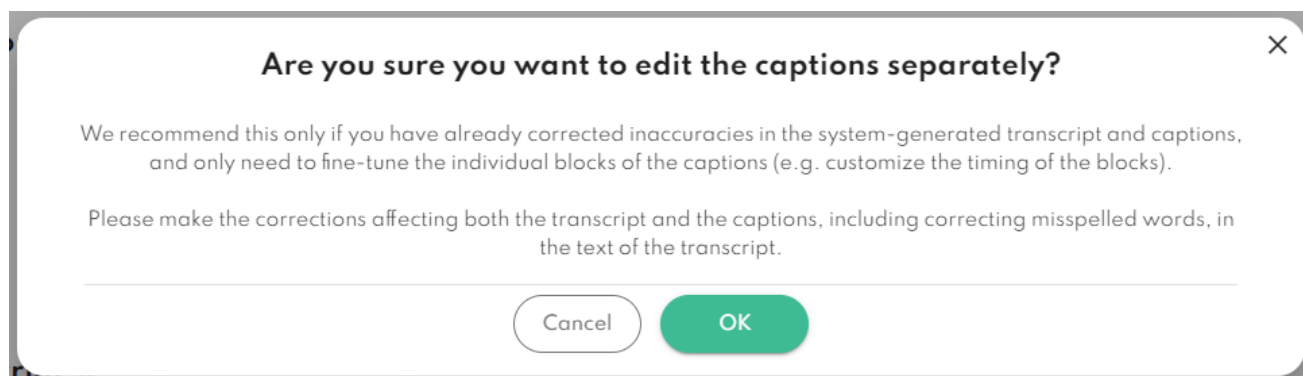
- If you want to discard the changes or cancel them, click the **Cancel** button. By saving the modifications, the latest version of it will be available to view, edit and download.

Tooltip: Pasting text into the transcript may impair the quality of the captions' timing. For optimal results please perform all your edits inside the application.

23. How can I edit the captions?

The caption editing function is available on files uploaded in the Plus, Premium or Professional subscription packages.

If any correction is necessary in the text, it is recommended to be executed directly **in the transcript on the file data sheet**. In case you only need to fine-tune the individual blocks of the system-generated captions, just click on the pencil icon at the Captions section.



Here is how to edit the captions simply step by step:

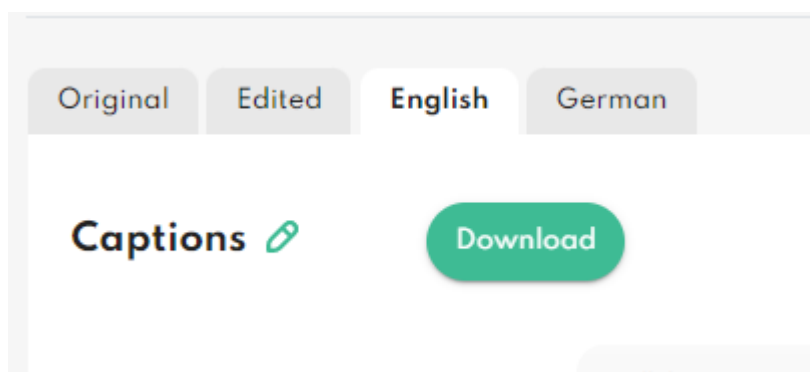
1. **Select the text version you want to edit (Original, Edited, Translated) and click on the pencil icon in the Captions block.**
2. Find the text block you would like to edit. You can change the line breaks, the number of characters per line or block, create or delete entire blocks. The subtitle editor's Help (i) menu will show you the tips and tricks to find your way around.
3. Changes made to the subtitle can be saved, undo and deleted.

4. Custom captions can be viewed on the video in the editor window, downloaded as .srt or .vtt files, or burned onto the video as a video file.
5. Once the edits are complete, click **Save** to save the edits you have made in the captions.
6. After editing is complete, click **Close** to return to the file upload page, where you can choose whether you want to display **Automatic** or **Custom** (edited subtitle version) on the video. The captions can be downloaded as .srt or .vtt files and burned onto the video.

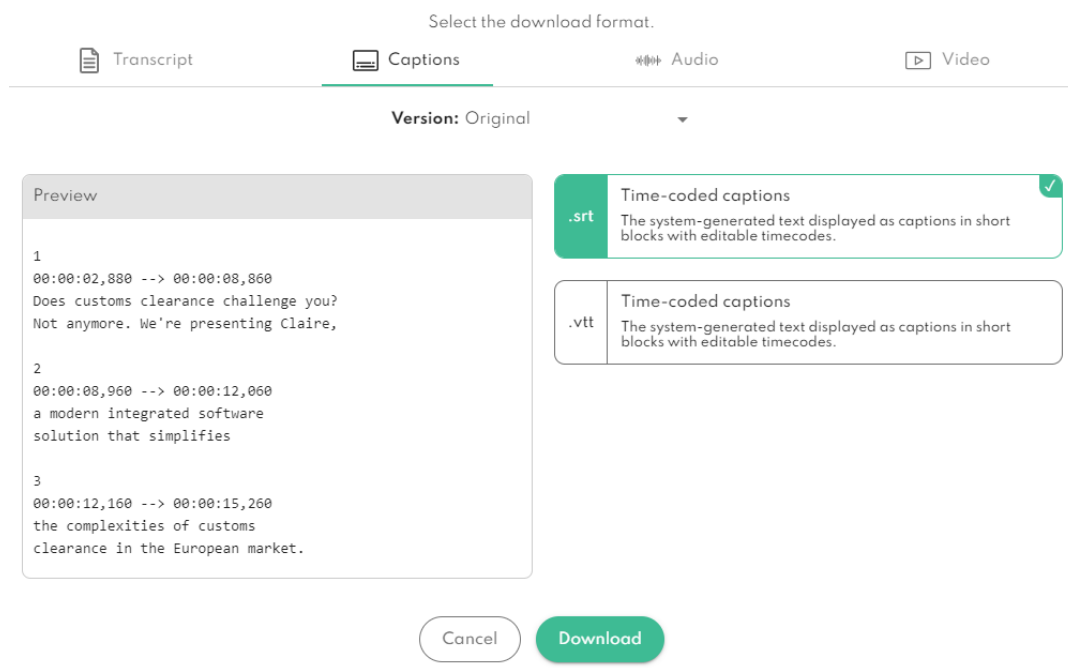
In subscriptions that include video captioning, caption editing, such as the maximum number of characters per block and the maximum number of lines allowed, can be changed after processing (**File data sheet > More > Restructuring of captions**).

24. How can I view and download the generated transcripts and captions?

1. If you already have an edited or automatically translated version of the text aside of the original texts, **click on the selected Tab** which version you would like to display.



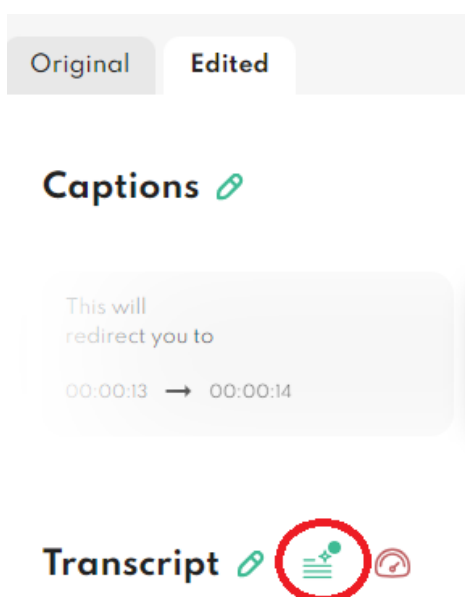
2. Click the **Download** menu, then the file type you would like to download.



The original, the edited and the translated transcript and captions can be saved in .docx format and the caption in .srt or.vtt format. **Timestamped transcripts can only be exported in business subscriptions**, in case of individual use packages it can be downloaded as paragraphed text without timestamps.

25. How can I create a summary of the transcript?

With **Plus and Premium packages**, you can create a **transcript summary** of the audio and video content you've uploaded at the touch of a button using the integrated Open AI. At the same time as the summary, the system also extracts key terms from the transcript.



Keywords and Summary can be copied from the interface, the latter **can be edited directly in the application**. Once the summary is created, the Summary window can be closed or opened by clicking on the highlighted icon.

It is important to note that a **Summary can only be generated once from the transcript**, so it is recommended that you start the process with any necessary changes to the transcript. The Summary function cannot extract from files that are a few lines long, too short or several hours long.

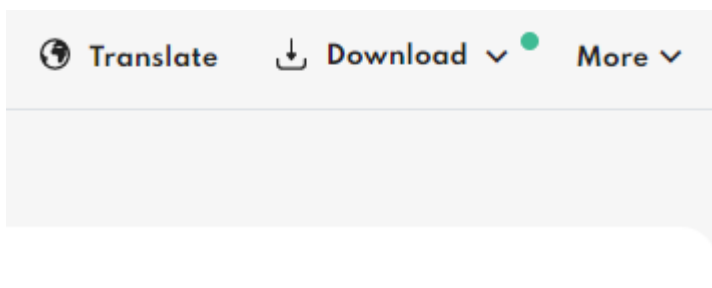
Translation

26. Which package includes the translation function?

- **Besides of the monthly renewable free *Starter* package, the translation function is available in all subscription packages. (*Lite, Plus, Prime, Premium* and *Professional*).**
- Files uploaded in Alrite subscription packages can be automatically translated into other languages from the datasheet using the built-in DeepL translator. With Lite and Prime packages, automatic translation between **English-German-Spanish-French-Hungarian is supported**. The **Plus and Premium packages offer 10 additional translation languages**.
- Documents are sent to third party (DeepL) for translation purposes only and are not stored by them. You can initiate translation up to 2 times per language and per file.
- **By translating the transcript, the captions are translated at the same time, that you can display on the player in the application, or on an external player in case of download.**

27. How can I translate the transcript and the captions?

- The translation function is available on each upload's file data sheet. Alrite can translate transcripts and captions automatically to different languages



- The translation function is available **on the file data sheets** of recordings and uploads.
- When the translation is complete, the translated transcripts and captions will be displayed. If you want to view the original, edited or other translated versions, you can access the versions by selecting the Tab on the file data sheet.

Tooltip: Before proceeding with the translation, it is recommended to make the necessary edits in the transcript, to get a more precise translated version.

Download

28. Does the downloaded transcript contain timestamps?

Only with the business subscription packages (*Prime, Premium and Professional*), transcripts can be downloaded in .txt or in .docx, the latter with two different formats: without timings as shown on the file data sheet, or with timestamps (docx). The timestamps appear by each paragraph before the text.

When exporting the file, the starting time can be set manually. The ability to customize the start of the timing can be very helpful if the uploaded file is not the whole of the material to be processed, but it is important to maintain continuity. This allows you to insert multiple transcripts of related files in sequence, without the need for any timing alignment. This feature is also useful if you want to display the actual time, not when it is played within the file.

With the free Starter or the individual subscription plans (*Lite and Plus*) the transcripts can be downloaded in .txt or .docx format without timings.

29. How can I download the files recorded in Alrite?

When the recording is finished and the file upload is completed successfully, the system automatically directs you to the individual data sheet of the recorded file, where you can listen to, view, or download the file.

1. To download the file, click on the Download menu then,
2. click on the **'Download audio file'** option, that automatically downloads the audio file in one of the available audio formats.

30. How can I view and download the captioned video?

Recorded and uploaded, also converted online videos (YouTube, Facebook, TikTok, Dailymotion) are stored in the application and can be reached at the 'Files' menu.

- Amongst the processed files by clicking on the selected row, you are navigated to **the individual data sheet** of the uploaded video file. You can watch the captioned video by clicking on the 'Play' button.
- You can download the video file by clicking on the **Download** submenu then selecting the **'Download video file'**. **Videos can be downloaded in .mp4 format.**
- **The captions can be downloaded separately in .srt or .vtt format by clicking on the 'Download captions' option.**
- Captions **can be burnt on the video and be downloaded** (*Plus, Premium and Professional*) in various formats after customizing the layout, the font type, size and the colour of the text, outline, background and the color and design of the progressbar . The function is only available in the higher-level subscription packages.

The captioned videos will be available in the application for the duration of time based on the type of subscription, but for maximum 1 year, furthermore it will be available on the device in case of download.

When opening the downloaded video file from your computer, you can add the generated and then downloaded captions to the video by searching for it in the video player app you are using.

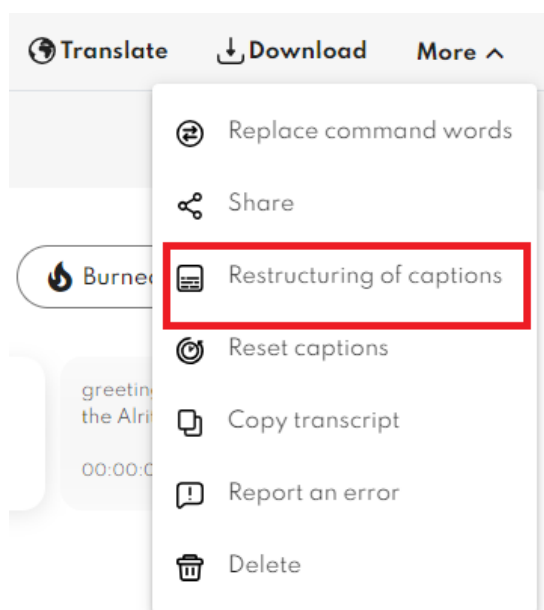
Restructuring of captions

31. How can I change the number of characters and lines of the captions?

When using the Restructuring of captions feature for files processed with higher subscriptions (Plus and Premium), the system recalibrates the caption structure based on two parameters: the maximum number of characters allowed per line and the maximum number of lines allowed per caption block set by you.

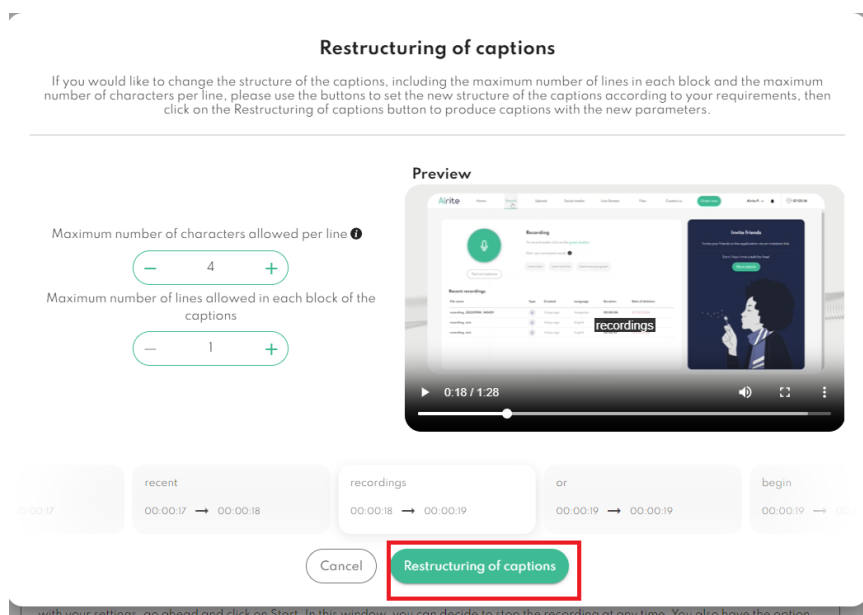
To change the 1-2 or 3-line blocks selected before processing, or the default maximum of 38 characters/line units, select the "Rewind Caption" option from the More menu in the file data sheet.

Set the desired number of characters and the maximum number of characters allowed per block, then click on the Rewind Caption button.



32. How can I set the captions to appear word by word?

A popular subtitle display on social media, the word-by-word captions can be accessed by going to 'Restructuring of captions, decreasing the number of characters and setting the lines to 1.



Burned-in captions

33. How to create burned-in captions with Alrite?

The burn-on feature is only available in higher subscription packages (Plus, Premium and Professional). Please note that exporting the video with burned in captions is only available in case of files uploaded in the Plus, Premium or Professional packages.

Caption burning allows for multiple versions of captions (e.g. original, edited, translations) to be placed on a video, ideal for reaching multilingual audiences.

In addition to multi-track subtitles, Alrite provides customization options for creating captioned videos, which are very popular on social media - the feature allows you to format a single line or word differently.

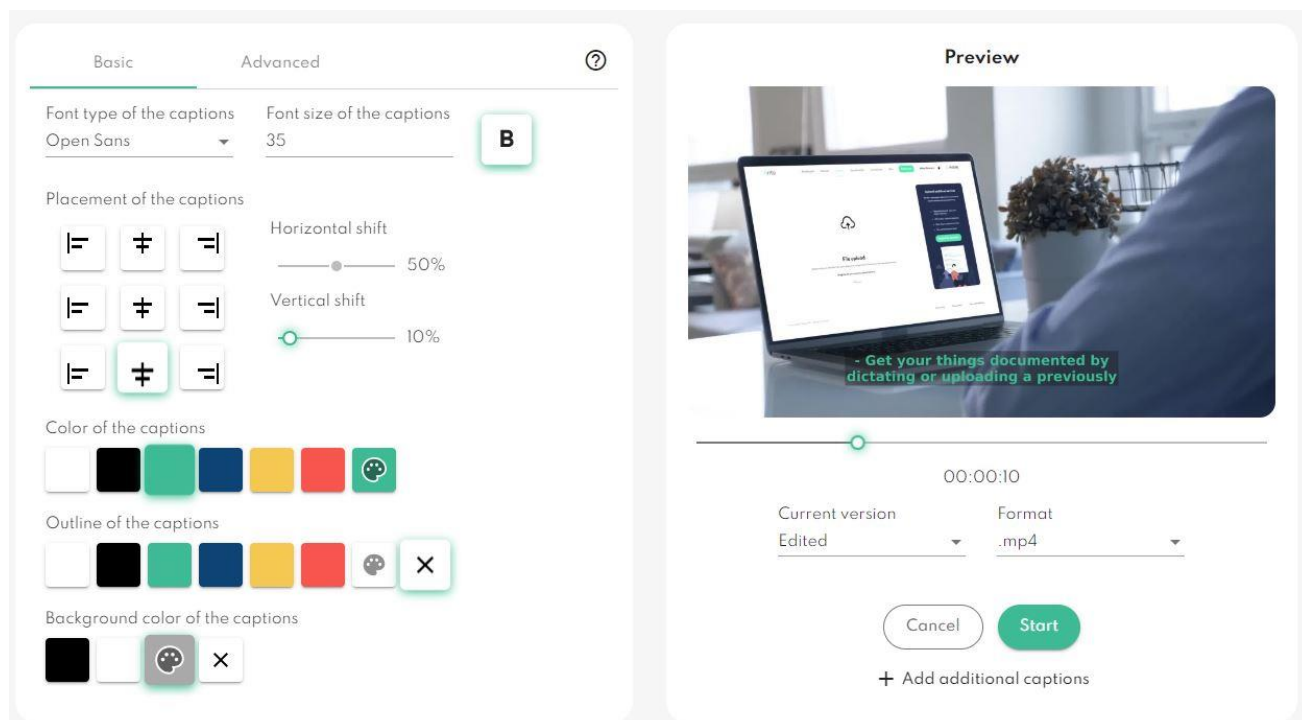
Basic settings

The Basic level settings allow you to customise the entire captions, whether it's the placement of the caption's blocks, font size, font colour, outline or background. The horizontal and vertical offset sliders allow you to adjust the position of your captions individually.

Important: the minimum font size of the caption is 10 and the maximum is 200. Regardless of the placement of the caption and the font of the caption, it is possible that the caption may stick out of the screen at certain settings, so we recommend avoiding extreme values.

If you don't want to set an outline or background for the captions, just click the buttons with the X icon for these parameters.

You can also use the horizontal and vertical offset sliders to adjust the position of the captions individually. The shift is based on the currently active setting of the 9 default positions, so it will shift the caption relative to and taking this into account. If the caption is centered horizontally or vertically, no offset is allowed in that direction. In this case, the sliders are displayed in grey.



Advanced settings

The Advanced level settings provide even more detailed customisation options, but are based on the Basic level settings, so it is recommended that you make changes to the majority of the captions in the Basic level view first.

In the Advanced view, you can customise the appearance of the caption by block, word or even character, including font, font size, font colour or outline.

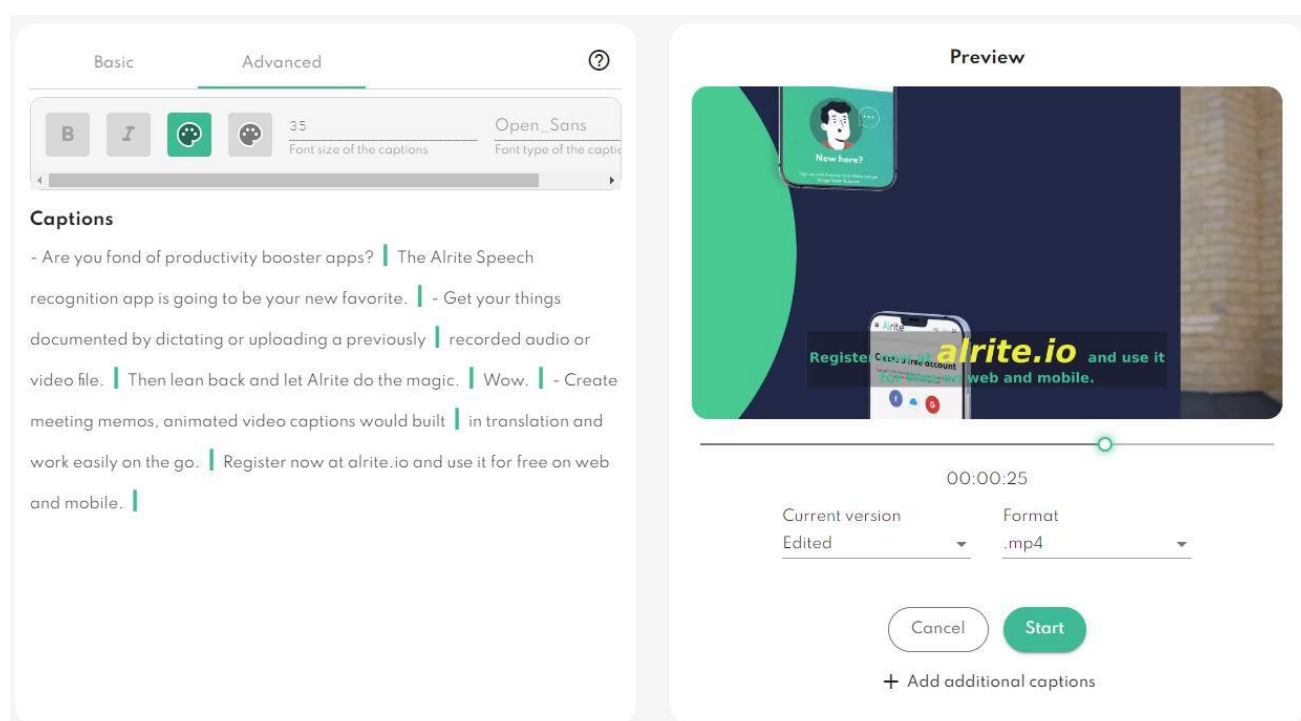
The user can only change these parameters if at least one character of the caption is selected. Proof of successful selection is provided by the green background behind the characters. It is then possible to modify the appearance of the selected parts individually.

However, it is not possible to select across different subtitle blocks. It is therefore only possible to modify the appearance within one subtitle block at a time. In this view, the segmentation of the subtitles, i.e. the beginning and end of each subtitle block, is represented by vertical green lines.

Characters and/or words that have already been modified by the user will be displayed in green font colour instead of the default colour.

The preview will always show a snapshot of the video, through which the customized appearance of the caption can be conveniently tracked. The different moments in the video can be checked using the slider, but clicking on specific points in the caption will automatically flash the snapshots of the video where the user has just clicked.

In addition, the preview can be used to position blocks containing selected parts individually. All the user has to do is click on the appropriate point in the video preview after selecting the relevant section, and the subtitle block will be positioned.



Add multiple caption versions

The burn on captions to video feature also gives you the option to have more than one subtitle version on the video after download. This can even allow you to read the speech in the video in multiple subtitles at the same time. For example, in the language spoken and in a translation of that language. After correcting the transcript text and, if required, creating automatic translations, we recommend that you initiate the individual display settings for the subtitles. When you are done customizing a particular subtitle version, you can add additional versions to the video.

You can add a new subtitle version to your video by clicking the + button next to the tabs. The different subtitle versions can be customised individually, using both the Basic and Advanced settings, including their colouring or even their position.

However, it is not recommended to burn more than two subtitle versions onto the video, as more text could become too much and cover a large part of the video.

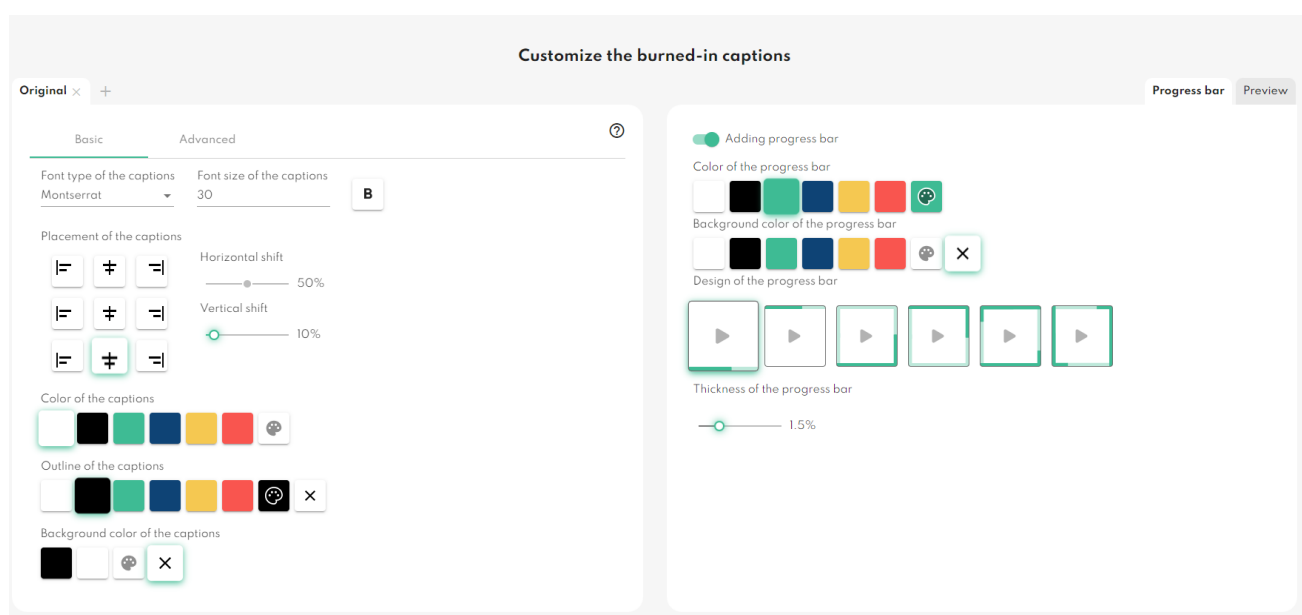
If necessary, each version can be removed from the video by clicking on the X buttons on the tabs.

If there is no subtitle version already available for the file that has not been added to the video beyond the subtitle version that has been customized or is being adjusted, the + button becomes inactive.

Progress bar

In addition to the different subtitle versions, a progress bar can be burned onto the video to indicate the progress of the video, which can be added to the video by selecting the Adding progress bar button on the Progress bar tab.

You can then set, among other things, the colour and thickness of the progress bar, and even the way and direction in which the progress bar wraps around the video. The appearance of the customized progress bar can be checked in the Preview tab. The progress bar settings can be freely modified until the start of the burning in process.



Restart

By pressing the Restart button, the process can be reset to its initial state, i.e. all subtitle versions previously added to the video can be removed. It is important to note, however, that this will permanently lose any custom settings for their appearance, as a pop-up window will warn you.

Once the restart has been approved, the default settings for the display of the caption will apply.

Recommended workflow

The recommended process for burning the inscription consists of the following steps after opening the window for burning the inscription:

- 1. Make the default settings for the default subtitle in the Basic view.**

It's always a good idea to start the process with settings that affect most of the caption, such as the font colour, font, font size and position of the whole caption.

- 2. Give an eye-catching unique look to each block or important phrase in the Advanced view!**

Once you have set the display of most of the subtitle in the Basic view, it is time to set the style of only the individual parts that deserve special attention, or even to set the position of individual blocks individually.

- 3. If required, add an additional subtitle version (e.g. a translation in addition to the default version) to the video.**

This way you can read the speech in two languages at the same time and reach a larger audience with your videos. Also for the newly added subtitle version, follow the first two steps, i.e. set the newly added version to appear.

- 4. Add an optional colourful progress bar for exciting-looking videos!**

The video progress bar helps video viewers to gauge the length of the video and where they are in their viewing of the video content.

- 5. Finally, click the Start button to burn the subtitles onto the video, and download the video when you're done.**

The burning and downloading process can take several minutes depending on the length and quality of the video

Searching

34. How can I search for a word or expression within the transcript?

1. Open the file data sheet from the Files menu.
2. Enter the word or expression in the **search field**.
3. **The searched word will be highlighted in the transcript.**
4. You can **jump to the next word** by pressing Enter.

The screenshot shows the Arite interface. At the top, there is a search bar with the text "Datei durchsuchen" and a search icon. The word "software" is entered in the search field and is circled in red. Below the search bar, there is a navigation bar with buttons for "Version: Bearbeitet", "Übersetzung", "Herunterladen", "Bearbeitung", and "Mehr". Below the navigation bar, there is a section for "Untertitel" (Subtitles) with a "Premium" button and navigation arrows. Below the subtitles, there is a chat window with the text "For questions, feel free to use the chat on our website, and one of our colleagues will answer you right away. Let's start." and two time stamps: "00:00:00.640 → 00:00:37.020" and "00:00:37.120 → 00:00:42.440". Below the chat window, there is a section for "Transkript" (Transcript) with buttons for "Beschriftungen anzeigen" and "Unsicherheiten anzeigen". The transcript content is visible below, with the word "software" highlighted in blue.

Tooltip: You can search all dictated and uploaded files at the same time as well. This requires entering a word in the search box in the 'Files' menu. The search also takes place in the names and contents of the files.

35. How can I search for a word or expression within the audio or video file?

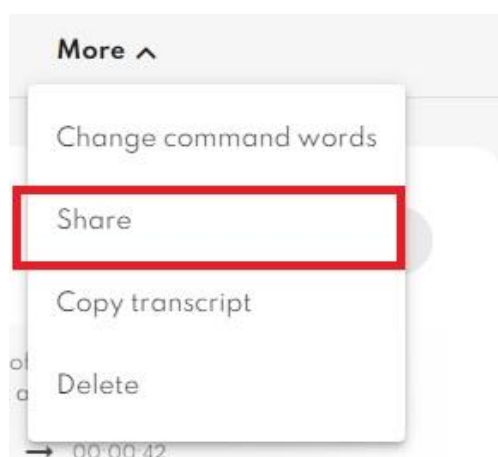
1. Switch to **Editing mode**. (double-click in the transcript/Edit button)
2. **Click on a word in the transcript**, from you would like to continue the video.

3. The player jumps to the exact point where the word is heard in the audio-or video file.

Sharing

36. How can I share the uploaded files from Alrite©?

1. Open the file you would like to share. (Alrite© account is not necessary to view the public file data sheet)
2. Click on the **'More' button** on the file data sheet, then click on the **'Share' button**.



3. **Switch to Public mode** in the pop-up window, then save the changes.
4. Copy- paste the sharing link by clicking on the copy icon **by the end of the URL**.
5. You are free to share the data sheet with others via **SMS, e- mail or other social media platform**.

Audio files (in case of video uploads as well), the text versions (original, edited in case of edited transcript, and the translated versions in case of translation) are available on the shared file data sheets.

The file data sheet **can be switched back to private any time** by clicking on the Share button again but selecting the Private mode this time.

Files

Archives

37. Where can I find my previous uploads?

Text versions generated from voice recordings recorded directly in the app, from audio and video files uploaded, or from online videos on various video sharing platforms (YouTube, Facebook, TikTok, Dailymotion) are all stored in the 'Files menu' after processing by Alrite Speech Recognition.

By default, each file is displayed in chronological order in this menu, but you can also click on each column to sort them by different criteria.

In addition, different filter conditions help you browse through the files.

In the list of processed files, clicking on the selected row will navigate the user to the data page of the file.

Multi actions

38. Is it possible to download or delete multiple files at once?

You can manage up to several documents at the same time. By clicking on the checkboxes in front of the rows (Files menu) or by clicking on the checkbox to select all files in the header, the following actions appear at the top of the list.

- **Delete selected files:** all selected file pages can be deleted - including the audio or video file and the text versions created. **Important: once the deletion is confirmed, the file pages are irreversibly and permanently deleted.**
- **Download captions:** download all subtitle versions for the selected files - original, edited (*if the captions have been edited*), custom subtitle (*if the captions have been edited*) and translated (*if the captions have been translated*). Files are downloaded in compressed .zip format, which can be opened on the local device after unzipping.

- **Download transcripts:** download all available transcript versions of the files selected with the checkbox in the same way as in the previous point.

Searching

39. How does the File menu search work?

Browsing between files is not only supported by the different columns and filter conditions, but also by a free word search field.

This allows you to search simultaneously within all processed files, as well as in all text versions generated from their contents, including edited versions and translations.

Based on the search term entered, the system will automatically display only **those files that contain the search word either in their name or in one of their versions.**

If the user clicks on one of the lines of the files displayed after the search is activated, the file's data sheet will open, but in a different way than usual, as the search terms will appear in the description on a blue background after the file's data sheet has been opened.

If there is more than one match for the search term in the file, all of them will be highlighted and you can jump between them by pressing the Enter key.

Deleting files

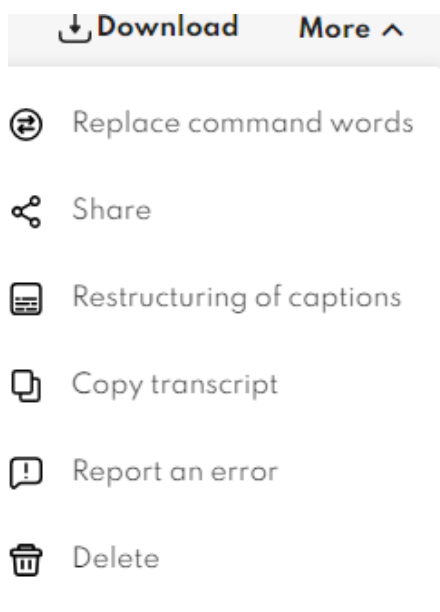
40. How can I delete the recorded and uploaded files and the related text documents from Alrite?

The subscriber may delete any audio or video material within the Alrite© application, as well as any associated text files. **They will then be permanently eliminated** and can no longer be restored.

Deleting the selected file:

1. Open the file that you would like to delete from your account.

2. Click on the '**More**' button then select the '**Delete**' option.



3. Click on the **OK button** in the pop-up window to confirm the deleting. By confirming to delete, the file and the associated transcripts and captions will be permanently eliminated, with this act the time credit will stay unchanged.

In addition to manual deletion by the user, files are also automatically deleted from the system after a certain period of time. By default, this will occur 1 year after uploading for files uploaded as part of higher subscription packages.

The date of automatic deletion of files can be checked in the data sheet of each file. In addition, when the deletion date is approaching, an icon will appear in the Status column of the File menu in the File line of the file, warning the user that the file and its associated text versions will soon no longer be available. This status can also be used as a filter in the table.

41. Are the deleted files retrievable in Alrite?

Deleted files will be permanently eliminated and can no longer be retrieved or restored.

Live Stream

42. What is the Live Stream function for?

In the Live Stream menu, you **can watch various channels and test how Alrite creates real-time captions** on different media platforms for live broadcasts in English, German, Hungarian and Spanish.

We are continuously developing this function as well, aiming to extend the available languages and channels.

Additionally, the Live Stream feature provides an opportunity for the streaming platforms to **increase their accessibility** for those who might need help understanding the heard speech.

Profile

Managing users and accesses

43. Is it possible to add more users to an Alrite© account?

In case of business use, it is possible to add **unlimited number of users** to one the account.

- The users can be managed in the 'Profile' menu.
- The **Company admin is the operator of the users** invited to the user account. The Company admin **can invite or delete users** and can **set the role of them**, also to view and modify their personal data.

- Within the Profile menu it is possible to filter and list the users based on different attributes.

Users

Name E-mail

Role Status

Name	E-mail	Role
Regens Zrt.	alrite@regens.com	User
Alrite Prime	a.lrite-prime@regens.com	Superuser

< 0/0 >

Add a new user

For further information about the user roles and authorities, please read the 'Is it possible to set different roles amongst the users within an account?' question.

44. Is it possible to set different roles amongst the users within an account?

- Users with business profile can **add unlimited number of users**, who can use the same time frame to create transcripts and captions.
- Members invited to an account **can activate their sub-account with their own email address and password** via the automatically sent Alrite© invitation e-mail.

The following role settings are available in the application:

1. On the top there are the **Company admin(s)**. Users with this role **can invite or delete users, set, or modify their role and status**. Furthermore, uniquely the Company admin can view, edit, or delete the files that all users recorded or uploaded within the profile. Changing the subscription or **to start a new order** is also only the Company admin's right.
2. The **Superuser can view and manage the files uploaded** to the application by other users, and **can initiate a new subscription**, although with this role, the invited **user's data and their roles are not accessible** for them.
3. **Users have limited authorities: Users can only manage their own uploads**, they do not have access to other user's files nor their data, they also can't purchase new time credit.

Managing the account

45. How can I change my password?

You can change your password in two different ways:

1. in the **'Profile'** menu by giving your current password and set a new one.

Change password

Current password
.....

New password
.....

Confirm new password
.....

The password must contain 8-16 characters with at least one capital letter, one lowercase letter and one number.

Cancel Save

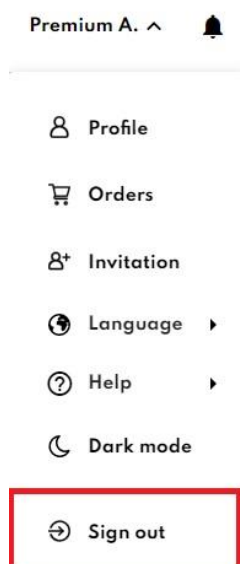
2. By clicking on the **'Forgotten password'** link at the Alrite© log in page and setting a new password with the Create new password link automatically sent to you via e-mail.

46. How can I request a new password?

1. Request a new password by clicking on the **'Forgotten password'** link on the Alrite© login page.
2. **Enter your registered e-mail address** and click on the **'Request new password'** button.
3. Open the e-mail automatically sent by us and click on the **'Create new password'** link, then enter your new password and then confirm your choice by entering it again. The password should contain 8- 16 characters with at least one capital letter, one lowercase letter and one number.

47. How can I log out from the application?

You can sign out from the application **by clicking on the 'Sign out'** button within the drop-down menu at the account name on the right top of the site.



48. Where can I get more information about data management?

You can find more information about data management in our [Privacy Policy statement](#), the acceptance of which is mandatory during registration.

49. How can I delete my profile?

You can delete your profile following these steps:

1. Open the Profile menu, then
2. **click on the bin icon within the 'My info' section.**
3. Confirm the action by clicking on the '**Delete**' button.

By deleting your profile, besides of your personal data - **all recorded, uploaded, and associated text files - will be permanently eliminated and can no longer be retrieved or restored.**

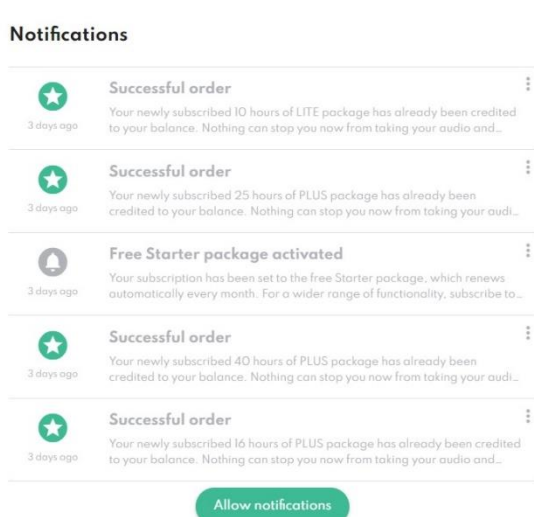
Based on the (1) f) point of the 6th paragraph of the GDPR, after deleting your personal data, we will store your registered e-mail address for 2 years. You can find more information in the [Terms of Use](#) and in the [Information about data processing statements](#).

Notifications

50. What to know about the notifications?

You can individually set and change the type of events connected to your Alrite account at any time.

By enabling notifications, which can be set in the browser and in the application, **you can be notified immediately of changes linked to your account** (time credit quota reduction,



... subscription activation and expiry) and of all other activities in your account (file processing and actions, files about to be deleted) at different priority levels. You can choose to access each notification only from within the application, or you can also enable push notifications in the browser, i.e., external notifications sent by the browser, which you can reset at any time.

Our business subscribers can also be notified of account activities not only for their own account, but also for co-/sub-users linked to the account, according to their role.

Troubleshooting

51. What affects the quality of the transcript?

High quality of the recording and the uploaded file results an estimated 95% punctuality of the transcript.

1. The quality of the transcript and captions mainly depend on the **quality of the recorded or uploaded material**.
2. **The quality of the microphone.** (Mobile or laptop built in microphone, headset, external microphone or other device)
3. The **acoustic features** of the environment: the distance from the microphone, the of the level of background noise, the volume of speech)

Furthermore, it is very important to **select the right language that the recording or the uploaded files will contain** in the pop-up before upload, otherwise the transcription will not be successful.

52. What should I do if the timings of the captions have disappeared?

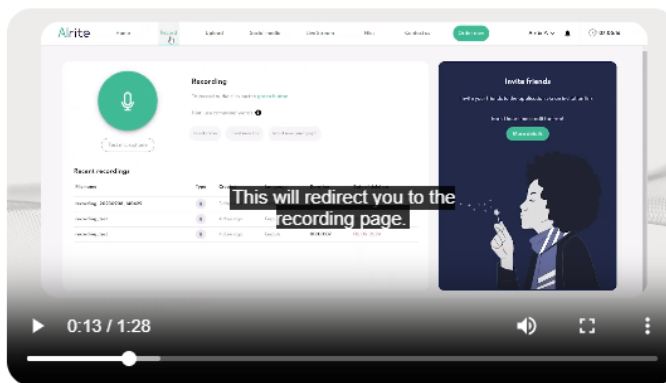
If you find that the timings of the captions automatically generated by the Alrite application have mixed or are almost completely broken as a result of changes and actions made to the subtitle, click on the Reset captions button in the 'More' menu on the data page of the file to correct the timing of the subtitle blocks in a matter of seconds.

- Replace command words
- Share
- Restructuring of captions
- Reset captions
- Copy transcript
- Report an error
- Delete

Resetting the timing of the captions

If you want to reset the timing of captions because they have gone wrong after using the paste or undo commands while editing the transcript, please click the Reset captions button to reconstruct them.

Preview



<p>and transcribe in the web application.</p> <p>00:00:08</p>	<p>Begin by logging into the web application and clicking on record on the top of your screen.</p> <p>00:00:08 → 00:00:13</p>	<p>This will redirect you to the recording page.</p> <p>00:00:13 → 00:00:16</p>	<p>Here, you can see your more recent recordings or begin the recording process itself.</p> <p>00:00:16 → 00:00:21</p>	<p>You also have the option to use your microphone with a second recording.</p> <p>00:00:21 → 00:00:28</p>
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Cancel Reset captions

To preserve the timing of your captions, we recommend that you avoid copy/paste operations when editing your transcript in the future and make all changes directly within the application.

53. How can I ask for assistance regarding Alrite?

If you have any questions about Alrite, we recommend you review our [Frequently Asked Questions](#) and the [Alrite User Guide](#).

If you do not find the answer to your question, we are happy to help, contact us via the contact form!

1. Contact us in case you need support or have any questions regarding the application, via a contact form from **'Contact us' menu**.
2. If you would like to contact us directly, feel free to send us an e-mail at support@alrite.io.
3. We provide **telephone assistance for our business users with *Prime, Premium and Professional* packages**.

54. How can I report an error?

- The easiest way to contact the Alrite support team is to select the *Report an error* option on the file's data sheet under **'More'** or
- to browse the file concerned from the list of files by selecting the *Report an error* option within the **'Contact us' menu**.

For the fastest error handling, you can also allow our support specialist to access the file, right before sending the report by ticking the checkbox.

Contact us

How can we help?

Please select a topic below related to your inquiry and fill out the form! 

Report an error 

Selected document: CLARE - your customs clearan... 

I authorise the administrator to access and view my document

Message

Dear Customer support team!



Cancel

Send