



# User Guide

Alrite web application



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# Registration and login

## 1. How can you register and create an account for the Alrite speech recognition application?

You can sign up for the Alrite speech recognition application **for free** [on the application's website](#), **without needing to provide credit card information**. Upon registration, new users receive 30 minutes of **free usage as part of the Starter package**, allowing you to explore the application's basic features. In addition, Starter accounts are not only free but also renewable on a monthly basis. If you have used any portion of your allocated time in the previous month, your balance will be automatically replenished with **another 30 minutes on the first day of each new month**.

When registering, the first step is to select the **intended purpose of use** (Private or Business), which will **determine the subscription type, available packages, and the services included later**.

- **Individual use:** allows non-commercial uses for private individuals
- **Business use:** enables all business-related uses

The screenshot displays the Alrite website's registration and login process. The main section, titled 'Create a free account', prompts users to 'Sign up for the Alrite free trial version and discover the power of speech recognition!'. It features a 'Choose account type' step with two options: 'Private' and 'Business'. The 'Private' account type is selected and highlighted with a green border. Below these options, the 'Creating your account' step is shown, with buttons for 'Register with Facebook', 'Register with Google', and 'Register with Apple'. At the bottom, there are input fields for 'Last name', 'First name', and 'Email'. To the right, a vertical sidebar contains a 'Sign in' button and a 'Try Alrite instantly' button with a microphone icon.

The differences between account types and subscription packages will be discussed in greater detail in upcoming Q&A sections. Once you have selected your desired account type, you will need to set up your Alrite account following a few simple steps specific to that type.

For personal use, there are multiple registration options available, allowing you to choose the method that best suits your preferences. These options are grouped as follows:

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

Detailed instructions for each registration method are provided in the following Q&A sections. Please note that for business accounts, only email registration is available for new users when creating an Alrite account.

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

The traditional method of creating an Alrite account via email is available for both private users and organizations. 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 screenshot displays the Alrite registration interface. On the left, the 'Choose account type' step shows two options: 'Private' and 'Business'. The 'Business' option is selected, indicated by a green checkmark. Below this, the 'Providing account details' step shows input fields for 'Name' (Doe), 'Email' (john.doe@alrite.io), 'Organization' (Alrite Ltd.), and 'Password'. There are also checkboxes for 'Sign me up to the Alrite newsletter' and 'I have read, acknowledged, understood and accept the Privacy Policy of Alrite.' and 'I have read, acknowledged, understood and accept the Terms of Use of Alrite.' A green 'Sign up' button is at the bottom. On the right, the 'Already registered?' screen shows a 'Sign in' button and a 'Try Alrite instantly' button.

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. The account will be activated by clicking on the **Confirm registration** button in the confirmation email sent by the application. After activation, you can log in to the Alrite interface using the email address and password you entered during registration.

Please note that registration must be confirmed **within 72 hours**; otherwise, the registration will be canceled, and the account will be deleted. In this case, you will need to initiate the creation of your Alrite account again, starting from the beginning of the process.

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

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

If you prefer to avoid confirming your registration or entering additional details to complete the process, you can quickly and easily register using your **Apple, Facebook, or Google social account**.

Alrite

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EN

- ✓ Access to discounted subscription packages
- ✓ Quick registration via social accounts
- ✗ Transcripts with timestamps cannot be downloaded
- ✗ Speaker diarization for text segmentation is not supported
- ✗ Real-time transcription and captioning are not available
- ✓ supports an unlimited number of users
- ✓ Allows inclusion of a tax number on invoices
- ✓ Enables downloading transcripts with timestamps
- ✓ Includes speaker diarization for text segmentation
- ✓ Provides real-time text generation with Alrite Professional

Creating your account

Register with Facebook Register with Google Register with Apple

or

Last name\* First name\*

Email\*

Password\* Confirm password\*

☐ Sign me up to the Alrite newsletter

☐ I have read, acknowledged, understood and accept the [Privacy Policy](#) of Alrite.

☐ I have read, acknowledged, understood and accept the [Terms of Use](#) of Alrite.

Sign up

Already registered?

If you already have an account, just sign in. Good to see you back!

Sign in

or

Try Alrite instantly

Download

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.
2. If you are not currently logged in, enter the login credentials for your selected social account.
3. Finally, please **grant permission** for us to access the email address and name associated with your social media account.

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

If you registered through this form and created your Alrite account using a social account, you can access your account in the future by clicking the *Sign in with Facebook / Sign in with Google / Sign in with Apple* buttons on the login page, depending on the social account you used for registration.

Please note that **registration via social accounts is only available 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 personal and a business Alrite account?

During the registration process, you will need to decide whether to create a business Alrite account or a personal user account, as there are key differences between the two. Therefore, it is important to understand these distinctions, which are outlined below:

- **Invoicing:** One of the most significant differences is that subscriptions initiated through business accounts can include a tax 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 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:** For files processed under business subscription packages (*Prime*, *Premium*, *Professional*), speaker identification 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.
- **Real-time transcription and captioning:** In addition to traditional transcription and captioning, users of the highest-level *Professional* business package have access to real-time transcription and captioning, 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. Here are the advantages for individual users:



- **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 you later wish to switch the type of Alrite account you have created (from business to private or vice versa), here are the available options, considering the differences outlined above:

- To change your private account to a business account, go to *My info* in the *Profile* menu and click the *Switch to business account* button.
- If you wish to convert your business account back to a private account, please contact our customer support team at [support@alrite.io](mailto:support@alrite.io), as this change can only be processed by our staff.

Please note that we can only change the type of user account (either at the system level or through our support team) if the account does not currently have an active subscription (i.e., it currently has the free *Starter* package) and is associated with a single user.

## 5. What should you do if you do not receive the confirmation email for your registration?

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.

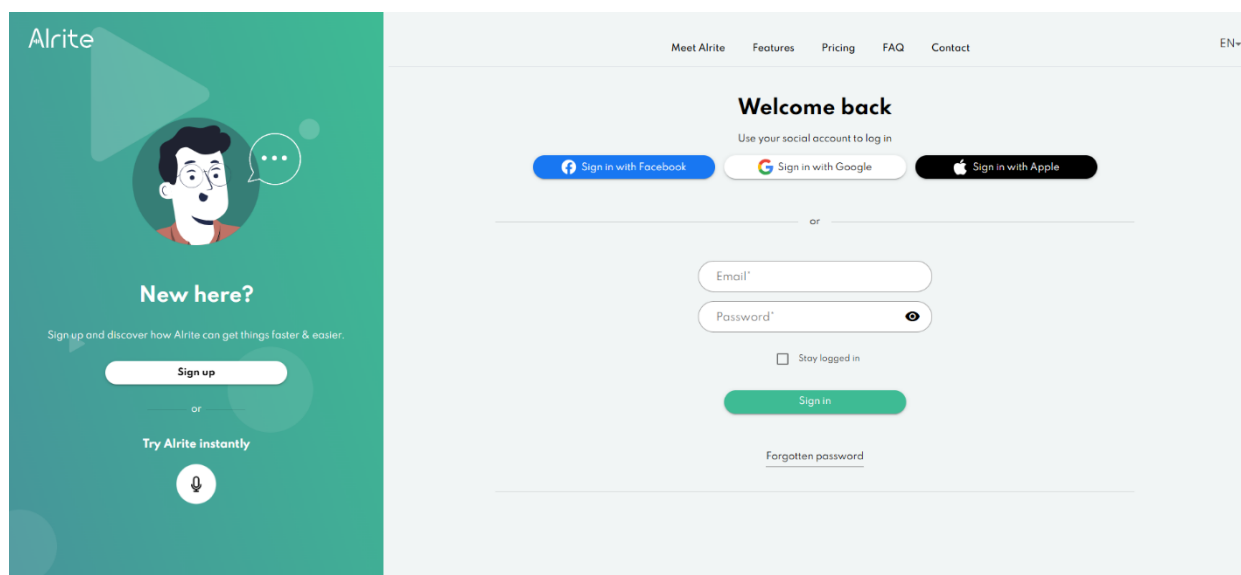
If the email is not found in any of these folders, we are happy to assist you with manually confirming your registration. Simply send an email to [support@alrite.io](mailto:support@alrite.io), and we will verify your newly registered account.

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 can you log in to the Alrite application?

The login 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 log 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 traditionally** 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.

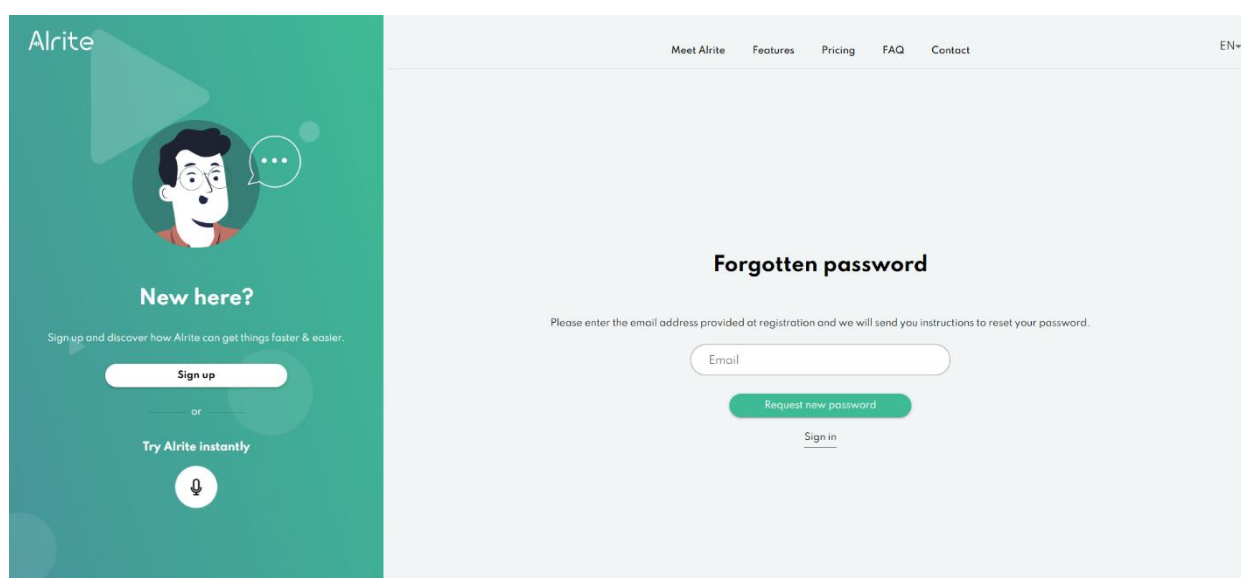
In addition to the web application, the features provided by your registered Alrite account can also be accessed through the free mobile app, which can be downloaded from the appropriate app store for your device ([Play Store](#) or [App Store](#)).

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 attempting to log in to the Alrite application?

If you have forgotten the password you set during registration via your email address, which is required to log into Alrite 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.

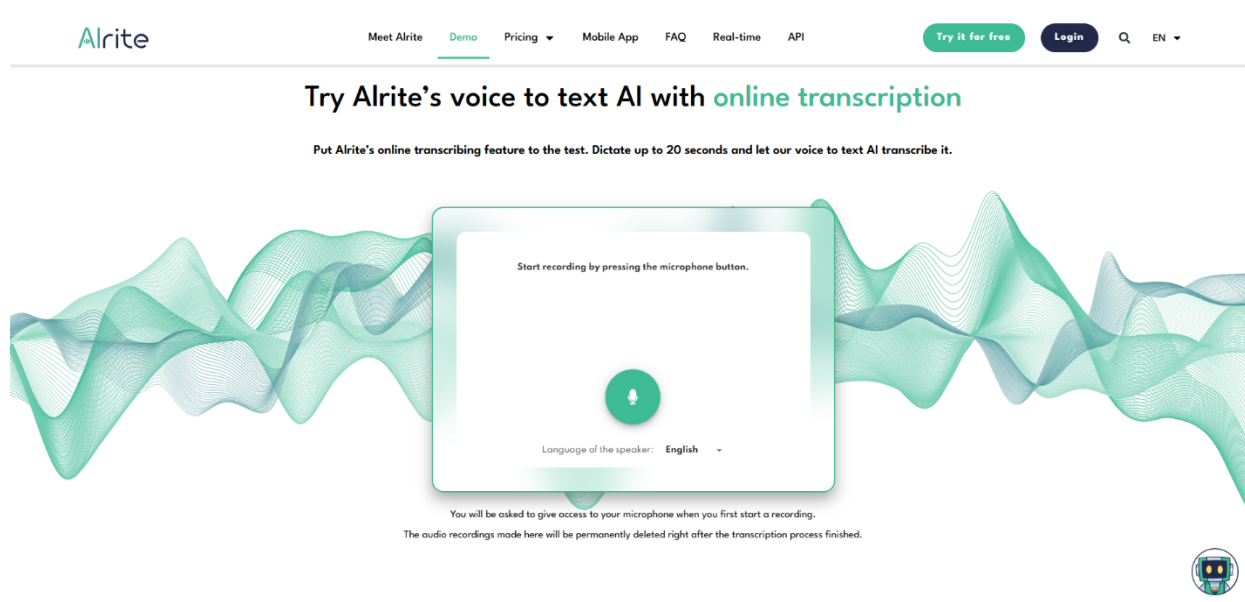


3. Check your email inbox and click on the **Request new password** button in the automatic email you receive. This will redirect you to a page where you can enter your new password. The password must contain at least one uppercase letter, one lowercase letter, and one number, and should be between 8 and 16 characters in length.

Please note that you can only reset your password if you created your Alrite account using your email address. 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. Is it possible to test the accuracy of the Alrite speech recognition application before creating your account?

Alrite can be tested for free, even without registration (i.e., without creating an Alrite account), in **English, German, 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 solution?

The Alrite mobile app is available for free 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's web version and its 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.

# Subscription

## 11. How does the monthly auto-renewable Starter 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 replenished with an additional 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 Starter account no longer meets your needs, such as when you wish to process longer files or access additional services exclusive to our subscription packages, you can easily upgrade to one of our subscription packages.



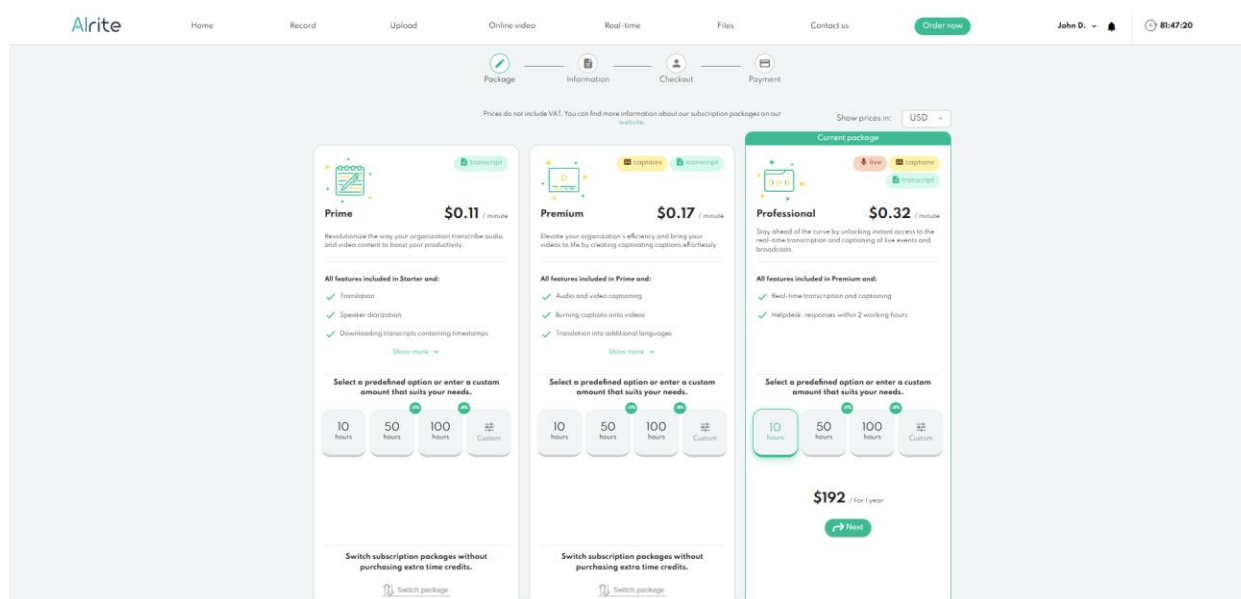
## 12. How can you subscribe to the Alrite speech recognition application?

All newly registered users will receive the free Starter package upon account activation. However, this package offers limited functionality and usage time, allowing only a basic experience of the application's capabilities.

If your needs or expectations exceed what the Starter package provides – such as processing longer files or accessing additional features – consider upgrading to a subscription.

**Subscriptions** can be initiated by logging into the Alrite web application as follow:

1. Clicking the **Order now button in the header** (or the *New order* button in the *Orders* submenu under the *Profile* menu) will take you to the first step of the subscription process.
2. The first step in the process is to **choose the subscription package** that best suits your needs. A list of features for each package will guide your decision.



3. Next, you will need to specify the **time credit to be purchased**, either by selecting one of the predefined options or by manually entering an amount in the corresponding field. The payable amount will vary 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 the order. Only users with a business Alrite account can include a tax number on the invoice.

**Subscription**  
Follow the steps below to finalize your subscription.

Package Information Checkout Payment

**Billing information**  
Organization

Company name\* Alrite Professional X

Country\* United Kingdom X ZIP code\* SW1A 2AA X City\* London X Street and house number\* Downing Street 10 X

VAT number\* 123456789 X

☐ I am not a taxable entity, neither a private individual ?

Phone number\* +3612053090 X Email alrite-professional@regens.com

Back Next

**Selected package**

**Professional**

**Benefits of the package**

- Real-time transcription and captioning
- Helpdesk: responses within 2 working hours

**Languages supported in real-time**

Please note that, unlike other features of the application, real-time transcription and captioning are supported only in the following languages: English, Hungarian, German, Spanish.

**Enjoy savings on larger orders**

If you foresee requiring additional time credit over time, it's recommended to purchase a larger amount upfront to benefit from discounted rates.

Subscribe

- In the final step, you can review the entered details, the selected package, and the time credit included in your subscription. You will also choose your preferred payment method, if there is more than one available to you. To complete the order, you must also accept the [General Terms and Conditions](#), the [Privacy Policy](#) and the [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 in such cases. However, you can still receive a discount for orders over 50 hours.

**All subscriptions are valid for 1 year**, during which the purchased time credit will remain available for use. Once your credits are depleted or the subscription expires, your account will automatically revert to the free *Starter* package.

### 13. What subscription packages are available to choose from?

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

- **Business users** can choose from the following subscription packages: *Prime*, which includes basic features such as transcription, *Premium*, which offers expanded functionality, such as video captioning, customizable caption formatting, and video export with embedded captions, and *Professional*, which includes all features from the other packages, with the addition of real-time transcription and captioning.  
All three packages can be ordered directly through the Alrite web application. For more detailed information about business subscription packages, [click here](#).
- **Individual users** can choose between the *Lite* package, which offers basic functionality, and the *Plus* package, which provides more advanced features, including video captioning and video export with customizable captions burned onto it. Both packages can also be purchased directly from the application. For more information about personal subscription packages, [click here](#).
- If you require **additional services** beyond what is included in the available packages, we recommend the *Professional* package, which can be customized with a quote request through the web application. For a completely tailored solution, please contact us directly at [business@alrite.io](mailto:business@alrite.io).

### 14. What are the differences between the various 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 – the time may have come to consider purchasing one of the 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 versions 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

The screenshot displays the Alrite website's pricing page for individual users. The navigation bar includes links for 'Meet Alrite', 'Demo', 'Pricing' (active), 'Mobile App', 'FAQ', 'Real-time', and 'API'. There are buttons for 'Try it for free' and 'Login', along with a search icon and language selector (EN). The main heading states: 'Enhance your productivity with our AI-powered speech and audio transcription solution, providing unique packages for individuals, suited for **private use**, and comprehensive features for **business and public organizations**.' Below this, there are two tabs: 'Business' and 'Individuals' (selected). Three subscription packages are presented:

- Free Starter:** Get 30-minutes timeframe after registration + 30-minute renewed monthly. Includes a 'Transcript' icon. The 'Starter package includes:'
  - Transcription using audio and video file upload
  - Transcription using dictation
  - Transcribing YouTube, Facebook, TikTok and Dailymotion videos
  - All-round workspace for editing transcripts and captions
  - Storage of files and text versions for 7 days
 A 'Register' button is at the bottom.
- \$0.07 /minute Lite:** Make typing effortless with Alrite, your versatile AI-powered transcription solution! Includes a 'Transcript' icon. 'Everything in Starter package plus:'
  - Storage of audio and text files for 1 month
  - Translation
 A 'Get started' button is at the bottom.
- \$0.1 /minute Plus:** Elevate your content with Alrite's effortless captioning capabilities! Includes 'Transcript' and 'Captions' icons. 'Everything in Lite package plus:'
  - Video captioning
  - Storage of files and text versions for 6 months
  - Transcribing and captioning YouTube, Facebook, TikTok and Dailymotion videos
  - Burned-in captions
  - Summary and keyword generation
 A 'Get started' button is at the bottom.

The prices above are gross prices and do include the amount of VAT.  
The prices shown are valid for private subscribers. For business use, please see our **Prime**, **Premium** and **Professional** packages!  
The Swedish, Italian, Romanian and Polish speech recognition models include software developed by Max Bain.

## Lite package

- **Features:**
  - a. **Transcription:** The *Lite* package 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. **Quick insights:** The *Lite* subscription package is further enhanced by a quick summary and keyword generation feature, which uses the system-

generated transcript and captions. This makes the content easier to navigate and more searchable. Alongside these text elements, the most noteworthy quote from the transcript is also highlighted.

- d. **AI tools:** In addition to speech recognition algorithms that generate transcripts (and full captions in higher-tier subscription packages), other artificial intelligence-based features assist users in obtaining results that are as transparent, accurate, and ultimately as well-structured and detailed as possible.
- **Storage time:** Uploaded and processed files, as well as generated text variations, are available for management within the application for up to 1 month.
- **Recommended for:** Ideal for individuals with basic speech recognition and transcription needs, for smaller projects or occasional use.

## Plus 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 uploaded 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, or add new blocks.
  - d. **Burning captions onto videos:** Captions created under the *Plus* package can be burned onto videos, offering customization options like font type, size, background color, position, and other features such as custom templates, karaoke-style display modes, and selectable progress indicators.
  - e. **Broader language options:** 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 generated text variations, are available for management within the application for up to 6 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

Enhance your productivity with our AI-powered speech and audio transcription solution, providing unique packages for individuals, suited for **private use**, and comprehensive features for **business and public organizations**.

**Business** **Individuals**

Educational, governmental, and non-profit organizations may [apply for discounts](#).

Package	Price	Features	Button
<b>Free Starter</b>	Free	Get 30-minutes timeframe after registration + 30-minute renewed monthly. Transcript	Register
<b>Prime</b>	\$0.11 +VAT /minute	Start to utilize the advantages of Alrite's transcription features. Transcript	Get started
<b>Premium</b>	\$0.17 +VAT /minute	Streamline your video production and caption your video content effortlessly. Transcript Captions	Get started
<b>Professional</b>	\$0.32 +VAT /minute	Stay ahead of the curve by unlocking instant access to the real-time transcription and captioning. Transcript Captions Live	Get started

**Starter package includes:**

- Transcription using audio and video file upload
- Transcription using dictation
- Transcribing online videos
- All-round workspace for editing transcripts and captions
- Storage of files and text versions for 7 days

**Everything in Starter package plus:**

- Storage of files and text versions for 6 months
- Administration interface for managing an unlimited number of users
- Translation
- Summary and Keyword generation
- Generating transcripts containing timestamps
- Helpdesk within 12 hours

**Everything in Prime package plus:**

- Video captioning
- Storage of files and text versions for 1 year
- Transcribing and captioning online videos
- Burned-in captions
- Priority helpdesk, within 6 hours

**Everything in Premium package plus:**

- Real time transcription and captioning features
- Priority helpdesk, within 2 hours

The prices above are net prices and do not include the amount of VAT.  
The Swedish, Romanian, Italian, and Polish speech recognition models also include software developed by Max Bain.  
The above table is for information purposes only, the information is not exhaustive and does not constitute an offer, Régens Zrt. reserves the right to make changes.



## Prime package

- **Features:**
  - a. **Transcription:** The *Prime* package enables quick and accurate conversion of audio and video files into text, making it easy to create written materials from any media file, 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:** In files processed with 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. **Timestamps:** Business subscriptions, including the *Prime* package, allow users to view and download transcriptions of processed files with timestamps. Each new paragraph is marked with a timestamp, calculated based on a user-specified start time.
  - f. **Quick insights:** Business subscriptions, including the *Prime* package, add value by automatically generating summaries (also known as abstracts) and relevant keywords based on the transcribed text, making it easier to review and search the content. As these text elements are generated, the most noteworthy quote from the transcript is also highlighted.
  - g. **AI tools:** In addition to the speech recognition algorithms that generate transcripts and (in higher-tier subscription packages) full captions, additional AI-powered features support users in achieving results that are as clear, accurate, and ultimately as well-structured and detailed as possible.
- **Storage Time:** Uploaded and processed files, along with generated text variations, are available for management within the application for up to 6 months.
- **Collaboration:** Unlimited 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 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, or add new blocks.
  - d. **Burning captions onto videos:** Captions created under the *Premium* package can be burned onto videos, offering customization options like font type, size, background color, position, and other features such as custom templates, karaoke-style display modes, and selectable progress indicators.
  - e. **Summary and keyword generation:** The *Premium* package enhances its value with features that automatically generate summaries (or also known as abstracts), and relevant keywords based on the transcribed text, making it easier to review and search the content.
  - f. **Broader language options:** 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 generated text variations, are available for management within the application for up to 1 year.

- **Collaboration:** Unlimited users can be invited to business accounts, allowing team members to share a common time frame 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 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 captions provided in a format that can be easily shared with and forwarded to viewers.
- **Storage time:** Uploaded and processed files, along with generated text variations, are available for management within the application for up to 1 year. Additionally, documents transcribed in real time can be downloaded from the system within 7 days.
- **Collaboration:** Unlimited users can be invited to business accounts, allowing team members to share a common time frame 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 uploaded 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.

## 15. How can you extend your subscription?

**All subscriptions are valid for 1 year** by default, which is the period during which the user can utilize the purchased time credit. If no new subscription is made within this period, any remaining time credit will be lost, and the user's subscription package will revert to the free, monthly renewable *Starter* package.

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

Once a new order is finalized, the remaining time credits from the previous subscription will be automatically added to the new one, extending its validity period. As a result, all available time credits will be valid for 1 year from the date of the most recent purchase.

## 16. How can 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 two options for switching your subscription: You can either **finalize a new order** for the desired package, or request a recalculation of your current time credit as part of a **package change**.

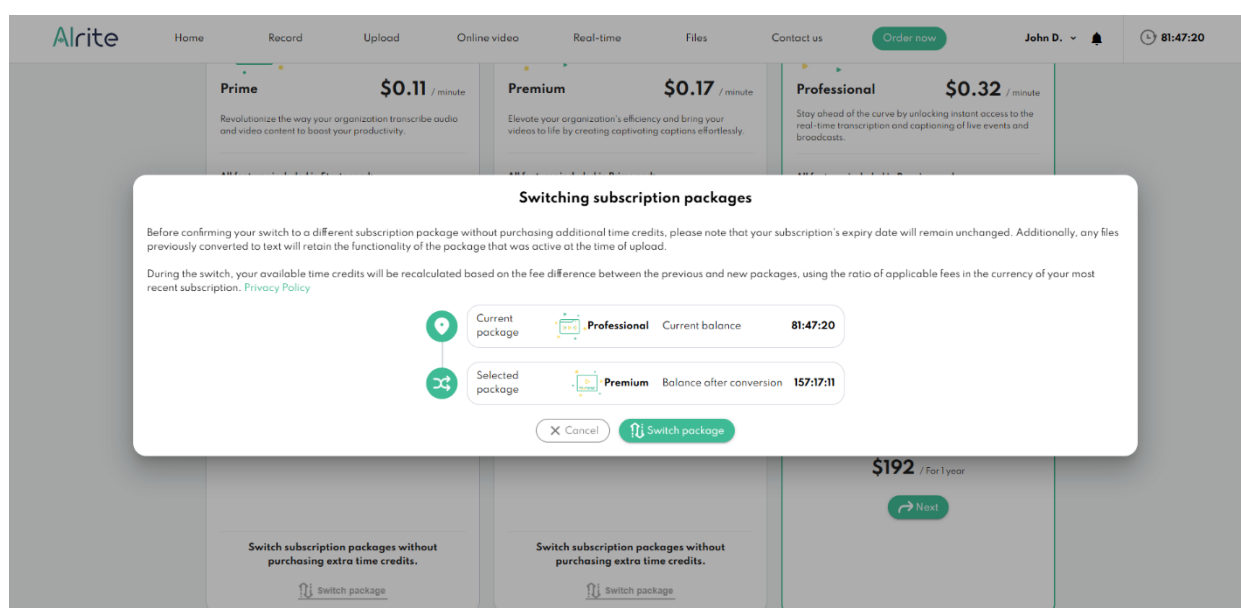
In the first case, when finalizing the new order, the current available time credit will **automatically be added to the newly purchased time credit**, based on the ratio of the current and new package fees. The calculation can be viewed and verified in the summary view before making the payment.

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 the package change will retain the features of the original package**. For example, if you switch from the *Lite* package to *Plus* or from *Prime* to *Premium*, captions for files uploaded under the lower-tier packages will not automatically extend to the full length beyond the first 2 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.**

## 17. What currencies and payment methods can you choose from?

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, you can choose the currency in which you'd like to complete 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)**, the following payment options are available:

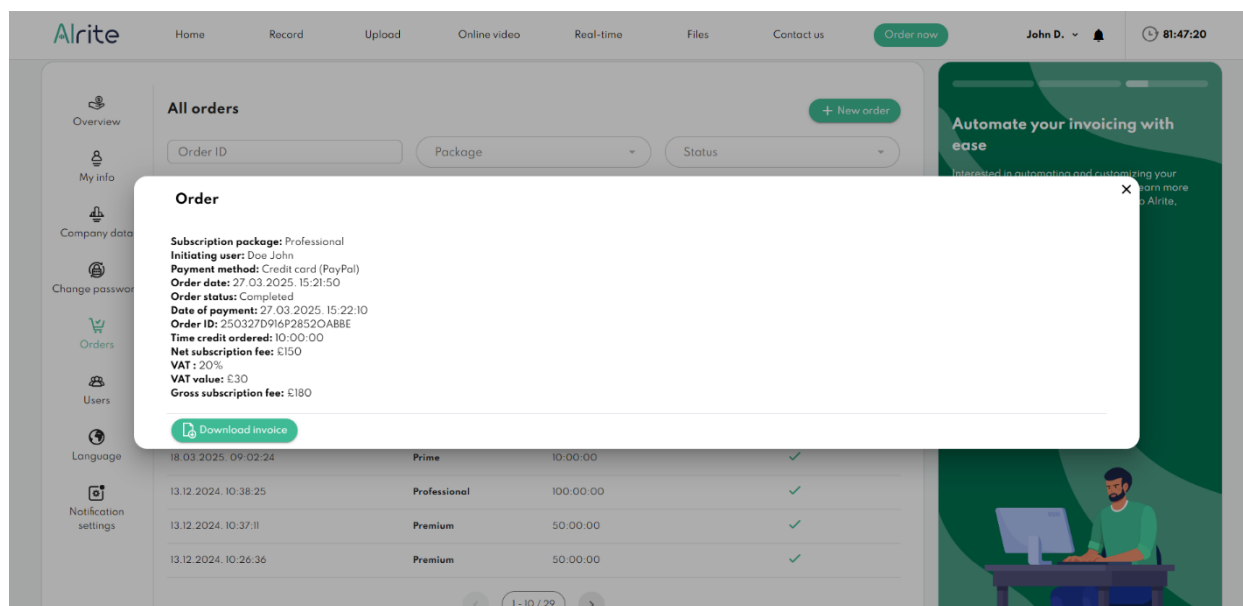
- **Credit Card – SimplePay:** You can settle the order fee through the *SimplePay* platform using your credit card details or by logging into your *SimplePay* account.
- **Credit Card – PayPal:** You can pay the subscription fee through the *PayPal* platform using your credit card details or by logging 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 order fee via bank transfer through the *SimplePay* interface. After selecting this option, *SimplePay* will send an email with the necessary transfer details, including the 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).

## 18. 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'll 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** usually transactions that are being settled via bank transfer and are not processed immediately) can be canceled by clicking the *Cancel* button at the end of the relevant line before the payment is completed, if you decide to choose a different payment method or currency.

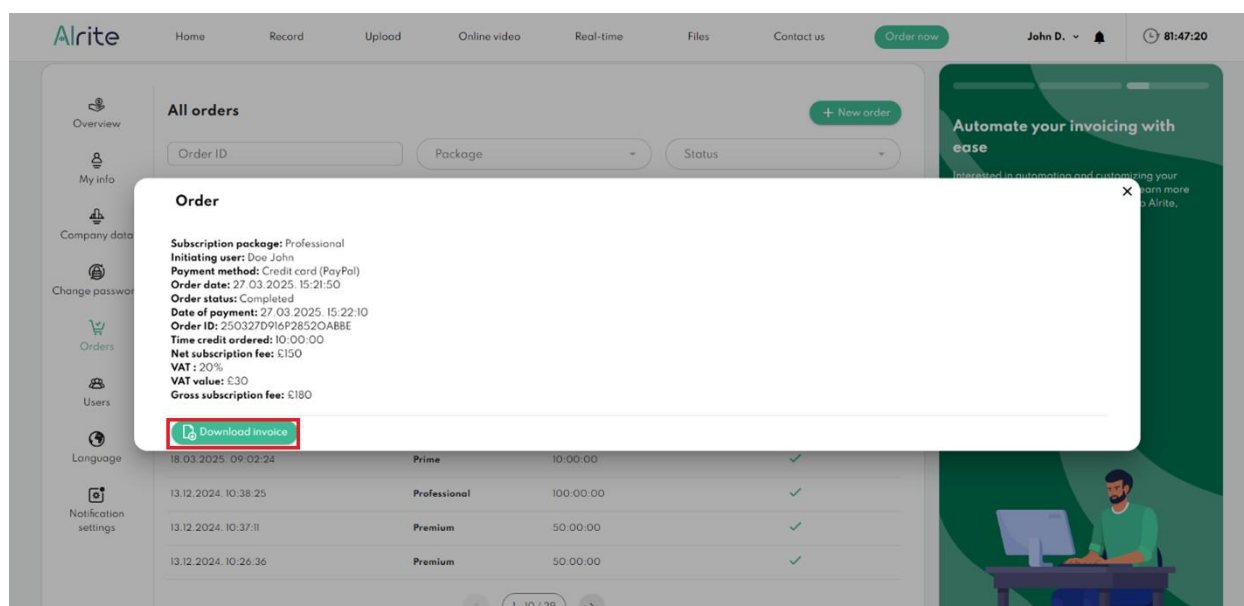
We recommend canceling a transaction only if you have not yet made a payment by credit card or completed the bank transfer. Cancelling after payment could result in your order not being activated, even if the subscription fee has already been paid.

## 19. 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. Invoices for payments marked with a *Completed* status (indicated by a 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.

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

When subscribing to one of our **individual subscription packages** (*Lite* or *Plus*), we can only invoice you in the **name and address** of an individual.

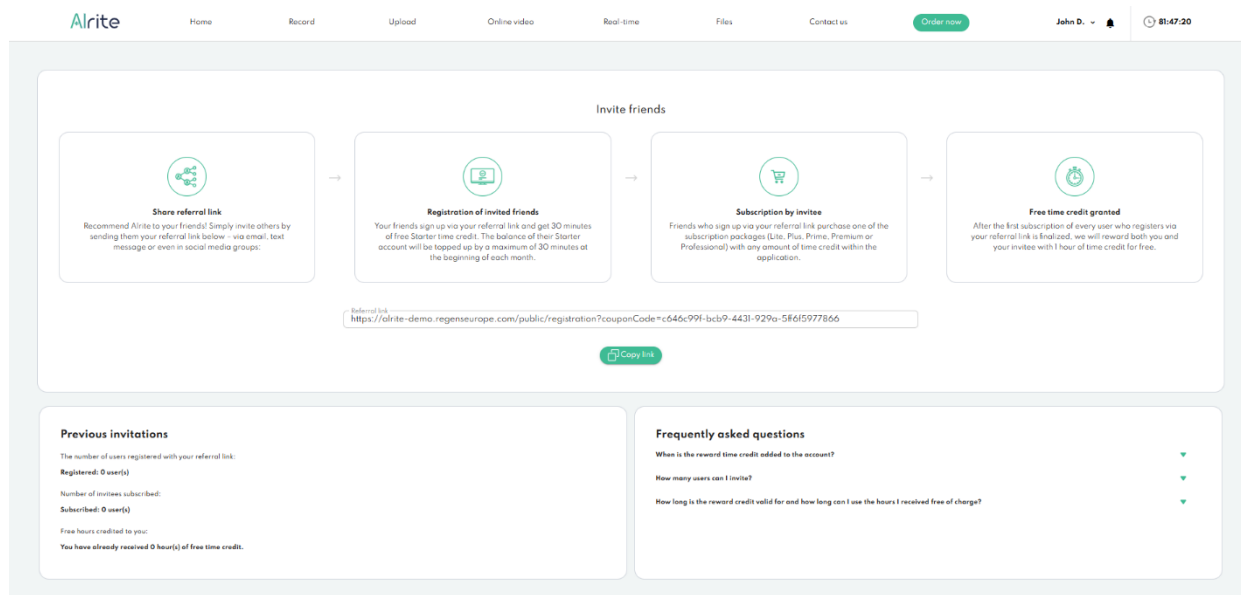
Please note that for users outside the European Union who subscribe as individuals, invoices will be handled by our internationally recognized global payment partner, Paddle, based on the billing information provided during the order process.

For **business subscription packages** (*Prime*, *Premium* and *Professional*), the invoice will be issued in the **name, address, and tax number** of the organization specified during the subscription process.

For subscriptions made through the mobile app (available only to individual account holders), the invoice will be issued by the relevant app store (App Store or Play Store), based on your app store account details. This is handled by the app store and is outside of our control.

## 21. In which cases are you eligible for 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**.

Credits will be applied according to the subscription package valid for each user at the time of activation.

# Main user functions

## Supported languages

### 22. In which languages is the Alrite speech recognition application capable of converting spoken language into text?

The Alrite speech recognition application currently supports English, German, Spanish, French, Dutch, Danish, Hungarian, Italian, Polish, Portuguese, Romanian, Swedish, Serbian and Turkish.

Before recording audio or processing a media file or online video, you must specify the language of the speech. The system will use this information to generate 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.**

## Transcription and captioning

### 23. What is the difference between transcript and captions?

Although the Alrite speech recognition application will simultaneously produce the transcript and captions generated from the audio or video after uploading the files to be processed, it is worth being aware of the difference between the two.

- The **transcript** is a continuous, punctuated text version of the speech, automatically generated by Alrite's algorithms and segmented into paragraphs by the application.
- The **captions** are a time-coded version of the audio or video content, typically used to improve accessibility or to provide text for foreign-language videos.

**The transcription feature is available to all users**, regardless of their package, as long as 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 only available with higher-tier subscriptions**: *Plus* for personal use, and *Premium* and *Professional* for business use. For users on lower-tier packages, captions are generated only for the first 2 minutes of processed files, allowing them to test the captioning feature. These captions can also be downloaded, similar to full-length captions.

Circling back to the 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 — provided that the document was created under a subscription package (*Lite*, *Plus*, *Prime*, *Premium*, or *Professional*), and the user has opted to enable this feature.

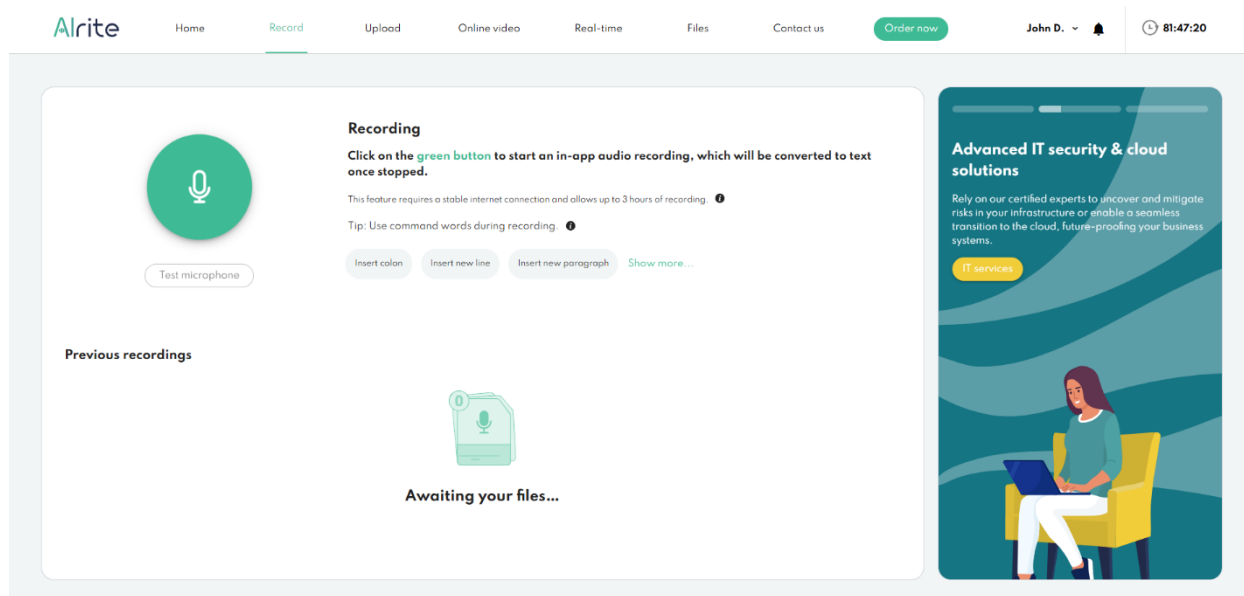
**Transcripts that include timestamps and/or speaker labels can only be extracted from files processed under business subscription packages** (*Prime*, *Premium*, or *Professional*).

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

## Recording

### 24. How can 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.*

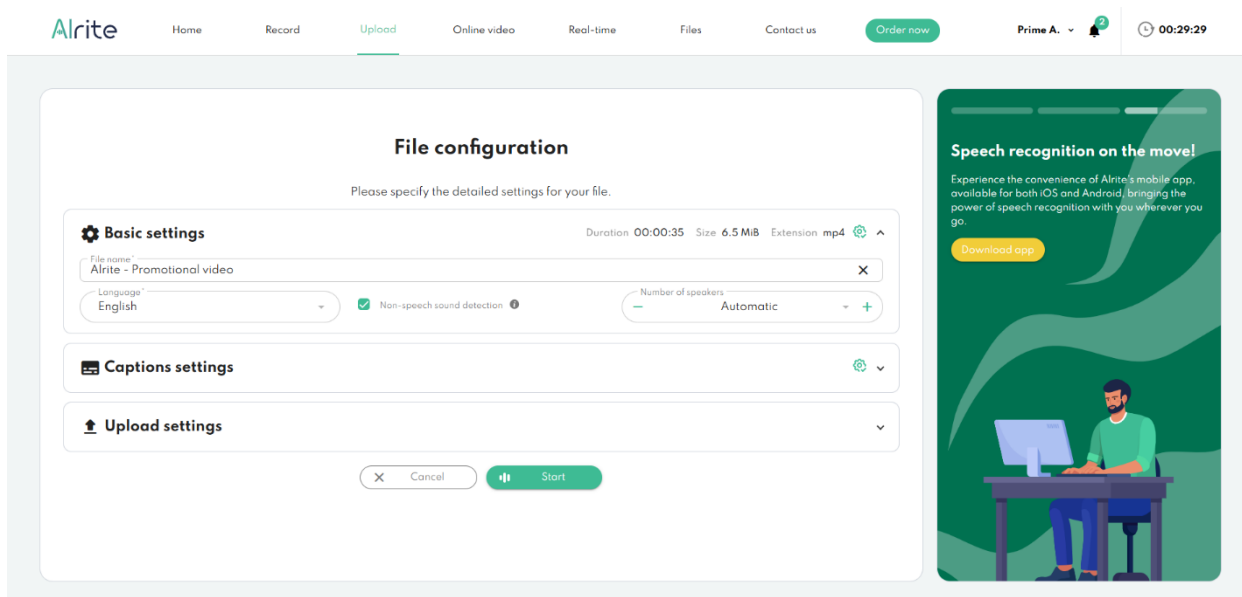
2. **After clicking the microphone icon, specify the document name, the language of the speech in the audio recording, and the number of speakers participating.**

After clicking the microphone icon, you can rename the file if you prefer a different title than the one automatically generated by the system.

It is important to ensure the selected language matches the language of the speech in the recording, as an incorrect choice will result in an inaccurate transcription.

For audio recorded under business subscription packages, the transcript will be segmented by speaker, with each speaker automatically numbered. You can specify the number of speakers before starting the recording. If left undetermined, the system will attempt to detect their number automatically.

**Important: Alrite is optimized for transcribing and captioning monolingual audio and video content.**



### 3. Take advantage of the speaker diarization feature or specify the number of speakers in the recording, if possible!

In transcripts generated from recordings under business subscription packages, the content is segmented by speaker to enhance clarity, with each speaker's speech appearing on a separate line and assigned an automatic numerical label. You can specify the number of speakers before starting the recording. If this setting is not configured, the system will attempt to automatically determine the number of speakers. If you prefer not to use this feature, it can be disabled.

### 4. 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.

**File configuration**

Please specify the detailed settings for your file.

**Basic settings**

**Captions settings**

**Custom captioning**  
Shape the structure of captions to match your preferences and requirements.

Number of lines: 2 | CPL: 38

**Smart captioning**  
Capitalize on automation to identify grammatical connections and create captions accordingly.

Number of lines: Automatic | CPL: Automatic

**Upload settings**

Cancel Start

**Advanced IT security & cloud solutions**

Rely on our certified experts to uncover and mitigate risks in your infrastructure or enable a seamless transition to the cloud, future-proofing your business systems.

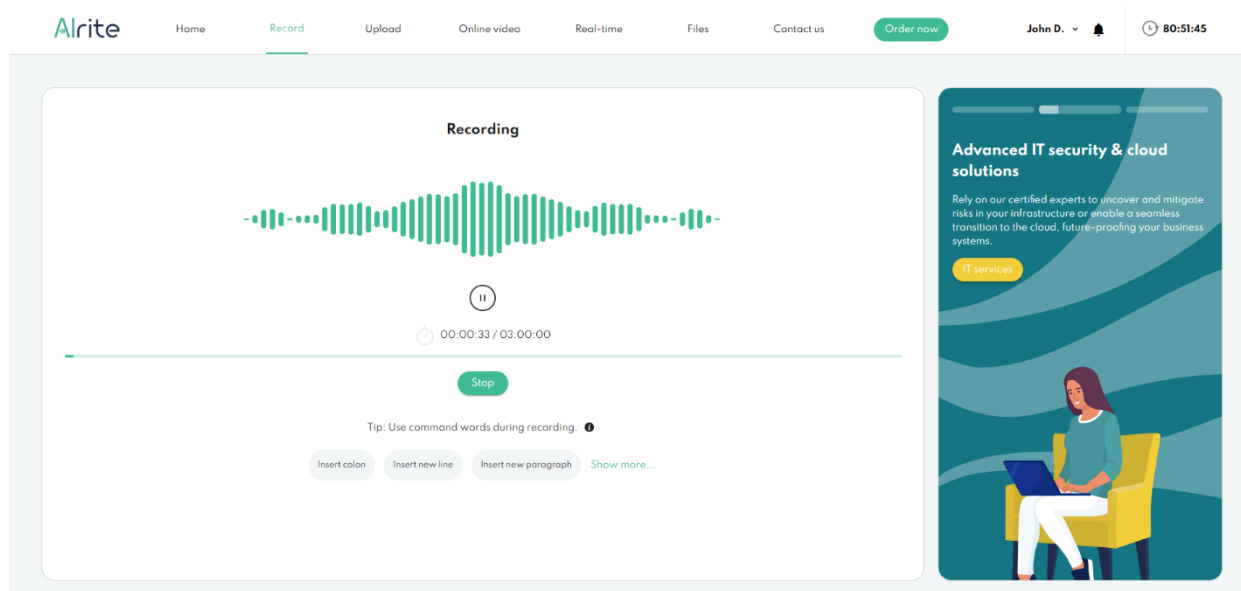
IT services

**5. 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.

**6. 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.



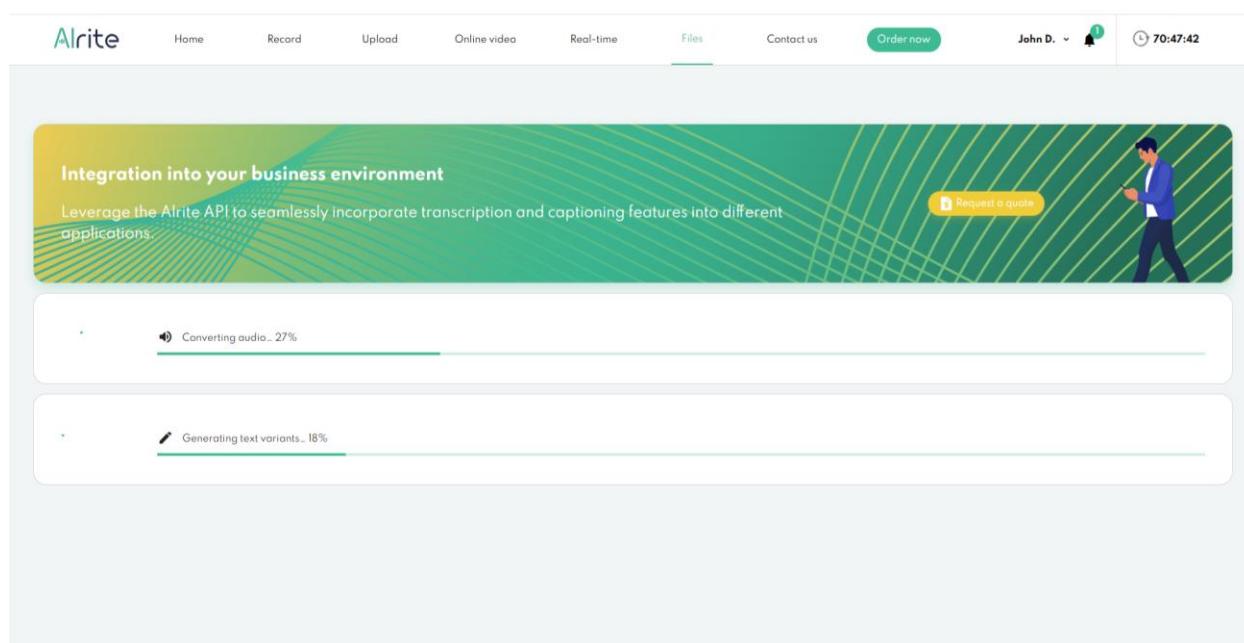
**7. You can pause the recording if needed, and stop it when finished to generate the text variants.**

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.**

**8. 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.



9. **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.

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 audio recorded under business subscription packages, the automatically numbered speaker names generated by the speaker diarization feature can also be changed.

11. **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. Additionally, transcripts with timestamps can only be exported if you have a business subscription. For private use packages (*Lite*, *Plus*), transcripts can only be downloaded as plain text, divided into paragraphs.

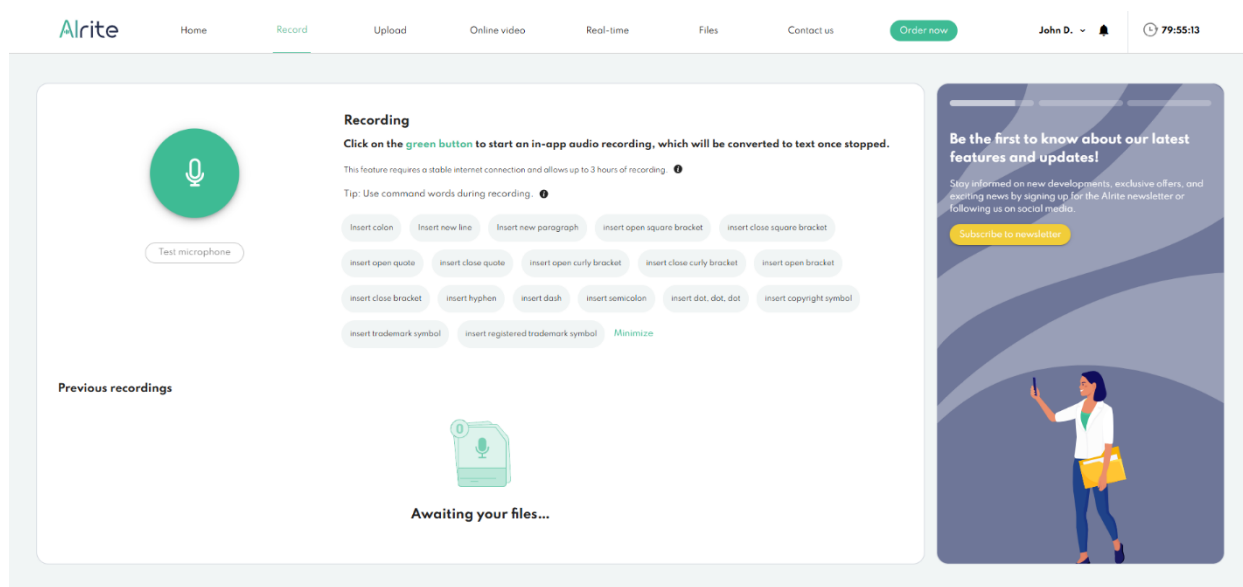
## 25. What are command words and symbols in relation to Alrite, and how can you use them during audio recording?

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.

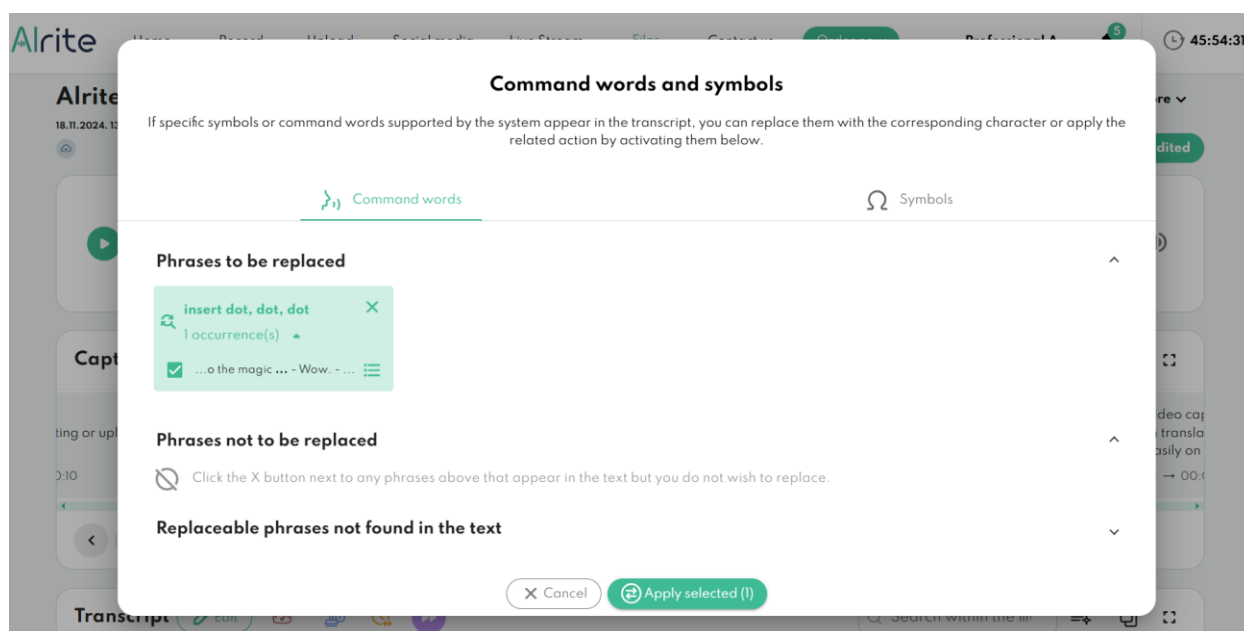
1. Start your in-app audio recording from the **Record** menu by first clicking the **green microphone** button, then specifying the settings for the file to be created.
2. While recording the audio, **use any of the following commands** to apply them later and format the transcript or insert special 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. 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.

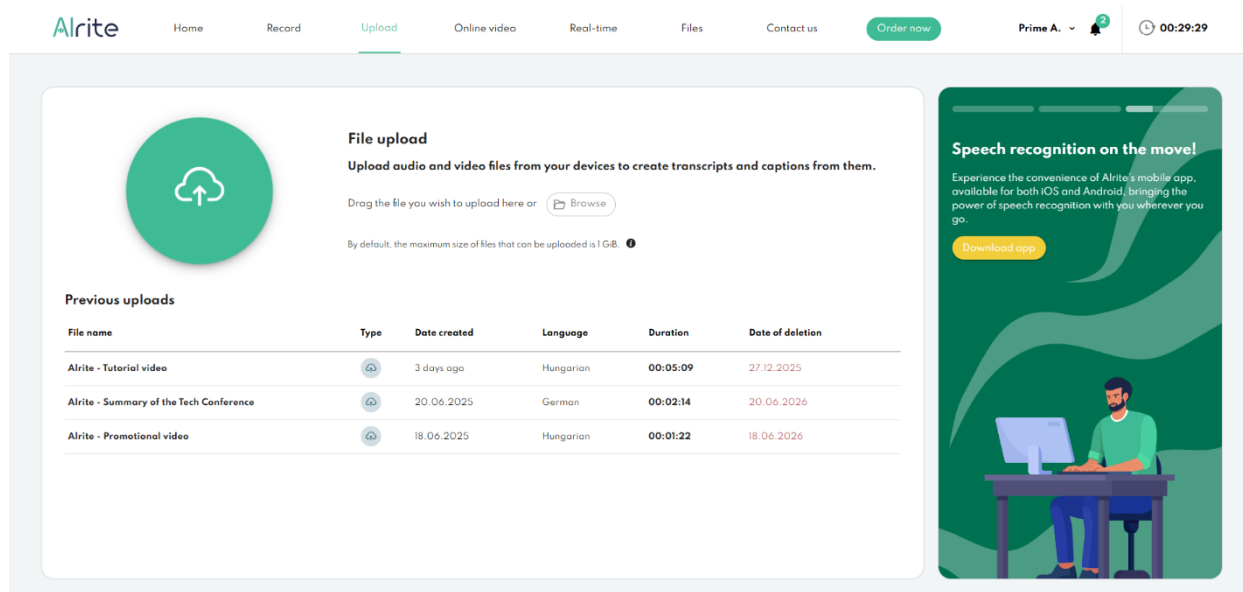
To summarize, if the commands are spoken correctly in the recording (and successfully transcribed afterwards), they will initially appear as text in the transcript. However, after using the *Replace command words and symbols* feature, these text elements will be validated as commands within the transcript.

**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

### 26. How can 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:

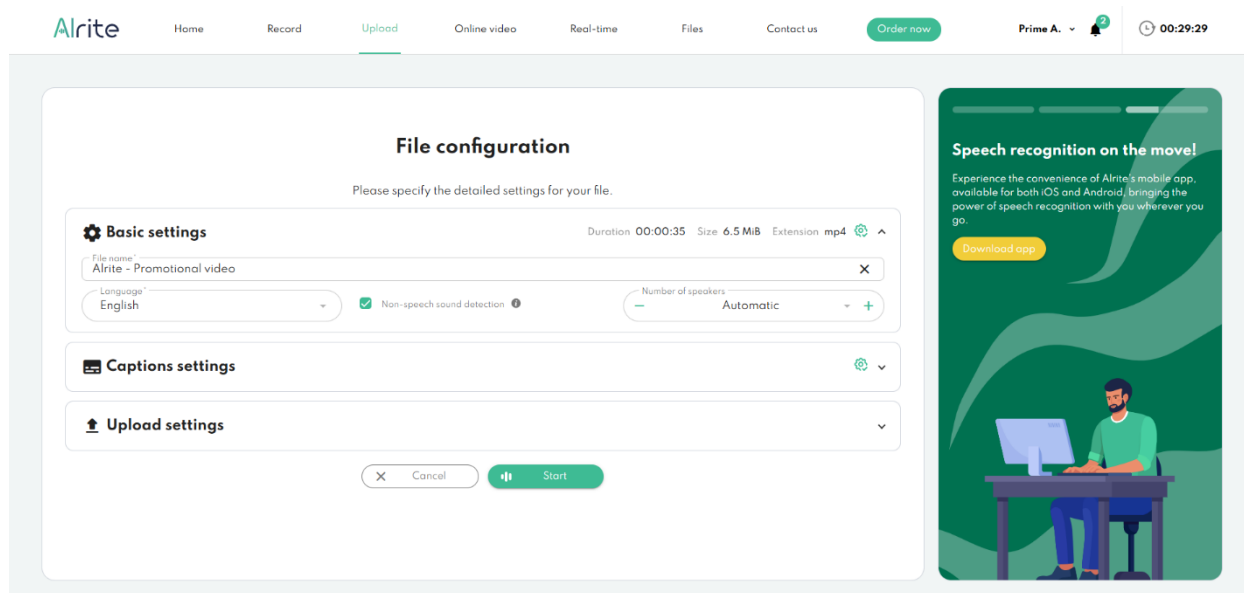
1. **Specify the document name, the language of the speech in the audio or video, and the number of speakers in the file.**

Once you have selected the file, you can rename it if you prefer a different title than the one it originally has.

It is important to ensure the selected language matches the language of the speech in the file, as an incorrect choice will result in an inaccurate transcription.

For files uploaded under business subscription packages, the transcript will be segmented by speaker, with each speaker automatically numbered. You can specify the number of speakers before starting the upload process. If left undetermined, the system will attempt to detect their number automatically.

**Important: Alrite is optimized for transcribing and captioning monolingual audio and video content.**



## 2. Take advantage of the speaker diarization feature or specify the number of speakers in the recording, if possible!

In transcripts generated from recordings under business subscription packages, the content is segmented by speaker to enhance clarity, with each speaker's speech appearing on a separate line and assigned an automatic numerical label. You can specify the number of speakers before starting the recording. If this setting is not configured, the system will attempt to automatically determine the number of speakers. If you prefer not to use this feature, it can be disabled.

## 3. 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.



The screenshot shows the 'File configuration' page in the Alrite web application. The top navigation bar includes 'Home', 'Record', 'Upload' (active), 'Online video', 'Real-time', 'Files', 'Contact us', and an 'Order now' button. The user is logged in as 'Prime A.' with a timer at '00:29:29'. The 'File configuration' section has a subtitle 'Please specify the detailed settings for your file.' and displays file metadata: Duration 00:00:35, Size 6.5 MiB, Extension mp4. The settings are organized into three sections: 'Basic settings', 'Captions settings', and 'Upload settings'. 'Basic settings' is expanded, showing 'Custom captioning' (checked) with 'Number of lines' set to 2 and 'CPL' set to 38, and 'Smart captioning' (unchecked) with 'Number of lines' set to Automatic and 'CPL' set to Automatic. The 'Upload settings' section is collapsed. At the bottom are 'Cancel' and 'Start' buttons. A sidebar on the right promotes the mobile app with the text 'Speech recognition on the move!' and a 'Download app' button.

4. If the file you want to upload exceeds the default 1 GB limit, tick the ***Allow uploading of a large video file*** checkbox.

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.

This screenshot shows the 'File configuration' page with the 'Upload settings' section expanded. It shows three checkboxes: 'Cloud acceleration' (unchecked), 'Large video' (unchecked), and 'High resolution' (unchecked). Each checkbox has a brief description: 'Cloud acceleration' improves text conversion results; 'Large video' increases the default size limit to 4 GiB; 'High resolution' future-proofs online video by downloading it in the highest possible resolution. The 'Basic settings' and 'Captions settings' sections are collapsed. The 'Cancel' and 'Start' buttons are at the bottom. The right sidebar remains the same, promoting the mobile app.

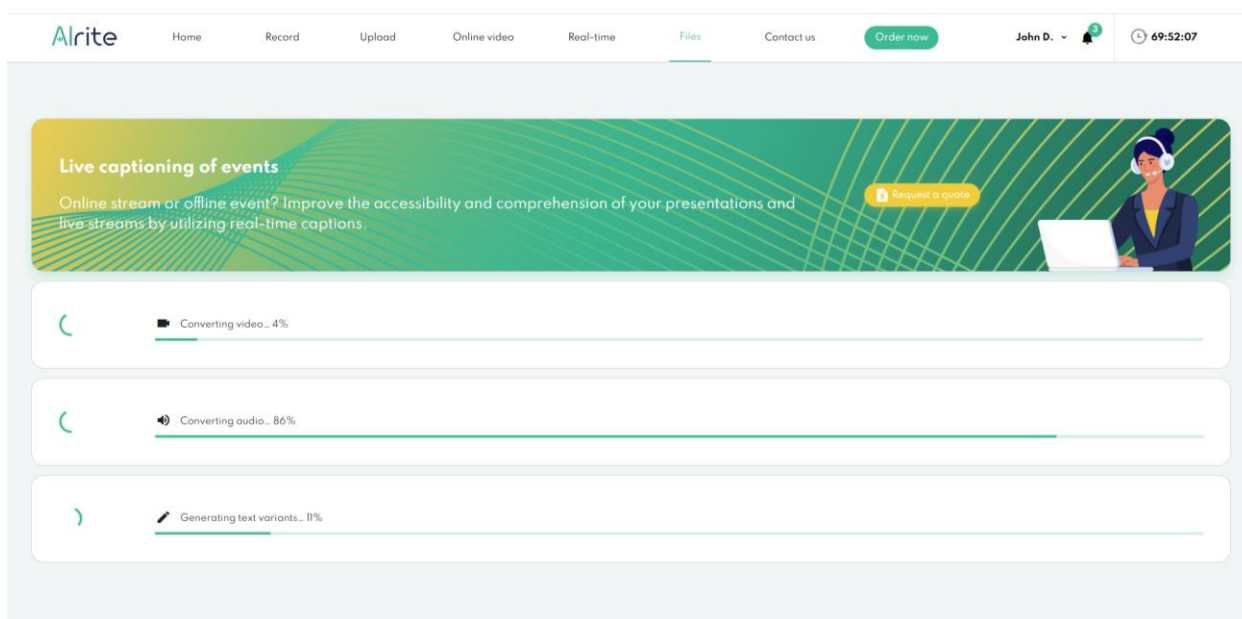
## 5. Click **Start** when you are ready to begin uploading!

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.**

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



## 7. 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.

## 8. 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.

**9. 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. Additionally, transcripts with timestamps can only be exported if you have a business subscription. For private use packages (*Lite*, *Plus*), transcripts can only be downloaded as plain text, divided into paragraphs.

## **27. What is the maximum length and size of an audio file that you are allowed to upload?**

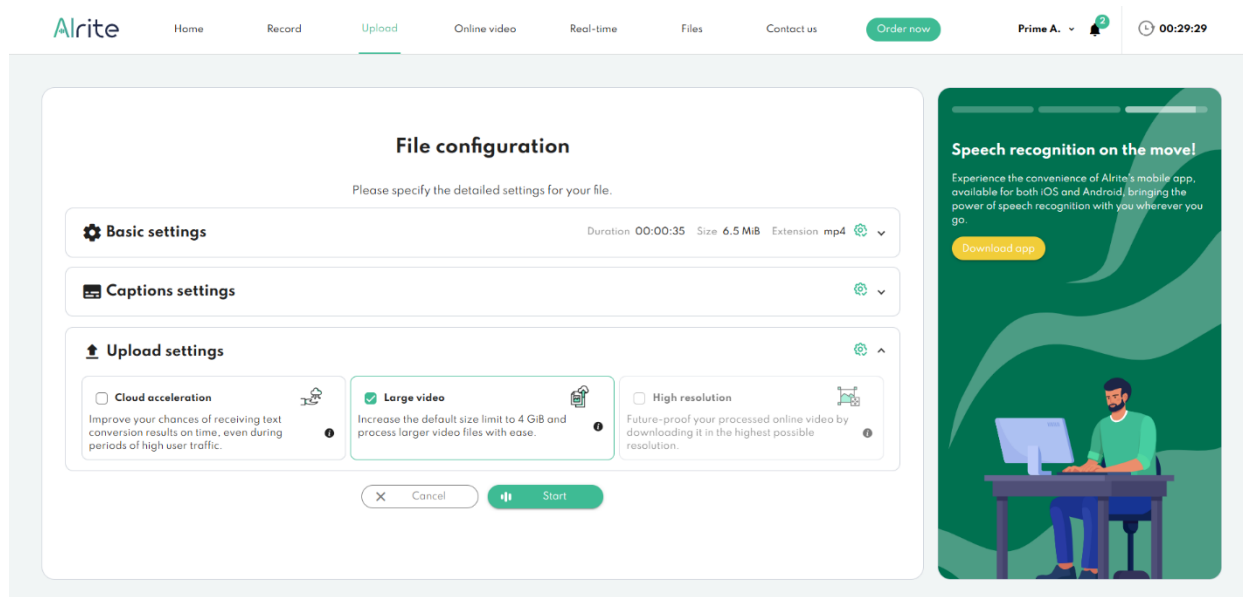
The **maximum size** for uploaded audio files is **1 GB**, regardless of the user package.

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.

## 28. What is the maximum length and size of a video file that you are allowed to upload?

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 a large video for generating text variations can be enabled by selecting the *Allow uploading of a large video* checkbox in the settings before initiating the processing.



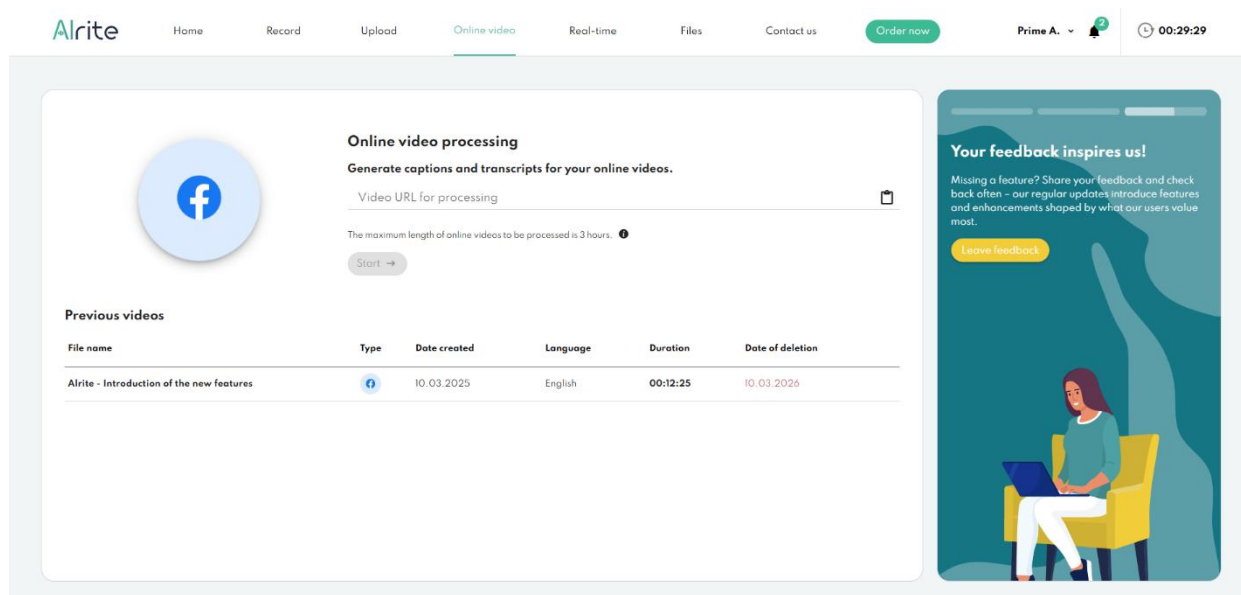
- For users with a business account, only the *Premium* and *Professional* packages support large video uploads. Users within a business account may store **a maximum of 3 large videos per user** at any given time, **with a total limit of 10 large videos across the entire business account**.
- For private 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 (YouTube, Facebook, TikTok, Dailymotion)

### 29. How can 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 document name, the language of the speech in the online video, and the number of speakers in the video.**

Once you have pasted the link of the video to be processed, you can rename it if you prefer a different title than the one it originally has.

It is important to ensure the selected language matches the language of the speech in the video, as an incorrect choice will result in an inaccurate transcription.

For online videos processed under business subscription packages, the transcript will be segmented by speaker, with each speaker automatically numbered. You can specify the number of speakers before starting the download. If left undetermined, the system will attempt to detect their number automatically.

**Important: Alrite is optimized for transcribing and captioning monolingual audio and video content.**

The screenshot shows the 'File configuration' page in the Alrite web application. The page has a navigation bar at the top with links: Home, Record, Upload, Online video (active), Real-time, Files, Contact us, and an 'Order now' button. The user is logged in as 'Prime A.' and the timer shows '00:29:29'. The main content area is titled 'File configuration' and includes a sub-header 'Please specify the detailed settings for your file.' Below this, there are three sections: 'Basic settings', 'Captions settings', and 'Upload settings'. The 'Basic settings' section includes a file name input field (containing 'Alrite - Your favourite app'), a language dropdown (set to 'English'), a checkbox for 'Non-speech sound detection' (checked), and a 'Number of speakers' dropdown (set to 'Automatic'). There are also 'Cancel' and 'Start' buttons at the bottom of the configuration area. On the right side, there is a sidebar with a message 'Your feedback inspires us!' and a 'Leave feedback' button.

**2. Take advantage of the speaker diarization feature or specify the number of speakers in the recording, if possible!**

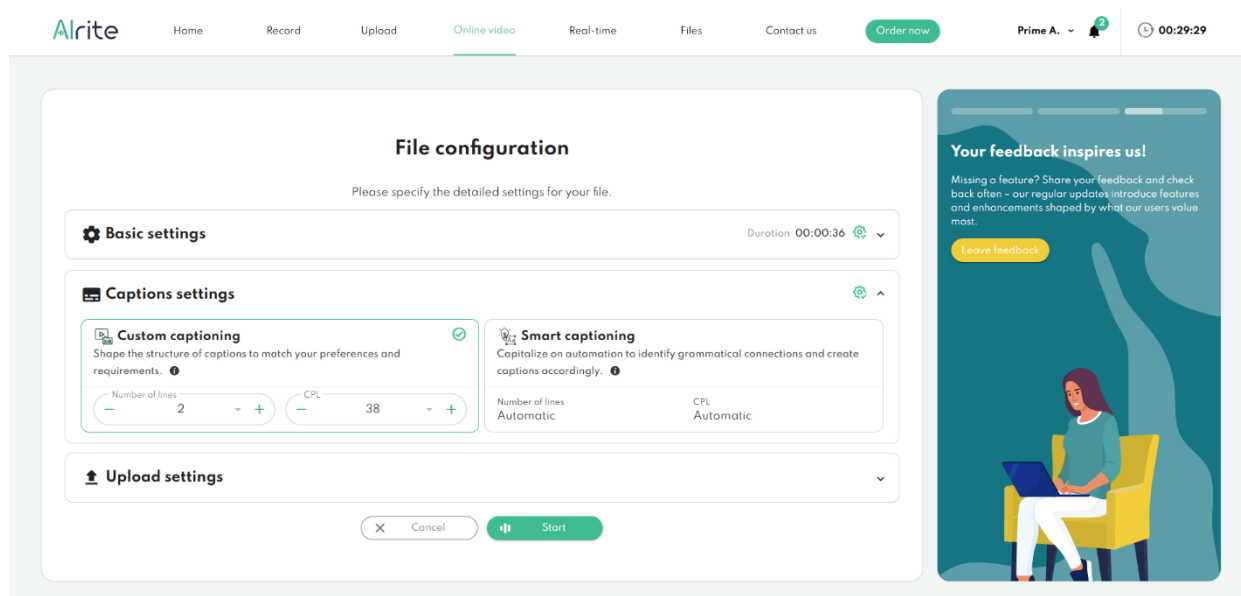
In transcripts generated from recordings under business subscription packages, the content is segmented by speaker to enhance clarity, with each speaker's speech appearing on a separate line and assigned an automatic numerical label.

You can specify the number of speakers before starting the recording. If this setting is not configured, the system will attempt to automatically determine the number of speakers. If you prefer not to use this feature, it can be disabled.

### 3. Define the caption settings for the video you wish to process.

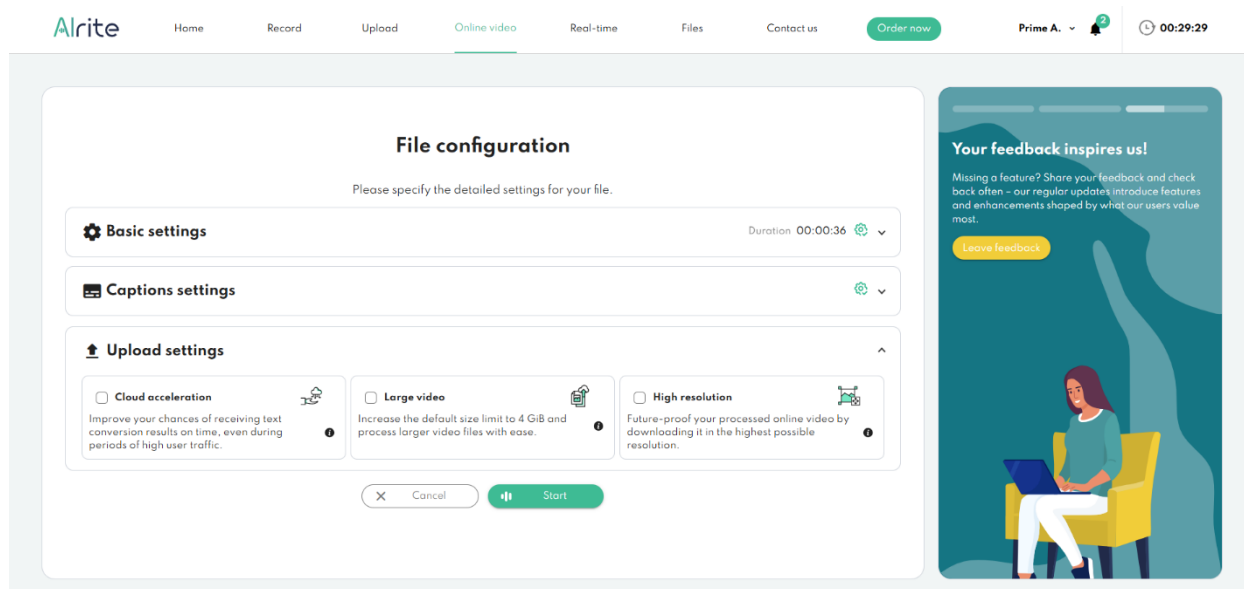
Customizing the structure of the captions is available only for audio and video uploaded under higher-tier subscription packages (*Plus* for personal use, and *Premium* and *Professional* for business use).

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.



### 4. If you are certain that the video you wish to download will be available only in a lower resolution than desired, allowing it to fit under the default 1 GB limit, please check the *Allow uploading a large video file* checkbox, which may enable it to be downloaded in a higher resolution.

By default, the system will search for the highest resolution (up to Full HD) available for the online video, where the video size is just under 1 GB. Ticking this box 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.



5. If you are sure that you want to burn the generated and corrected captions onto the video you want to upload, fill in the ***Download video in the highest possible resolution*** checkbox.

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).

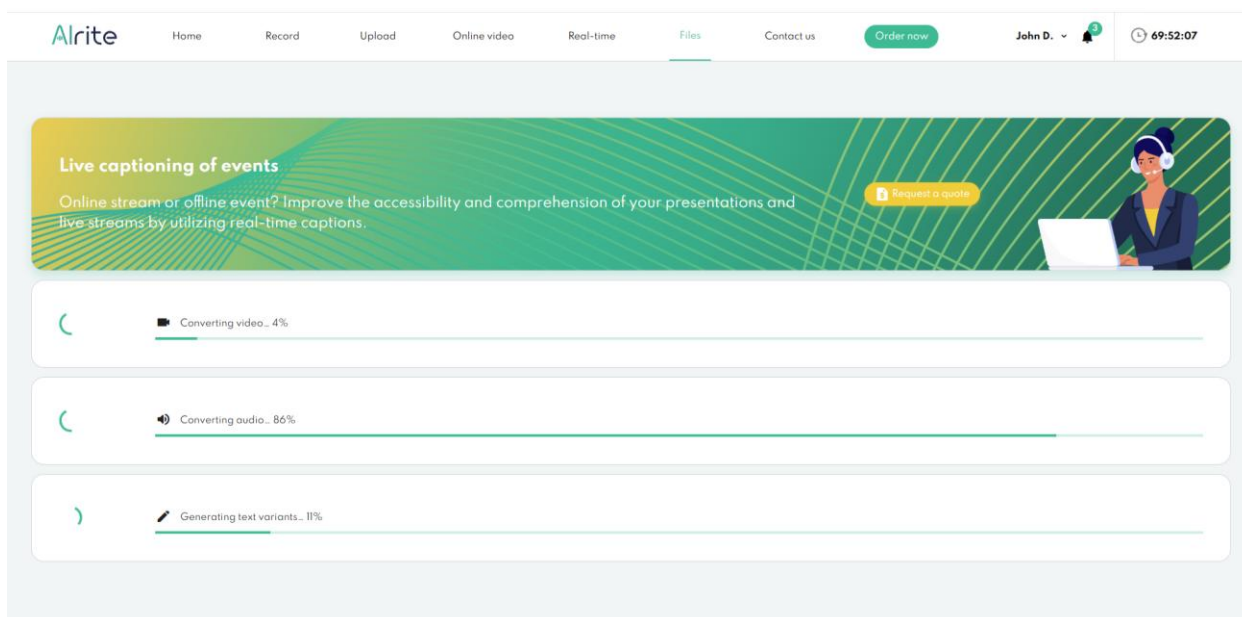
6. Click ***Start*** when you are ready to begin processing!

Once the settings are defined, click the ***Start*** button to begin the download of the online video.

7. 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.





8. **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.

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 video processed under business subscription packages, the automatically numbered speaker names generated by the speaker diarization feature can also be changed.

10. **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.

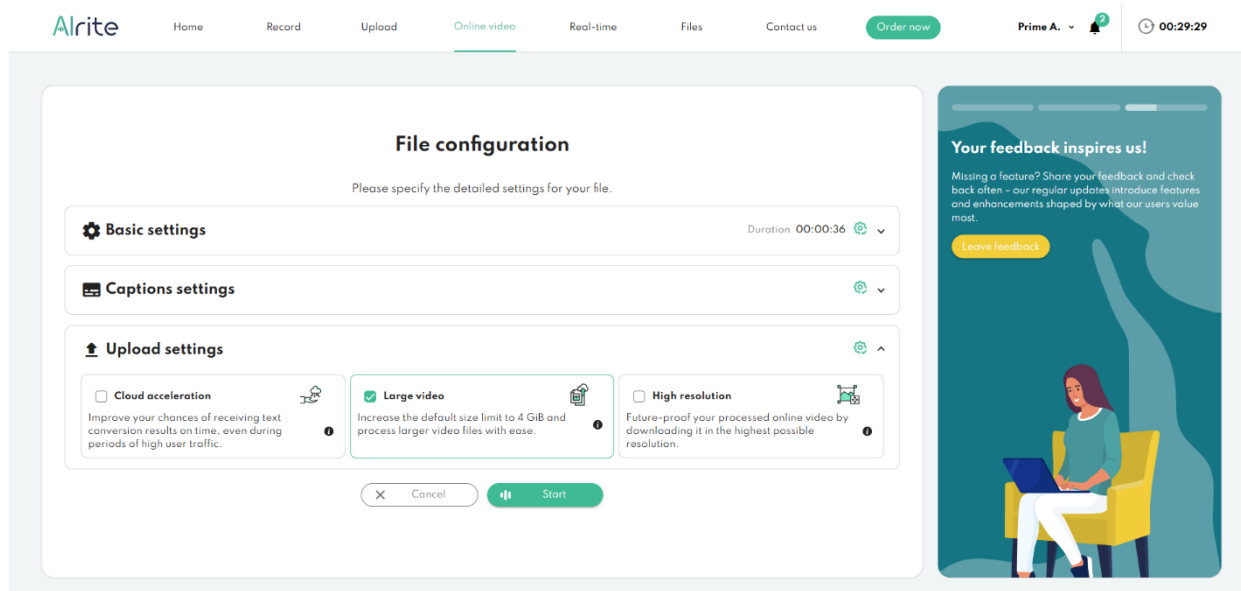
**Transcripts with timestamps and/or speaker labels are generated only for files processed under a business subscription** (*Prime*, *Premium*, or *Professional*). Both speaker names and timestamps can be displayed on the file page by activating the corresponding buttons. Additionally, transcripts with timestamps can only be exported if you have a business subscription. For private use packages (*Lite*, *Plus*), transcripts can only be downloaded as plain text, divided into paragraphs.

### 30. What are the video length, size, and resolution limits for processing 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 a 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.

For videos larger than 1 GB – up to 4 GB – you can enable the processing of larger videos by ticking the *Allow uploading of a large video* checkbox in the settings view before starting the download of the desired online video. In this case, the application will automatically select the highest resolution that stays below the 4 GB size limit.



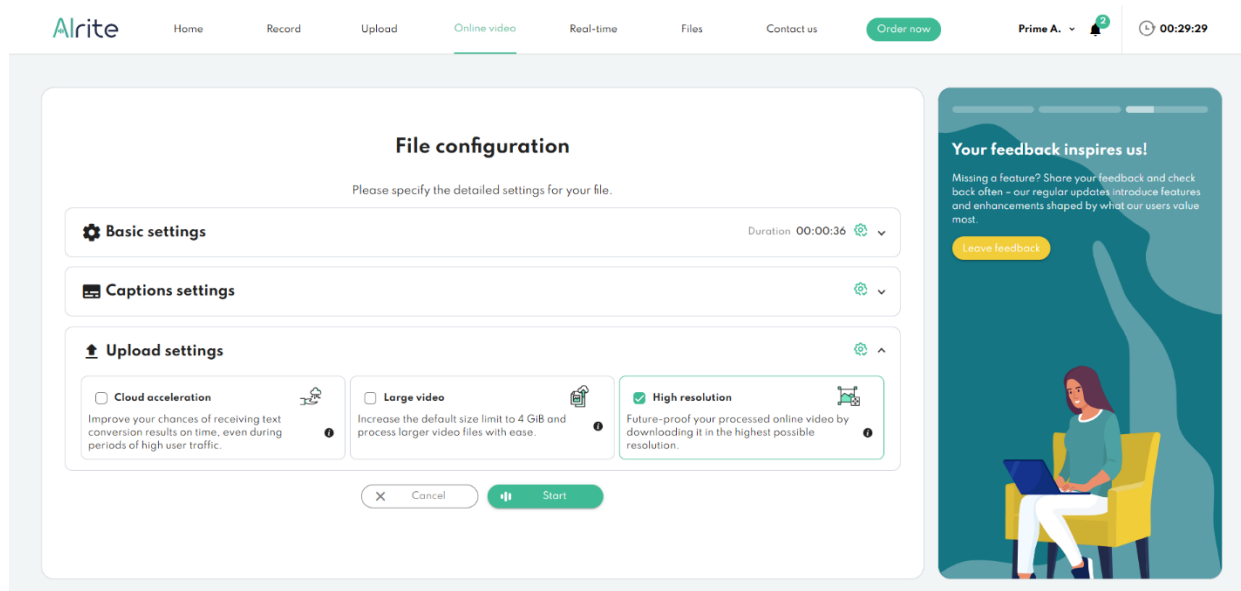
- For users with a business account, only the *Premium* and *Professional* packages support large video uploads. Users within a business account may store a **maximum of 3 large videos per user** at any given time, **with a total limit of 10 large videos across the entire business account**.
- For private 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 ticking the *Download video in the highest possible resolution* checkbox. This feature is available only to users with higher-tier subscription packages, namely *Plus*, *Premium*, or *Professional*.



It is important to note that by ticking this box, 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

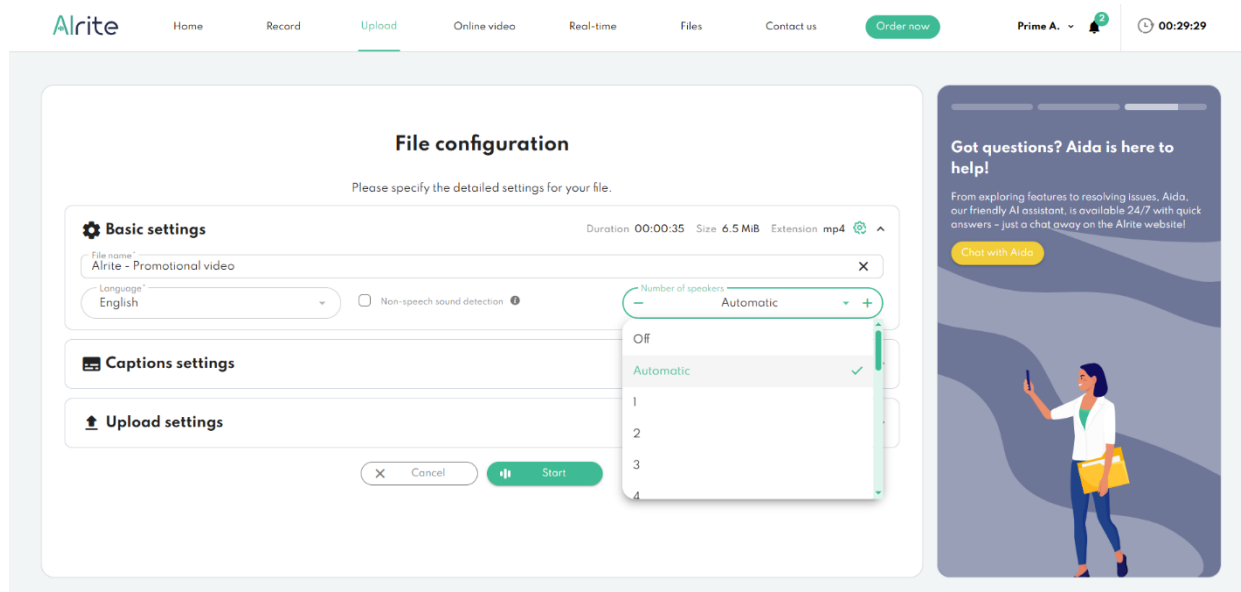
### 31. How does the Alrite differentiate between the speakers in the processed files?

For files processed under the free *Starter* package or subscription packages available to private users (*Lite*, *Plus*), the system segments text for different speakers by breaking it into new lines and **marking the speaker changes with a hyphen** at the beginning of the line.

In contrast, files processed under Alrite's **business subscription packages** (*Prime*, *Premium*, or *Professional*) **feature more advanced speaker identification**. Each speaker is assigned a **numbered label**, rather than simply using a hyphen and a new line to indicate a change of speaker.

## 32. How can I initiate speaker detection for the speakers of the 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.



In certain cases, an additional setting for speaker detection may appear as a checkbox next to the *Number of speakers* field. By checking the *Optimize speaker diarization* box, you consent to your transcript being forwarded to a third party in order to enhance the accuracy of speaker detection. If this option does not appear separately, it can be activated through the *Cloud acceleration* feature found under the *Upload settings*. Of course, this feature can also be disabled by leaving the checkbox unchecked, should you prefer not to share your transcript with a third party or if you do not require it. However, please note that disabling this option may result in less accurate 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.**

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.

### 33. 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 subscription packages, the system will distinguish different speakers by breaking the text into new lines and marking speaker changes with a hyphen at the beginning of lines.

### 34. Why does "Unknown speaker" label appear before certain paragraphs after the 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.

### 35. Can you use the speaker identification feature later to segment the transcript, even if you did not enable it 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:

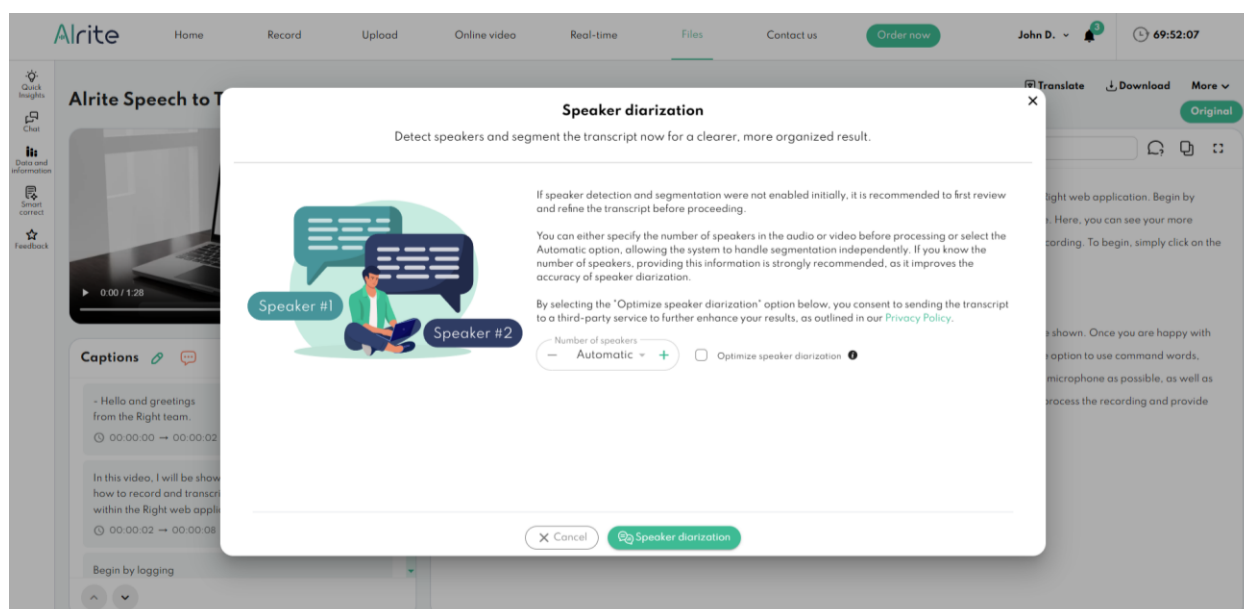
1. **Click on the speech bubble icon with the question mark located on the right side of the transcript box.**

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.

By checking the *Optimize speaker diarization* checkbox, you consent to having the generated transcript forwarded to a third party for potentially more accurate speaker identification results.



### 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.

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

## Detection of non-speech sounds

### 36. Can the application detect noises, or in other words, non-speech sounds, in the files to be processed?

The Alrite speech recognition application is primarily designed to convert spoken words from audio and video files into text, generating both transcripts and captions. However, it



also has the ability to **recognize noises, or non-speech sounds** that may be present in the media files.

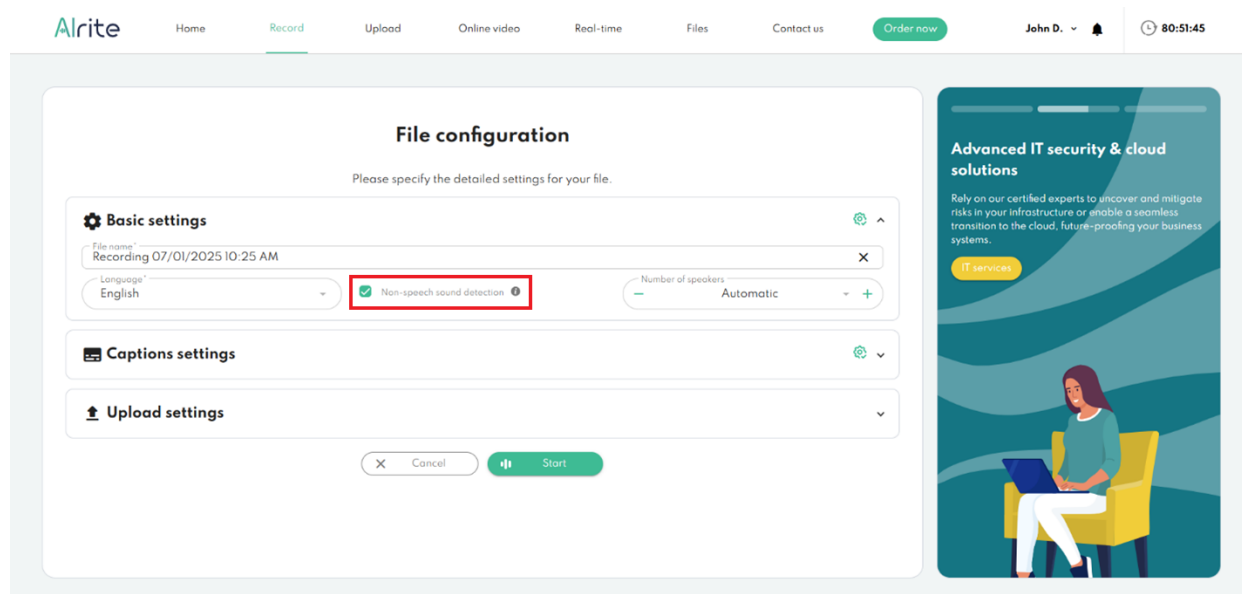
Thanks to this feature, the system can automatically detect a variety of non-speech sounds—**such as applause, music, laughter, or animal noises**—and transcribe them into text. These detected sounds are then inserted at the appropriate points within both the transcript and captions.

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

### 37. How can I initiate the detection of noises heard in the file within the application?

With any subscription package (*Lite, Plus, Prime, Premium, or Professional*), users can request the detection of non-speech sounds (also known as noises) in audio or video files before processing begins. This feature can be used in addition to generating transcripts and captions from media files.

To enable this option, simply **check the box for *Non-speech sound detection*** within the *Basic settings* before initiating file processing. Please note that this feature is available only 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, located above both the transcript and caption texts. By

clicking the purple button, you can toggle the display of detected sounds in both the transcript and captions at once, regardless of which version's button you use.

### 38. Which subscription plan includes the non-speech sound detection feature?

The non-speech sound detection feature, also known as the identification of noises, is available **exclusively for files processed under Alrite subscription packages** – *Lite*, *Plus*, *Prime*, *Premium*, and *Professional*. This functionality is accessible only when processing files under these subscriptions, and it includes the option to modify the default names of automatically detected non-speech sounds.

For files processed under the free *Starter* package, the system only transcribes spoken content into text and does not perform any non-speech sound detection.

## Real-time processing and live streaming

### 39. What is the difference between real-time transcription and captioning versus processing 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:

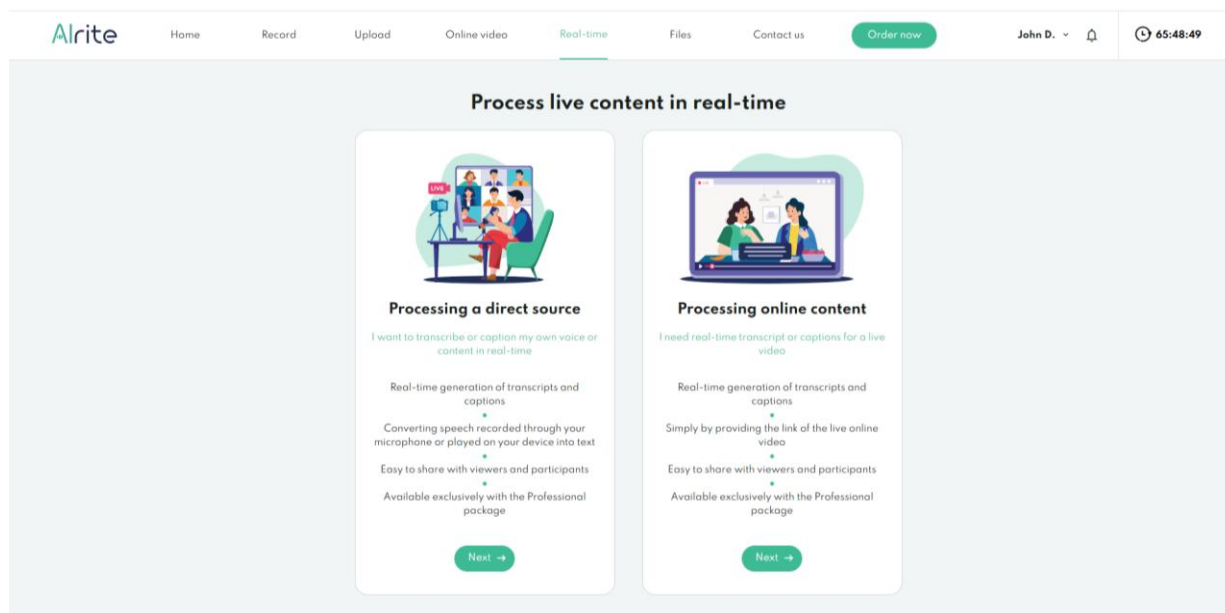
- **Processing pre-recorded content**
  - a. This is the more common and widely used method of converting speech to text. It involves transforming audio or video files of **specific sizes and durations** into text. The majority of our users utilize this method to access the capabilities of our speech 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 **from 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.

## 40. 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.

## 41. How can you transcribe and caption your own content or speech in real-time and share it with 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.

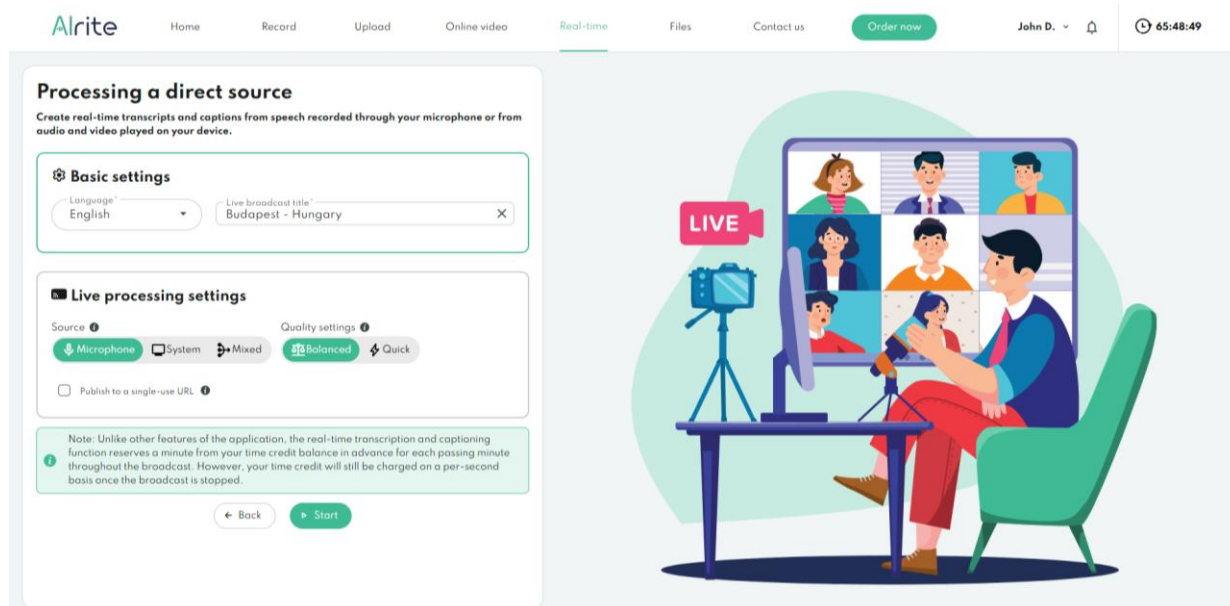
To access the full feature, you may subscribe to the above-mentioned *Professional* package, either on your current account or a newly created one.

2. **Define the basic settings of the stream and the parameters of the real-time processing.**

Begin by defining the language of the speech to be processed in real-time and providing a title for the stream. This title will also be visible to viewers.

Next, under the basic settings, configure the parameters for the stream and real-time text generation.

**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.
- 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.

**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.**

You can share the broadcast link, found on the *Share and watch* card, with your viewers. This link allows them to view and read real-time transcripts and captions. Additionally, you can use this link to check the broadcast's functionality and view the interface available to your audience.

**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 broadcast ends, every participant can download the transcript generated from the spoken content. Viewers can download the transcript while remaining in the viewer window. The user account that initiated the broadcast can also access and download the transcript from the past broadcasts list for up to 30 days.

## **42. How can 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 of the stream and the parameters of the real-time processing.

Begin by providing the URL of the video you wish to process in real time, selecting the language of the speech, and setting the broadcast title. This title will be visible to viewers. Afterward, you can define the settings for the broadcast and real-time text generation under the basic settings.

**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.
- 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 your settings are defined, click the *Start* button to begin the broadcast. The application will redirect you to the broadcaster window, where you can preview the broadcast's captions and see the broadcast's duration timer.

**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!**

You can share the broadcast link, found on the *Share and watch* card, with your viewers. This link allows them to view and read the real-time transcripts and captions. Additionally, you can use this link to check the broadcast's functionality and view the interface available to your audience.

**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 broadcast ends, every participant can download the transcript generated from the spoken content. Viewers can download the transcript while remaining in the viewer window. The user account that initiated the broadcast can also access and download the transcript from the past broadcasts list for up to 30 days.

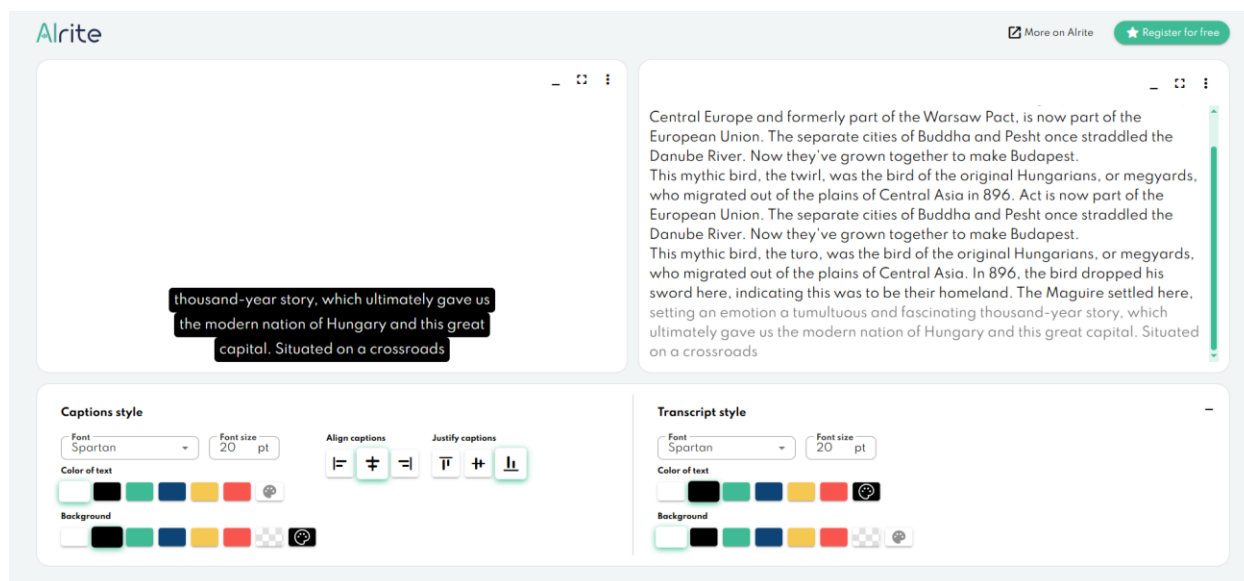
### 43. What settings are available to the viewers of your broadcast, and can they download the text versions?

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. The content being captioned in real-time will appear in an embedded video player only when the *Processing online content* feature is used.
  - 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.



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.

#### 44. How can you view or download documents from your past 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 download the entire file as a Word document by **clicking the *Download transcript* button**.

The screenshot shows the Alrite web interface. The top navigation bar includes links for Home, Record, Upload, Online video, Real-time (active), Files, Contact us, and an Order now button. The user profile 'John D.' and a clock showing '67:23:21' are on the right. The main content area is titled 'Broadcast details' and features a 'Back' button and a 'New broadcast' button. The 'Broadcast data' section on the left lists:
 

- Broadcast data** (with a trash icon)
- Budapest - Hungary**
- Duration: 00:06:10
- Language: English
- Date of deletion: 02.08.2025

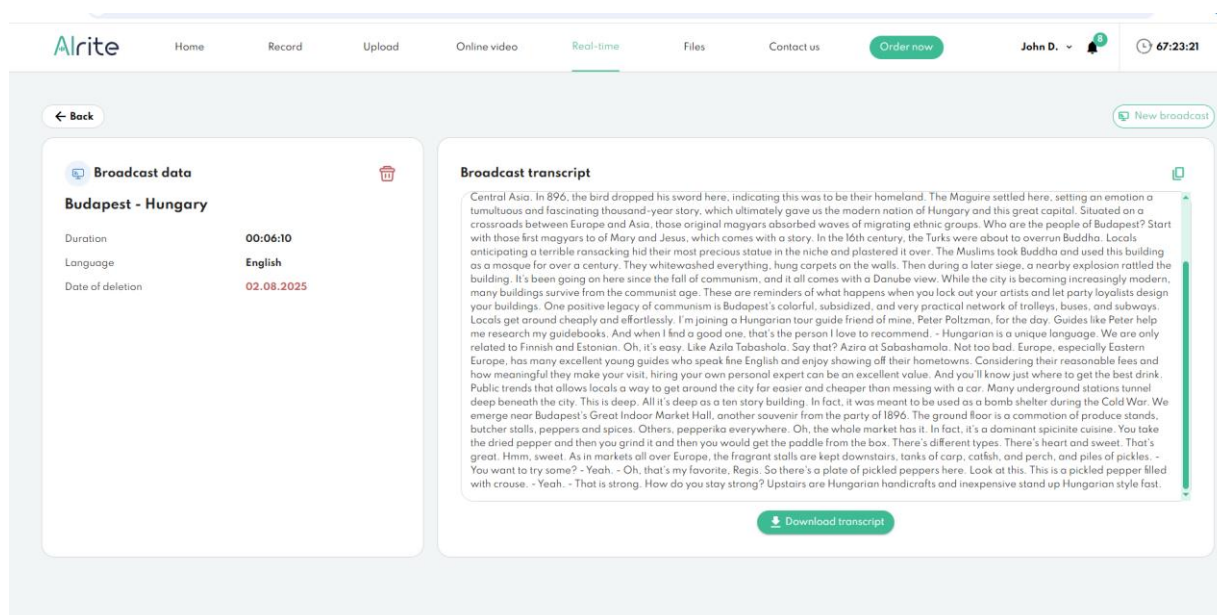
 The 'Broadcast transcript' section on the right contains a long text block about Budapest's history and a 'Download transcript' button at the bottom. A copy icon is visible in the top right of the transcript box.

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.

## 45. How can you delete documents from your past 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.

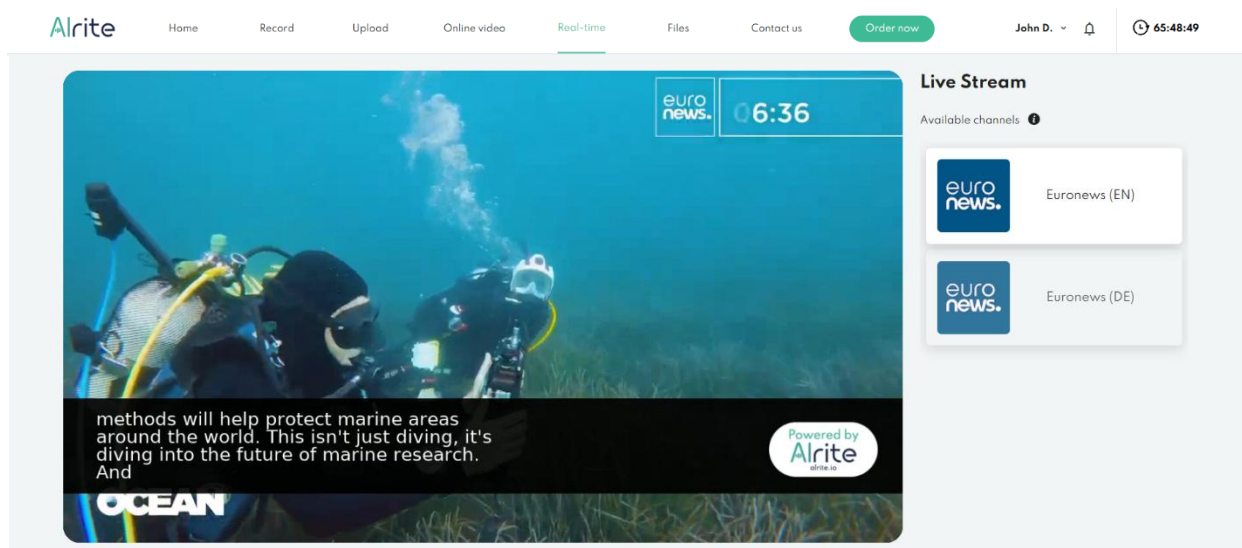


The data and documents for previous broadcasts will be automatically deleted after 30 days, unless they are manually deleted by account users prior to that.

## 46. Can you explore real-time processing and see how text variants appear on 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](mailto:support@alrite.io).

## File details page

### Editing

#### 47. How can you edit the transcript of the 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.

**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.**

**To avoid these issues, it is strongly recommended to edit the transcript directly within the application. Copy-paste and undo operations should be avoided, as they can corrupt the timing of captions.**

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

1. **Click the pencil icon next to the *Transcript* title or directly on the transcript text within the file details page.**

By default, the transcript is in read-only mode. To begin editing, switch to editor mode using either of the two methods mentioned above. Once in edit mode, the transcript box outline will turn green, and the *Cancel* button (to cancel changes) and the *Save* button (to save changes) will appear.



The screenshot shows the Alrite web interface. At the top, there's a navigation bar with links: Home, Record, Upload, Online video, Real-time, Files, Contact us, and an Order now button. The user is logged in as John D. The main content area is titled "Alrite - Your next favourite app". It features a video player on the left and a transcript on the right. The video player shows a woman using a smartphone. The transcript is titled "Transcript" and contains the following text:

- Are you fond of productivity booster apps? The Alrite speech recognition app is going to be your new favorite. Get your things documented by dictating or uploading a previously recorded audio or video file. Then lean back and let Alrite do the magic.
- Wow.
- Great!
- Create meeting memos, animated video captions with built-in translation and work easily on the go. Register now at alright.io and use it for free on web and mobile.
- music
- All.

Below the video player, there are captions for the video segments.

## 2. The player helps you review and verify the accuracy of the generated transcript.

By clicking on any word in the transcript, the audio or video player will jump to the moment where that word is spoken, allowing you to confirm that the transcription matches what is heard in the file.

## 3. In addition to the media player, so-called Uncertainties also help you to correct your transcript.

The *Show uncertainties* feature highlights words in red in the transcript that the system was unsure about or couldn't transcribe confidently. This option is only available in editor mode.

This screenshot shows the Alrite web interface with the "Show uncertainties" feature enabled. The transcript is now in "Edited" mode. The word "and" in the sentence "Create meeting memos, animated video captions with built-in translation and work easily on the go. Register now at alright.io and use it for free on web and mobile." is highlighted in red. The word "go" is also highlighted in red. The "Show uncertainties" icon (a magnifying glass over a document) is highlighted with a red box in the transcript toolbar. The video player and captions remain the same as in the previous screenshot.



**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 optimal results.**

4. **After making any changes to the transcript, click *Save* to store your modifications.**

Any saved changes are automatically reflected in the captions, so there's no need to update both versions separately. If you edit the system-generated *Original* version and only this version exists, saving the transcript will create an *Edited* version, which you can continue to work on from that point.

To avoid losing progress due to potential technical or network issues, it is advisable to save changes regularly. Saving to the *Edited* version will overwrite the previous one, as only one edited version is stored.

**Important: If you make changes to the *Original* version when an *Edited* version already exists, saving will permanently overwrite the existing *Edited* version. A pop-up will warn you of this.**

To discard any changes, click *Cancel*.

## 48. How can you edit the captions?

It is important to note that any corrections made to the transcript will automatically be reflected in the captions once saved, so it is recommended to make edits directly in the transcript text.

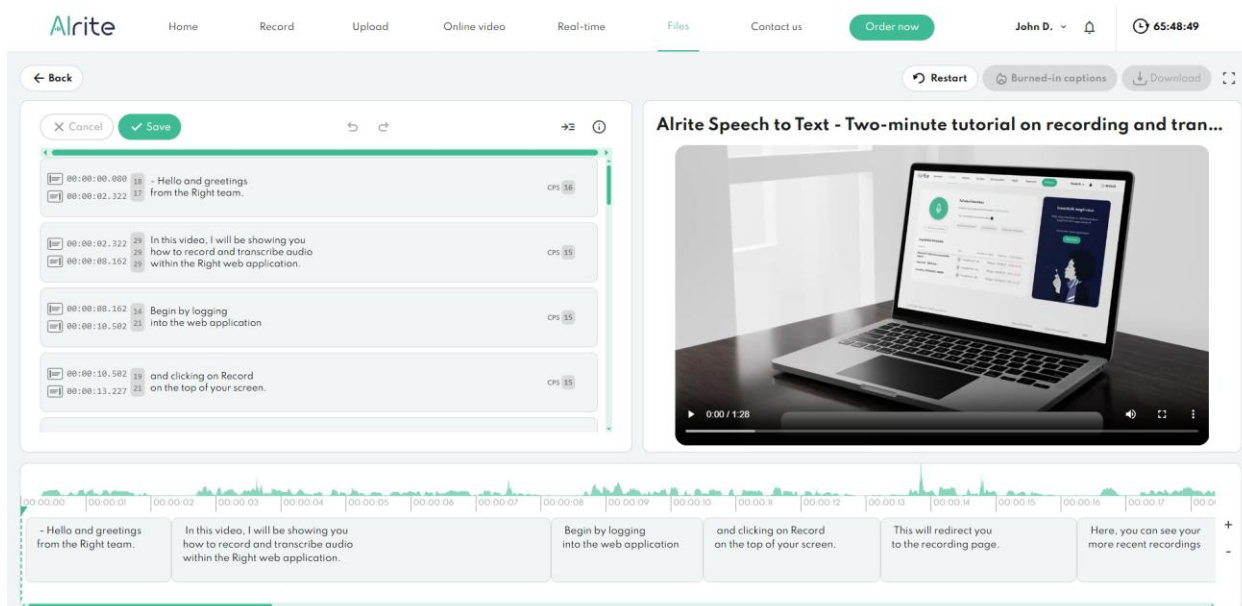
However, you may need to fine-tune certain blocks of captions generated by the system and adjust their timing. This can also be done within the application by opening the captions editor window, which is accessible by **clicking the pencil icon next to the *Captions* title**.

The caption editing feature is **only available for files uploaded 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 (*Original*, *Edited*, or one of the *translations*) 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. 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.**

The changes will be saved as a separate version of the captions called *Custom*. This version will coexist with the system-generated *Automatic* version and can be edited later if needed.

It is recommended to save your work regularly to avoid losing progress due to technical or network issues. Please note that saving changes to the *Custom* version will overwrite the previous version, as only one *Custom* version is stored.

**Important: If you start editing the *Automatic* version when a *Custom* version already exists, any changes you save will not be reflected in the current *Custom* version.**

If you wish to discard your changes, click *Cancel*.

**4. After completing your edits, click **Close** to return to the file details page.**

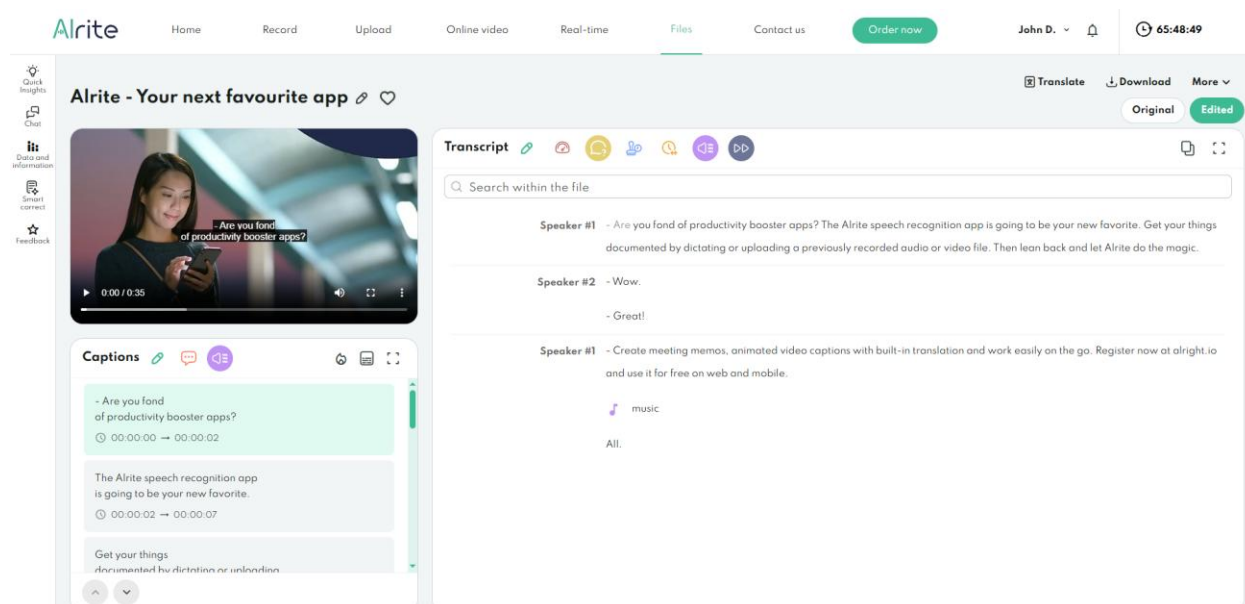
Here, you can choose whether to display the *Automatic* or *Custom* version of the captions on the file details page and embedded video. Editing the transcript is only

allowed if the Automatic version is selected, as any changes made to it will automatically update the captions upon saving.

## 49. How can 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.



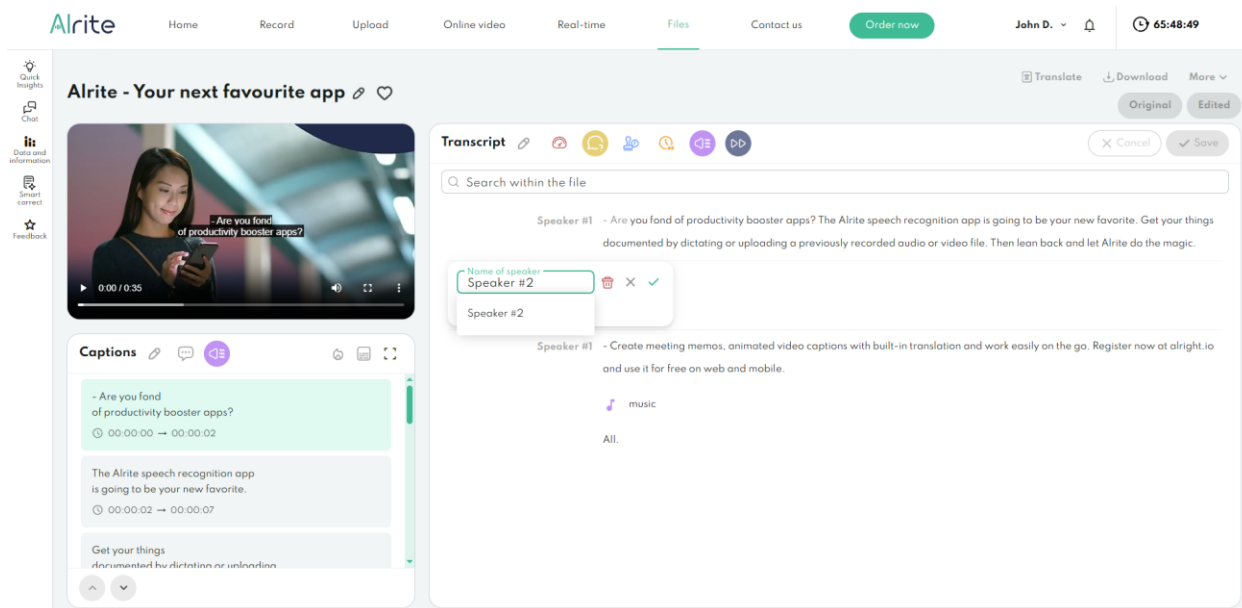
Speakers' names can be edited in the transcript section of the file details page by following these steps:

1. **After the transcript is generated, click on the name of the speaker you wish to modify.**

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.

## 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.

## 50. How can I 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.

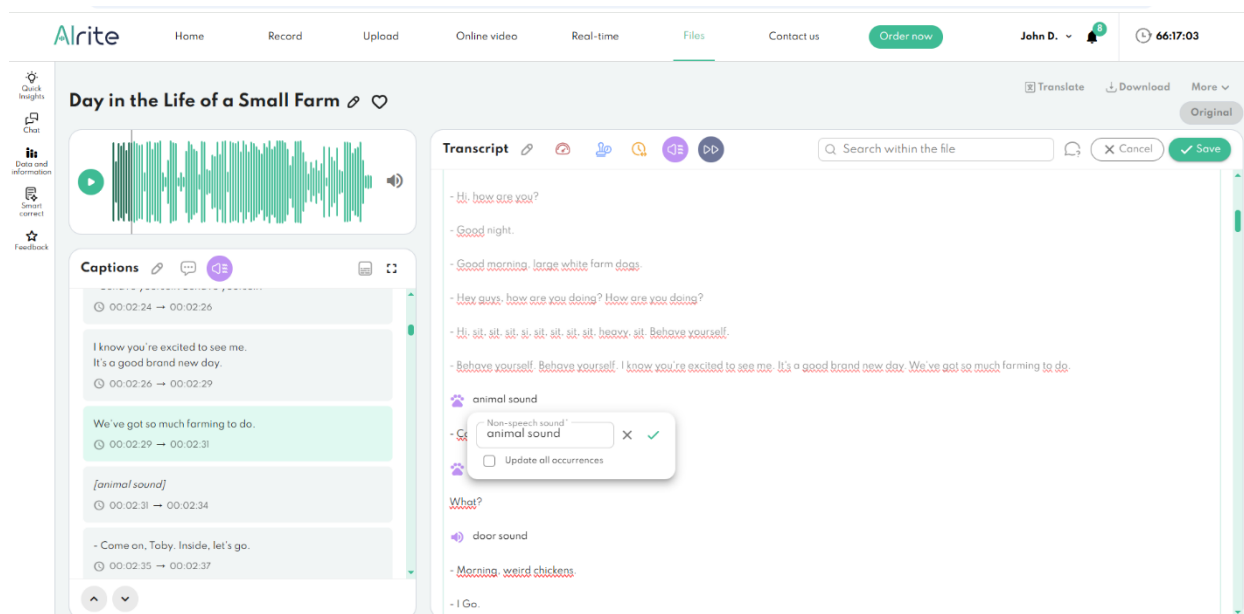
These detected noises, along with their default category labels (unless customized by the user), are only visible when the purple toggle buttons above the transcript or captions are activated. Users can also edit these labels in this view, allowing them to rename each detected sound according to their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

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

#### 1. After the transcript is successfully completed and the button to display non-speech sounds is activated, click on the noise label you wish to edit in the transcript text!

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.

## 51. How can I create text variants that provide a quick insight into the content of the transcript?

If you need more than just a verbatim transcript and prefer a shorter version that offers a quick overview of the content, the system offers this option.

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



The screenshot shows the Alrite web application interface. On the left, a sidebar titled 'Quick Insights' contains icons for 'Quick insights', 'Chat', 'Data and information', 'Smart correct', and 'Feedback'. The main content area displays a video player for 'Alrite Speech to Text - Two-minute tutorial on recording and transcrib...'. Below the video player is a 'Captions' panel showing a list of captions with timestamps. To the right of the video player is a 'Transcript' panel with a search bar and a list of transcript segments. The top navigation bar includes links for Home, Record, Upload, Online video, Real-time, Files, Contact us, and an 'Order now' button. The user's name 'John D.' and a notification bell are also visible.

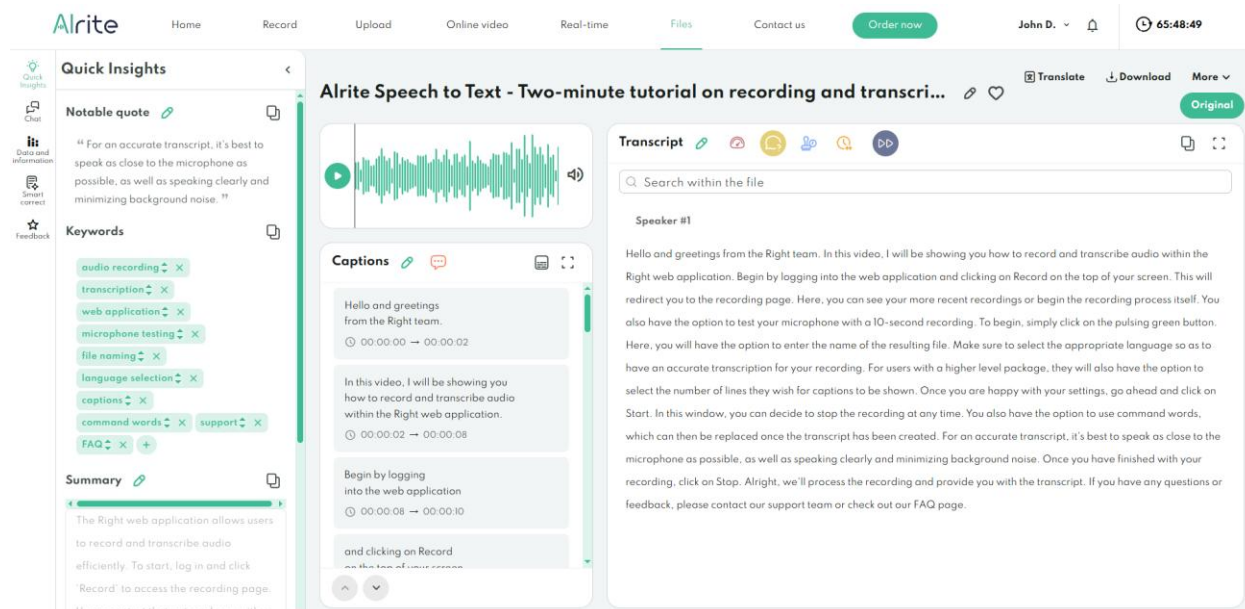
To generate these insights, simply **click the *Quick Insights* option** in the menu bar – located on the left side of the screen for larger displays or at the bottom for smaller screens – and initiate the process.

If you have previously generated text variants for a file that provide a quick insight into it, you can view and copy these elements by clicking the downward arrow at the end of the file's row in the *Files* menu. They are also accessible on the file details page, where clicking the same menu item lets you **revisit** the summary text, keyword list, and highlighted quote.

The screenshot shows the 'Files' menu in the Alrite web application. At the top, there's a search bar and a filter button. Below this is a table of files with columns: File name, Type, Date created, Language, Duration, and Status. The table lists three files: 'Alrite Speech to Text - Two-minute tutorial on recording and transcribing your...', 'Alrite - Your next favourite app', and 'Alrite Speech to Text - Two-minute tutorial on recording and transcribing your...'. Below the table, there's a section for 'Notable quote', 'Keywords', and 'Summary'. The 'Keywords' section shows a list of keywords: 'audio recording', 'transcription', 'web application', 'microphone testing', 'file naming', 'language selection', 'captions', 'command words', 'support', and 'FAQ'. The 'Summary' section provides a brief overview of the file's content. At the bottom, there's a section for 'Alrite Speech to Text Tutorial - How to share your files with a link!' and 'Alrite - Your next favourite app'.

The summary and quote texts can be viewed, edited, or supplemented as needed. The list of keywords is also editable—you can add new keywords or remove existing ones directly from the file details page.

Quick insights need to be generated separately for each version. Therefore, if you create a translation of a version that already contains them, the translated version will not automatically include these elements. You will need to initiate the creation of quick insights separately for each translated version.



Editing the summary and the highlighted 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 summary and quote texts are displayed in read-only mode.

2. **Refine or add to the summary or quote text, then click the checkmark icon to save and finalize the changes.**

While the summary 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 summary 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.

**Important: A summary and the automatic generation of keywords can only be created once from the transcript. Therefore, it is recommended to make any necessary clarifications to the transcript before generating the summary. The summary function may not be effective for files that are too short, a few lines long, or several hours in length.**

## Translation

### 52. How can 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**.

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

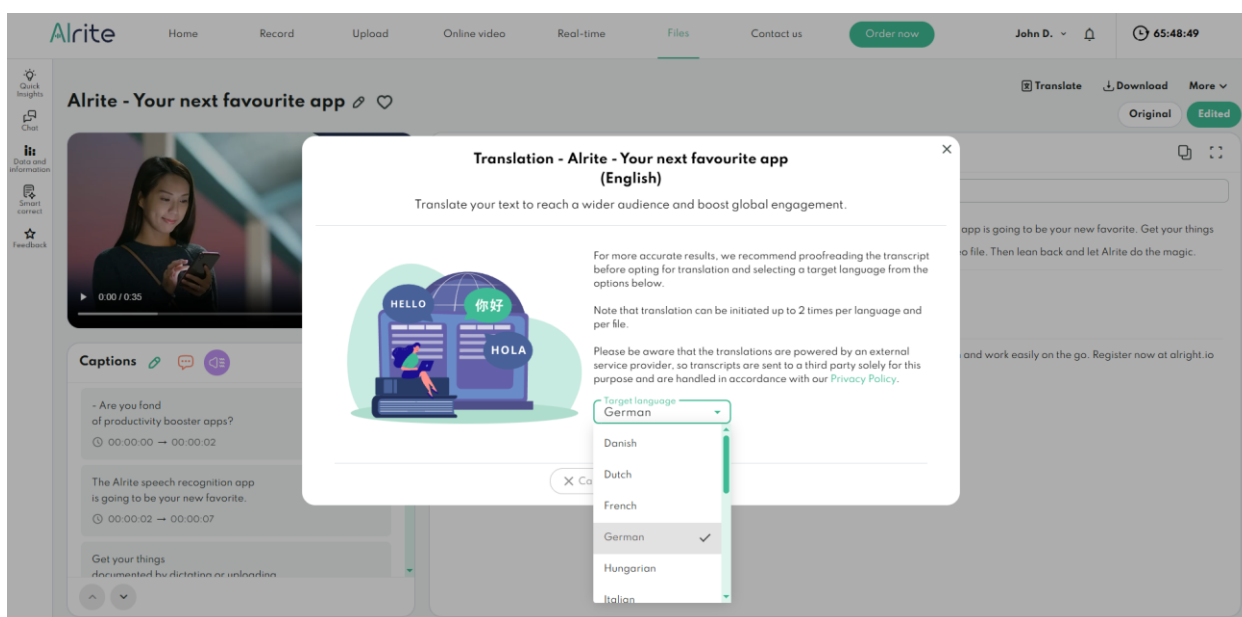
1. **Correct the system-generated transcript to ensure it is as error-free as possible.**

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.

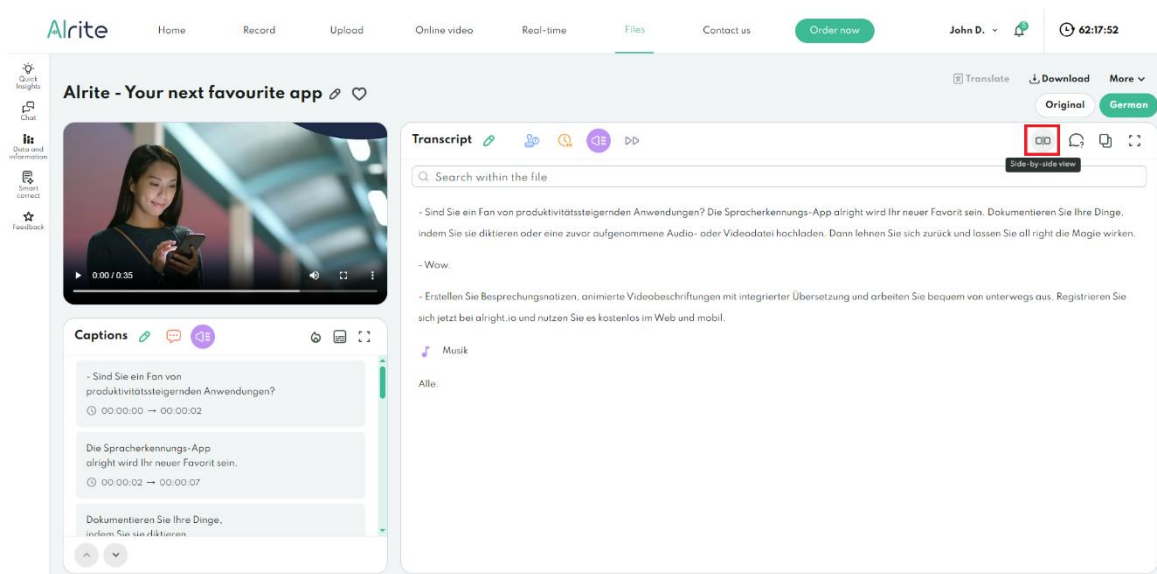


Depending on the length of the file, the translation process may take a few seconds.

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

In addition to the *Original* and, if applicable, the *Edited* (and previously translated) versions, a new tab will be added to the file details page for the translated version. Both the transcript and captions will be translated.

The original version, from which the user initiated the translation, along with the translated transcript, can be displayed side by side once the translation is completed by clicking the designated button. This feature helps streamline the process of refining the translation. If the user finds the parallel view unnecessary, this function can be easily disregarded.



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.**

## 53. 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

### 54. How can 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.

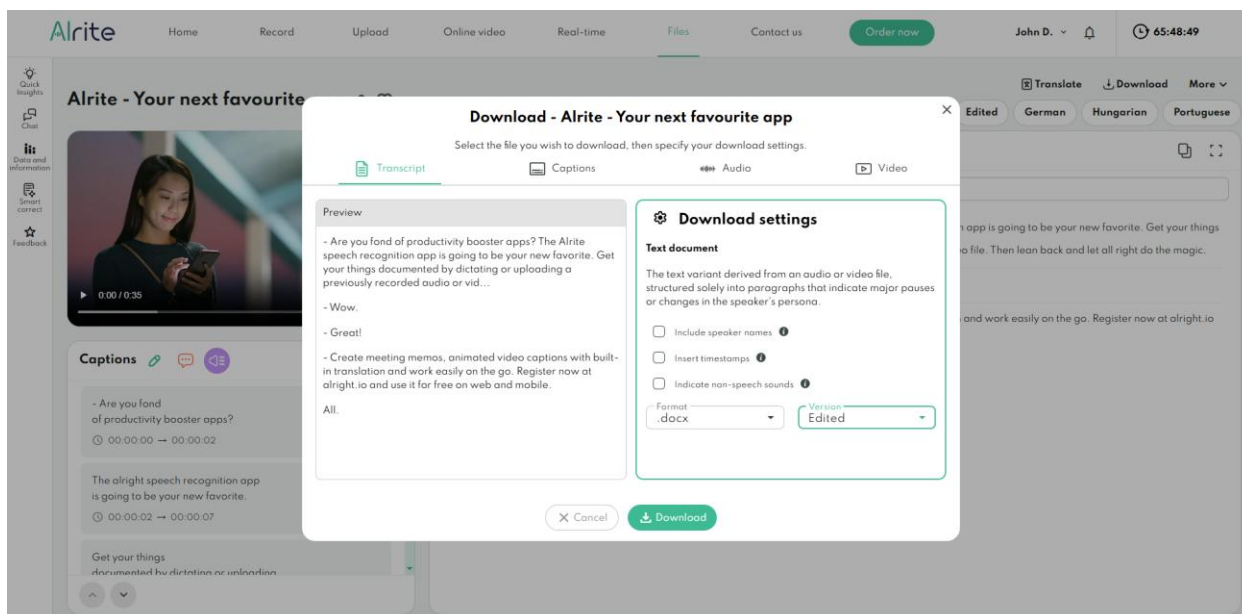
To download the transcript or captions, click the *Download* button under the specific version you want (*Original*, *Edited*, or *Translated*). You can also select the version in the pop-up window that appears.

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 based on the user's subscription package.**

Files transcribed with a business subscription package can be downloaded not only as plain text documents but also with speaker names, timestamps, and/or the written representation of detected noises.



- 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 with speaker changes indicated by a hyphen at the beginning of each respective line. The transcript can be downloaded in *.docx* or *.txt* format. Files processed under the free *Starter*, *Lite*, or *Plus* subscription packages can only be exported in this format and not in any other.
- b. **With speakers:** For files processed under business subscriptions (*Prime*, *Premium*, and *Professional*), you can select the *Include speaker names in the transcript to be downloaded* 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 *Insert timestamps into the transcript to be downloaded* 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

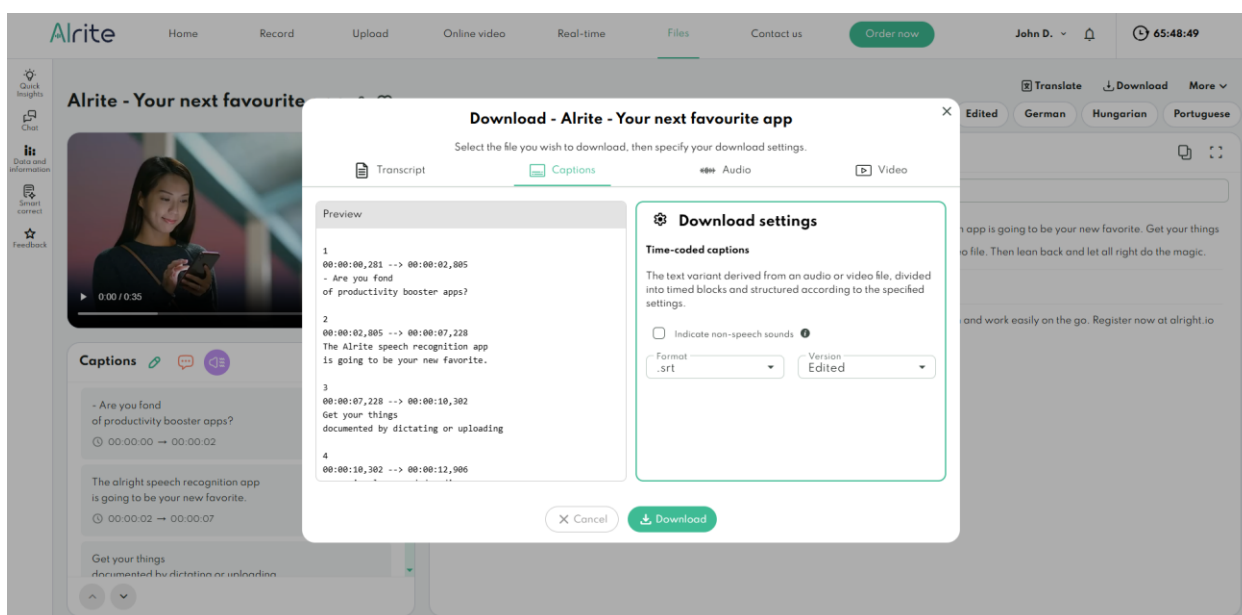
*Indicate non-speech sounds* checkbox allows the transcript to be downloaded with the written representation of detected noises. These noises will appear between paragraphs in the downloaded transcript, similar to how they are displayed on the file details page. This version is available for download only in *.docx* format.

The downloaded document can include timestamps, speaker names, and non-speech sounds 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.



- a. **Ellipsis (...):** The function that marks interrupted sentences in captions is available exclusively for files processed under higher-tier subscriptions (*Prime*, *Premium*, and *Professional*). It can be toggled on or off by clicking the orange button with the speech bubbles at the top of the captions section on the file details page. When turned on, the captions can be downloaded with ellipsis marks (...) indicating that a sentence continues across multiple caption blocks. In this format, an ellipsis appears 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.
- b. **Non-speech sounds:** For files processed under subscription packages (*Lite*, *Plus*, *Prime*, *Premium*, and *Professional*), selecting the *Indicate 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.

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.

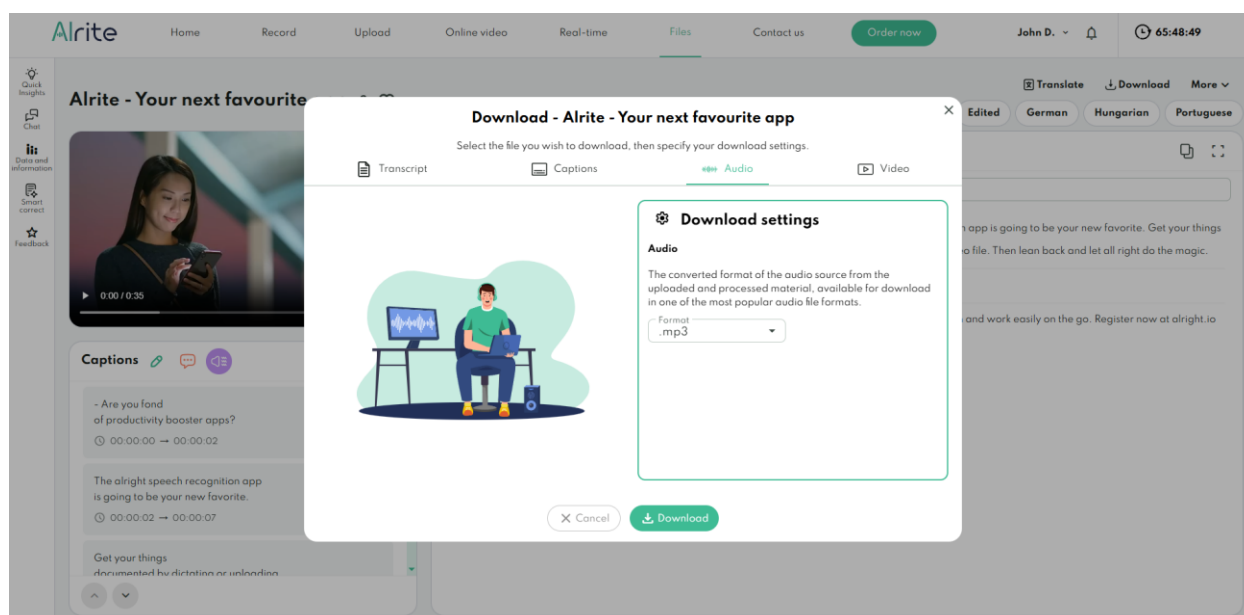
## 55. Can you download audio and video files recorded or uploaded to the application?

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.

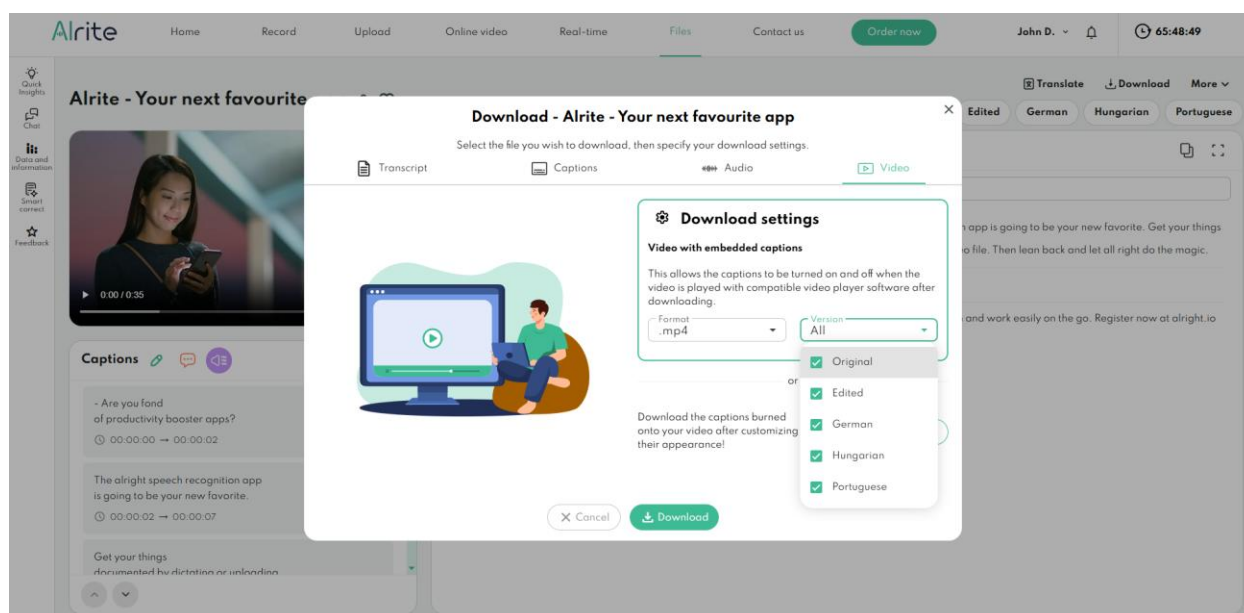


The converted audio file can be downloaded in **.mp3** format only, as it is processed during the parallel processes mentioned earlier. Other audio formats are not available.



- **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. For the latter, a new window will appear, allowing you to configure various settings related to the appearance of the captions.

Please note that 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 notification will alert you to this limitation.



- a. **Video 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 only be visible during playback if the video player supports subtitle tracks and the subtitles are enabled. 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.

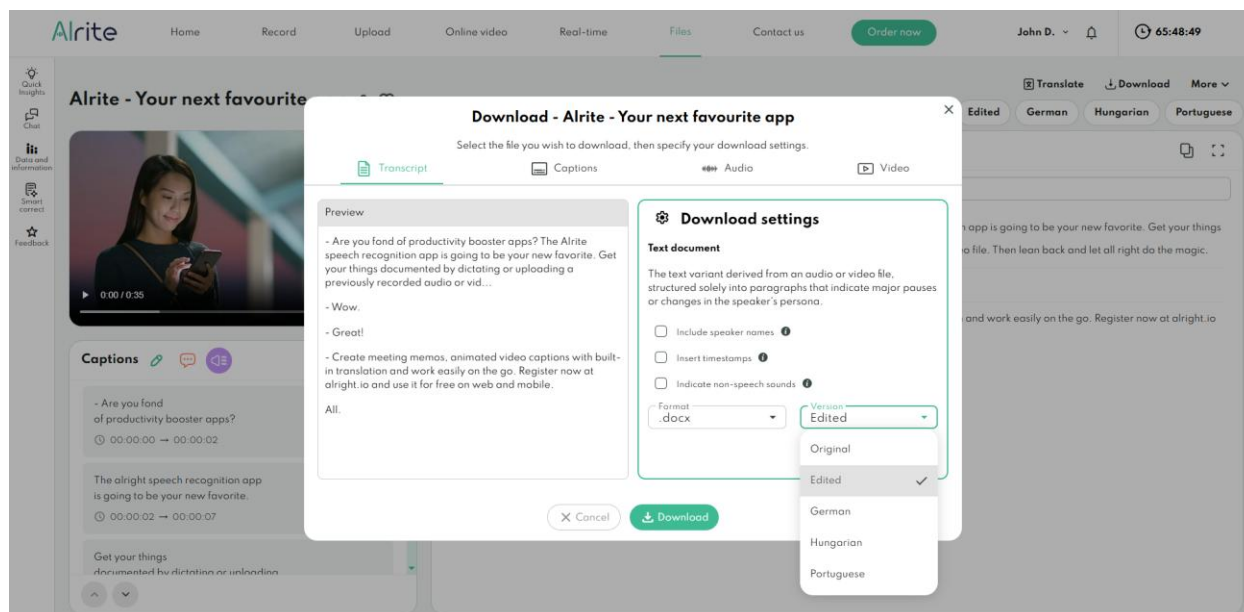
**Important: The embedding process involves video conversion, which may result in a loss of the original video quality.**

- b. **Video 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, which may result in a loss of the original video quality.**

## 56. Are speakers included and identified in the transcripts of processed files, as well as in their downloadable versions?

For files processed under business subscription 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*.



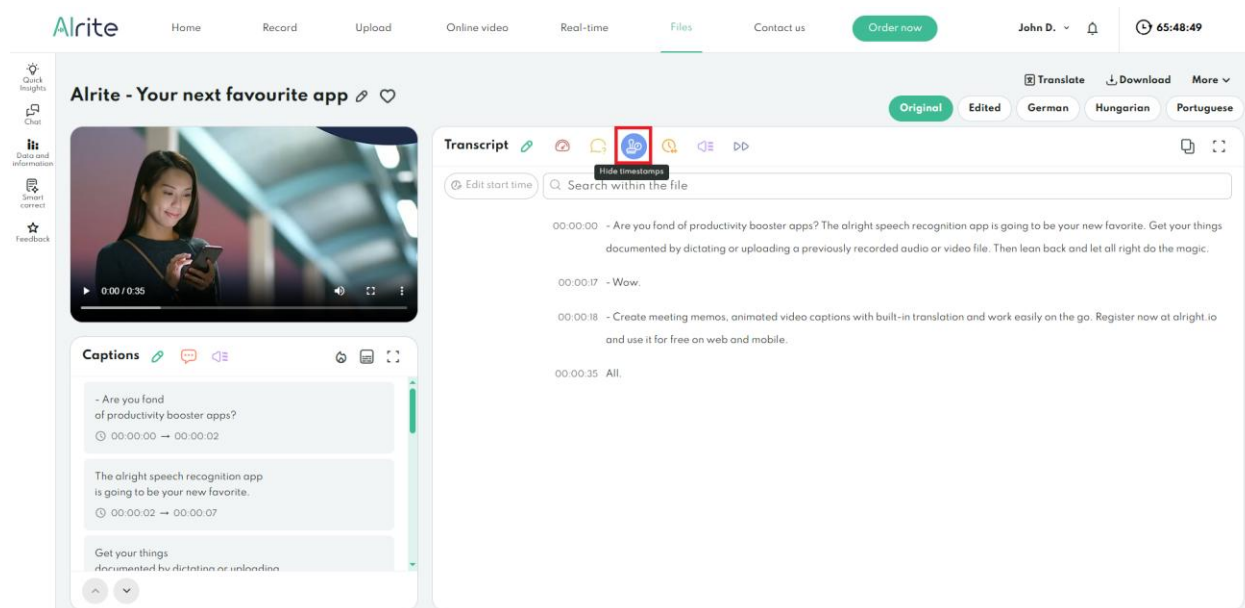
Transcripts with speaker names can only be exported as a Word document (.docx). In this format, the speakers' names appear at the beginning of different lines or paragraphs associated with their speech. Each speaker name is displayed in a dedicated box to the left of the text in the downloaded document.

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, the system indicates speaker changes within the text by starting a new line and placing a hyphen at the beginning of the respective line.

## 57. Are timestamps included in the transcripts of processed files, as well as in their downloadable versions?

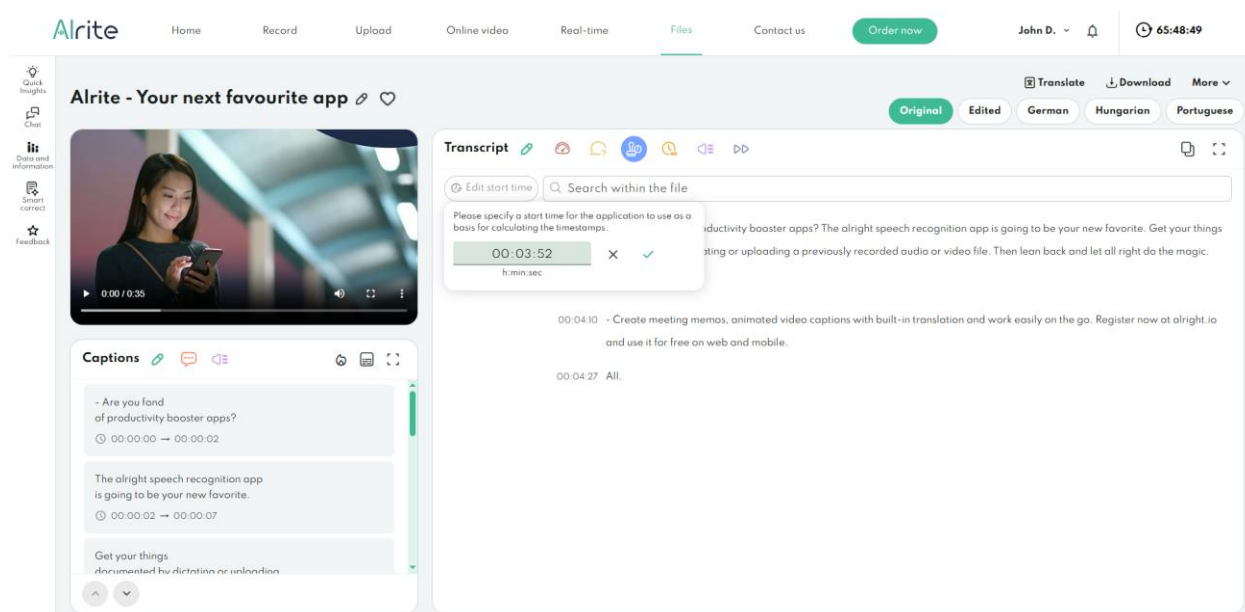
For users owning business subscription packages (*Prime*, *Premium*, and *Professional*), transcripts can be downloaded **with timestamps** in addition to plain text. To enable this,

click the *Download* button on the file details page, navigate to the *Transcript* tab, and select the checkbox labeled *Insert timestamps into the transcript to be downloaded*.



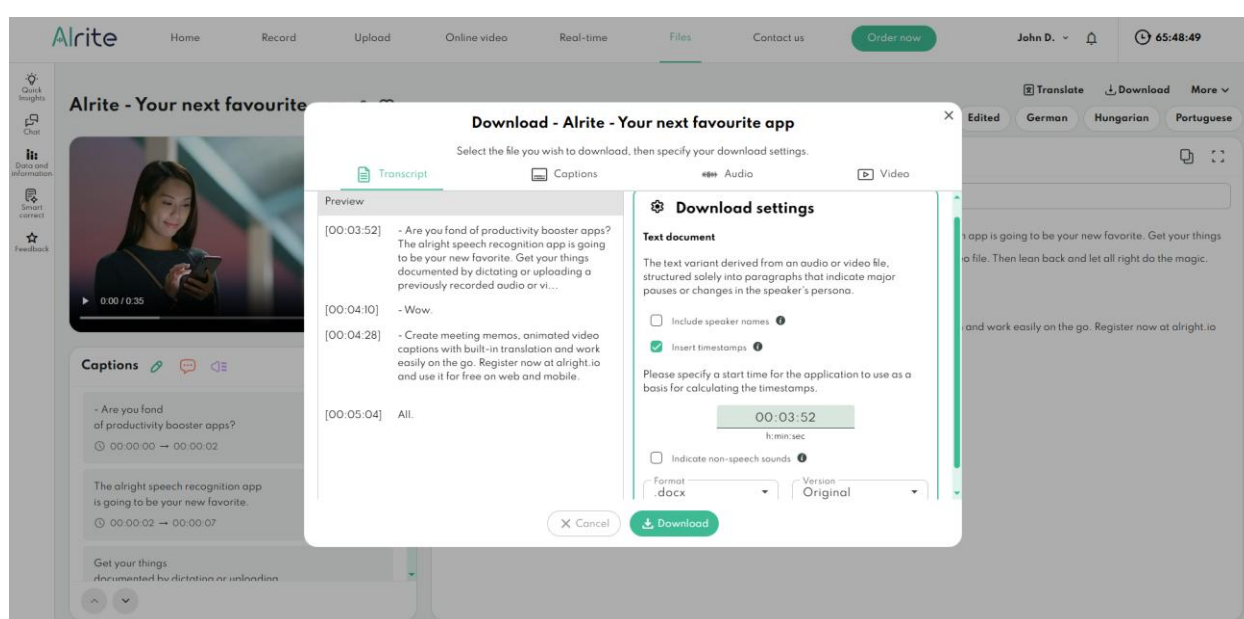
The display or optional hiding of timestamps on the processed file details page can be managed by toggling the corresponding button on or off. When enabled, each new paragraph will be preceded by a timestamp, which is calculated based on the configurable start time.

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 *Insert 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.



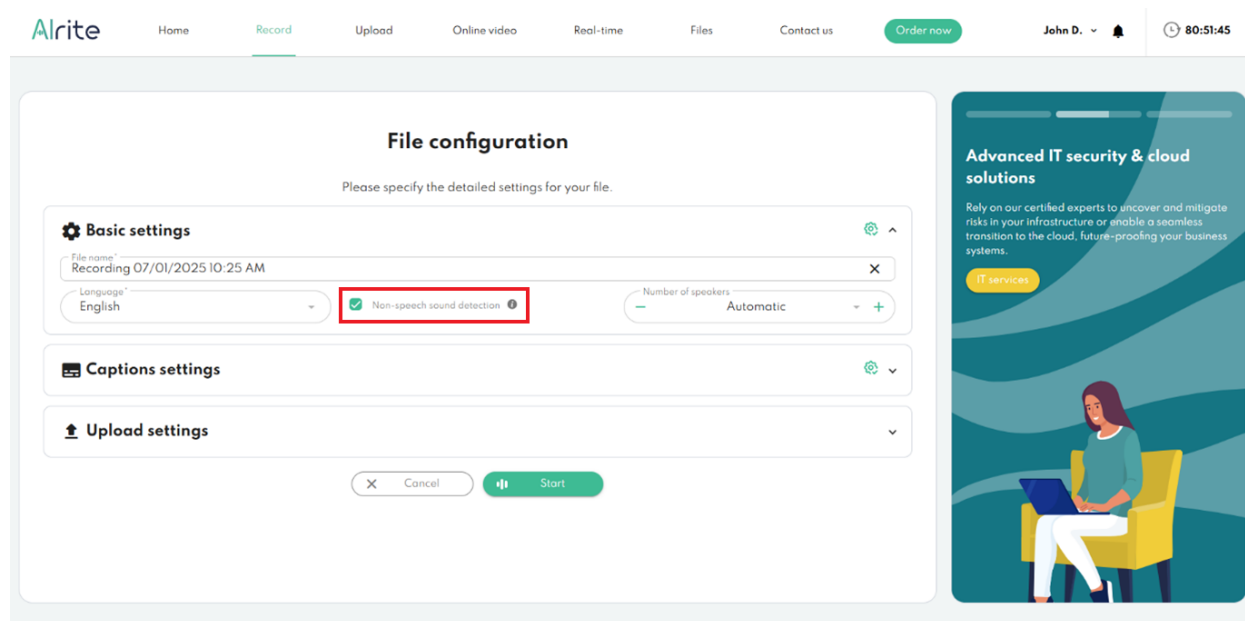
The ability to customize the timestamp reference point is particularly useful for assigning real times (e.g., 15:01:10) to paragraphs or when the uploaded file represents only a portion of the material being transcribed. This feature ensures that transcripts remain in chronological order when combining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

## 58. Are non-speech sounds included and identified in the transcripts of processed files, as well as in their downloadable versions?

For files processed under a subscription package (*Lite, Plus, Prime, Premium, or Professional*), the transcripts may include not only the speech content of the speakers but also, when applicable, **non-speech sounds detected in the audio or video file**.

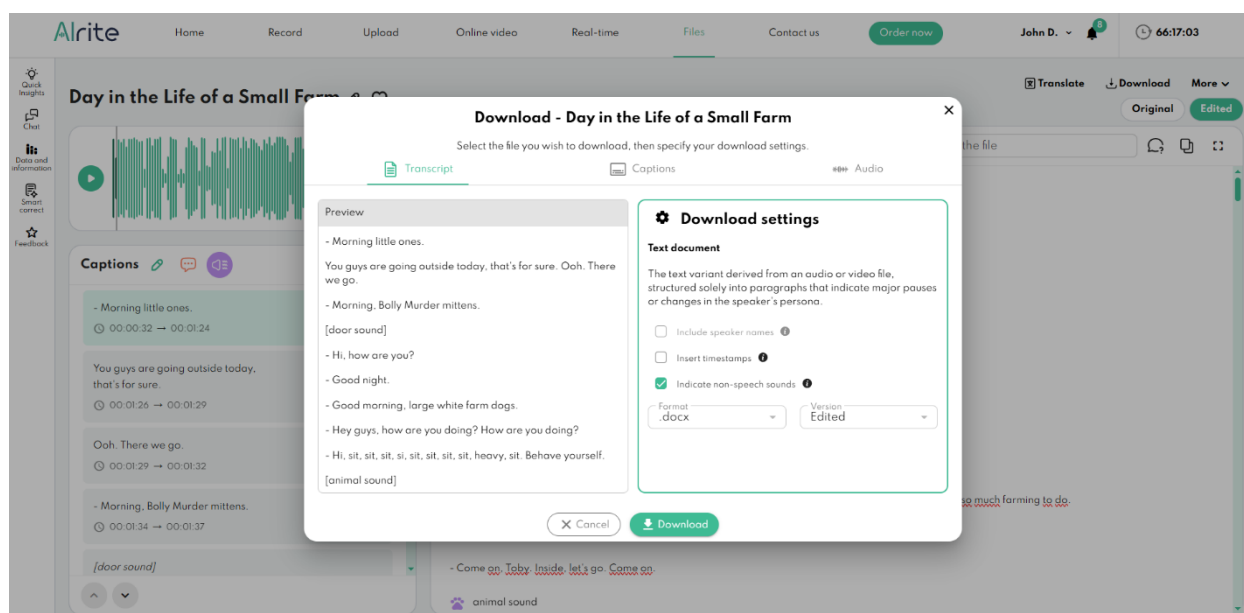
The request to detect such sounds can be made either before processing the audio or video file or afterward, upon receiving the transcript and captions. In the former case, it can be enabled in the *Basic* settings by checking the *Non-speech sound detection* box, instructing the application to include these sounds alongside spoken content in the transcription. In the latter case, the same function is accessible via the file details page by clicking the relevant button next to the *Transcript* label. A confirmation pop-up will appear, allowing the user to finalize the request.



Once the application has detected the noises as requested, the display – or optional hiding – of non-speech sounds can be managed by toggling the related button on the file details page. When enabled, the detected sounds will appear between the paragraphs of the transcript.

In addition to being displayed on the file details page, transcripts and captions 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.

## AI tools

### 59. How can I 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.

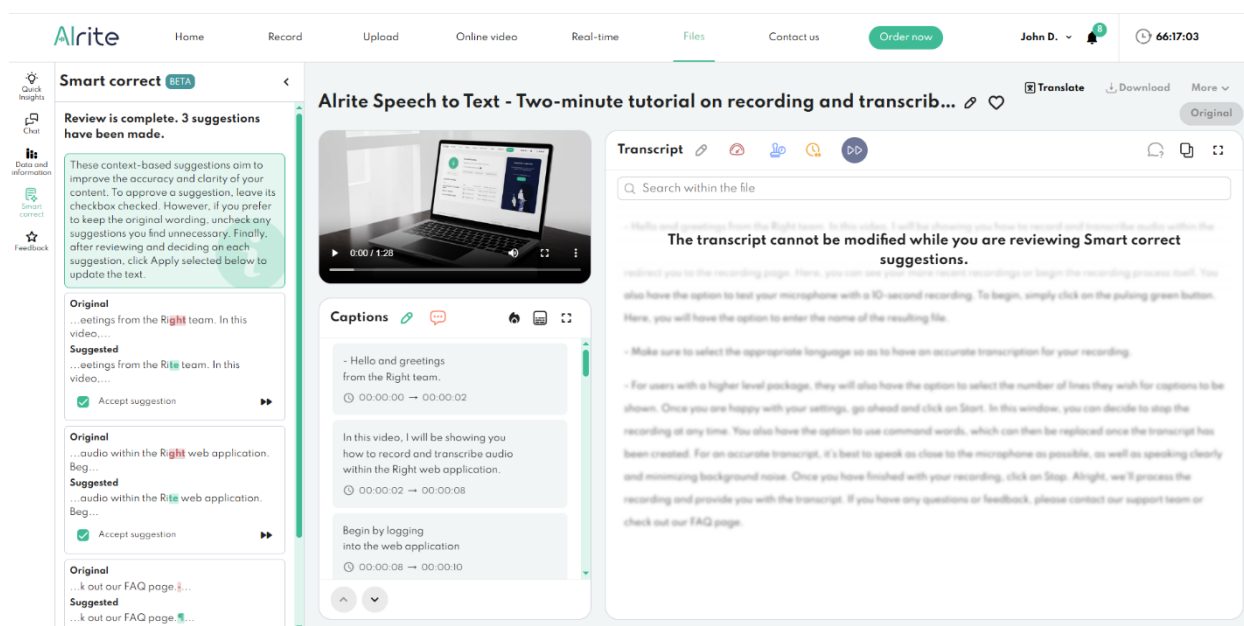
For files processed under any of the subscription packages (*Lite, Plus, Prime, Premium, and Professional*), much of the transcript refinement can be handled entirely by automation. To use this feature, simply **click the *Smart correct* option** in the menu bar – located on the left-hand side of the page on larger screens or at the bottom of smaller screens – and initiate the proofreading process.

The screenshot displays the Alrite web application interface. At the top, there is a navigation bar with links: Home, Record, Upload, Online video, Real-time, Files, Contact us, and an 'Order now' button. The user's name 'John D.' and a clock showing '66:17:03' are also visible. On the left, a sidebar contains icons for 'Quick Insights', 'Chat', 'Data and information', 'Smart correct', and 'Feedback'. The main content area is titled 'Alrite Speech to Text - Two-minute tutorial on recording and transcrib...'. It features a video player showing a laptop screen with a transcript. Below the video is a 'Captions' section with a list of suggestions for correction, such as 'Hella and greetings from the Right team.' and 'Begin by logging into the web application'. To the right of the video is a 'Transcript' section with a search bar and the full text of the transcript, which includes instructions on how to use the application.

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.

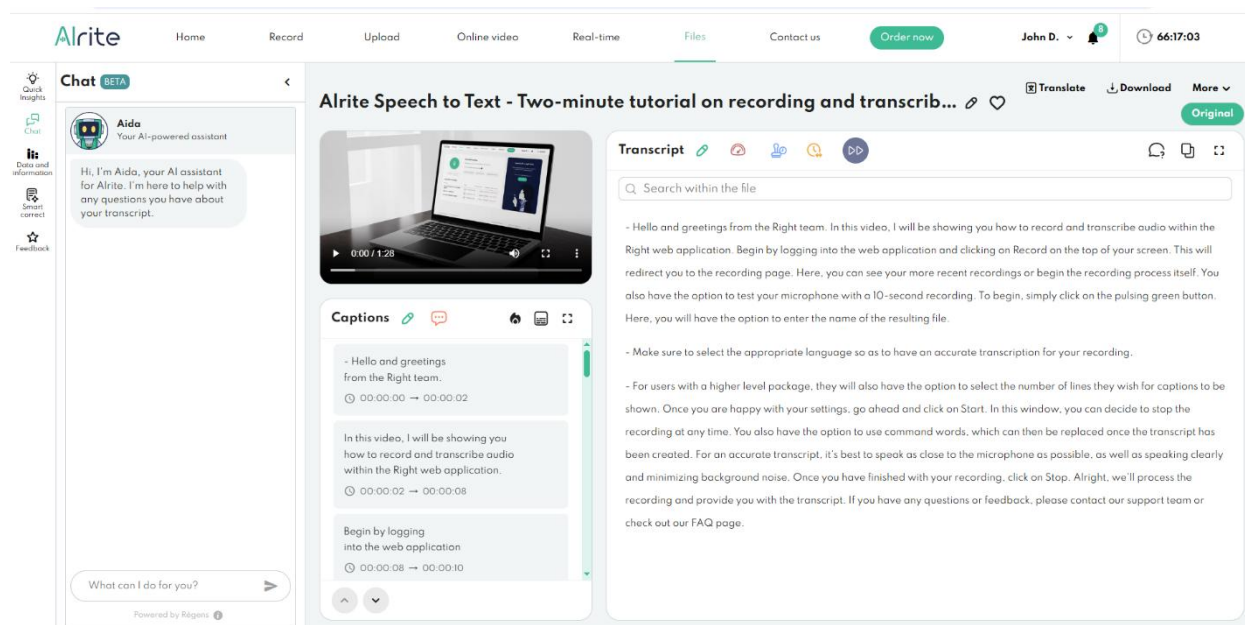
While this feature is recommended for translated versions as well, please note it can only be used **up to 3 times per version**. Additionally, this feature is not available for files processed under the free *Starter* package.

## 60. How can I ask questions about the content of the transcript to the Alrite virtual assistant?

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](https://alrite.io) 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.**

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

### 61. How can you create burned-on captions with Alrite?

By default, captions can be downloaded as a separate file in *.srt* or *.vtt* format or toggled on and off when embedded in downloaded videos. However, Alrite's caption-burning feature

allows users to permanently engrave captions onto the video (making them non-toggleable) and download the video directly from the application.

This caption-burning functionality is **available exclusively for files processed under higher-tier subscription packages** (*Plus, Premium and Professional*).

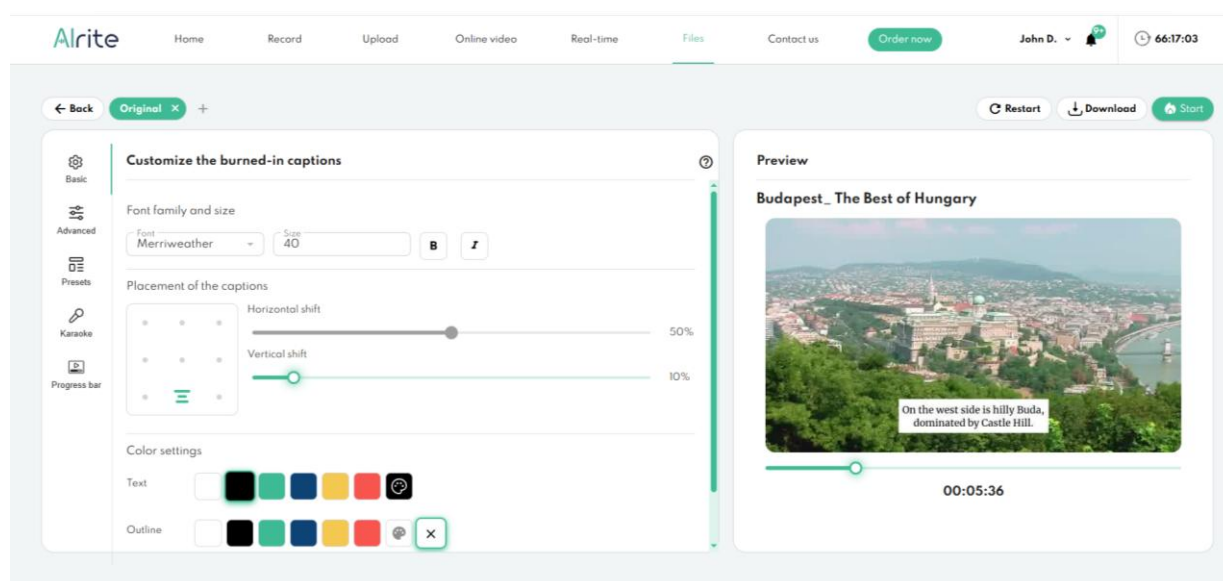
To burn captions onto a video, **click the *Burned-in captions* button**, identified by a fire icon. This button is accessible via the download pop-up or, more conveniently, from the file details page in the *Captions* section. It is advisable to first select the specific version of the captions you want to burn onto the video before initiating the process.

After clicking the button, you will be redirected to a new window. This interface provides options for creating videos with customized captions, enabling users to style the captions uniquely. Customization can include altering the font or color for entire captions, specific phrases, individual words, or even single characters.

For further guidance on each feature, click the ? button to open a *Help* pop-up window. This window offers detailed descriptions of all functions. Additionally, we have summarized the most important features in the following subsections.

## Basic settings

The *Basic*-level settings allow you to customize the **captions as a whole**, including the position of each block of captions, as well as their font size, font color, outline, and background color.



**Important: The minimum font size for captions is 10, and the maximum is 200. However, depending on the placement and font, captions may extend off the screen at certain settings. To avoid this, we recommend steering clear of extreme values.**

If you prefer not to use an outline or background for the captions, simply click the buttons with the X icon to disable these parameters.

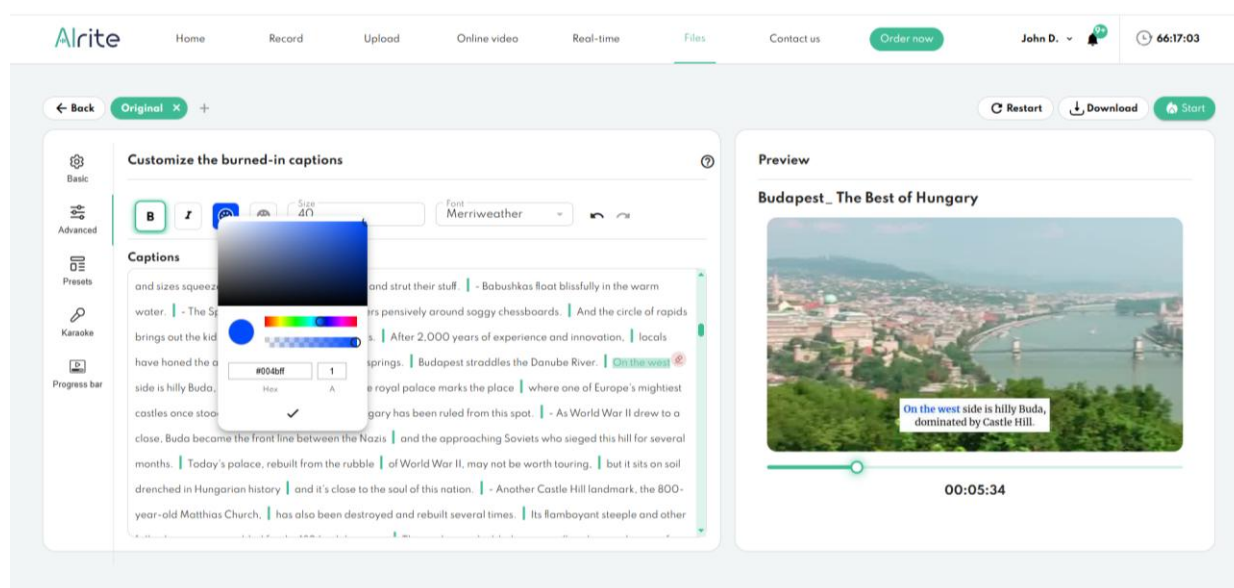
You can also adjust the position of the captions using the horizontal and vertical shift sliders. The adjustment is based on the currently active setting among the nine default positions, meaning the shift will be relative to this setting. If the captions are centered horizontally or vertically, offsets in that direction are not allowed, and the sliders will appear greyed out.

## Advanced settings

The *Advanced*-level settings offer even more detailed customization options, building upon the *Basic*-level settings. Therefore, it is recommended to make broad changes to the captions in the *Basic*-level view first.

In the *Advanced* view, you can customize the appearance of captions **at the block, word, or even character level**, including adjustments to the font, font size, font color, and outline.

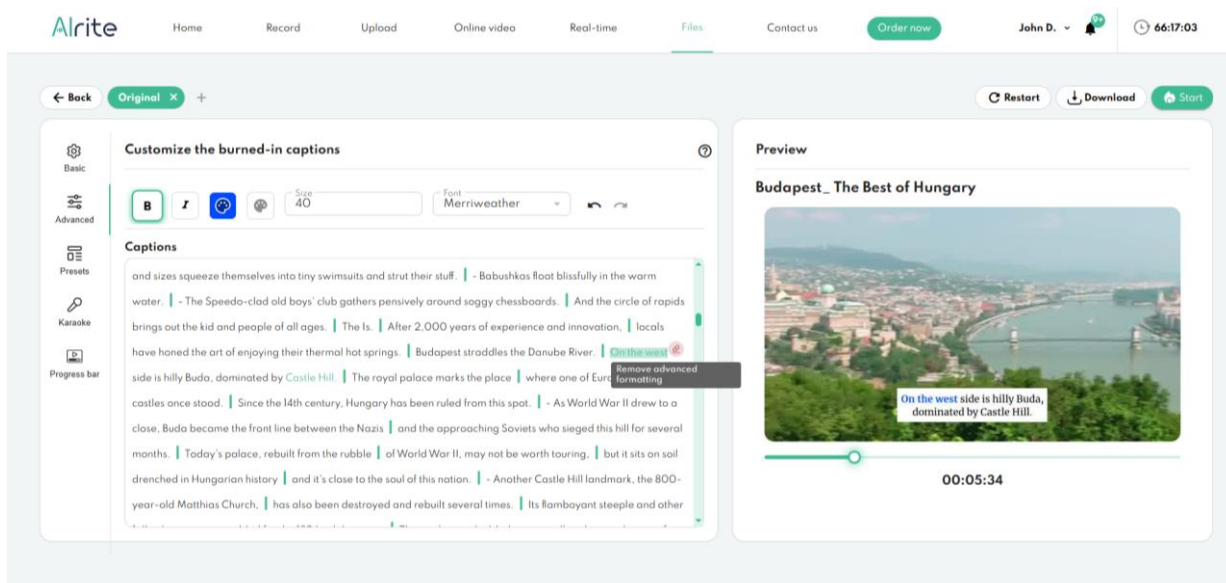
To modify these parameters, at least one character of the caption must be selected. A successful selection is indicated by a green background behind the selected characters, after which you can individually customize the appearance of the highlighted parts.



However, selecting different blocks of captions is not possible; modifications can only be made **within a single block at a time**. In this view, the segmentation of captions – indicating the beginning and end of each block – is marked by vertical green lines.

Characters or words that have already been modified by the user will appear in **green font color** instead of the default color.

If these separately modified sections are reselected, either in whole or in part, it is possible to remove the previously defined advanced settings. To do this, click on the button with the **eraser icon that appears after selection**. As a result, the selected section will once again adopt the settings defined under the *Basic* tab.



## Preview

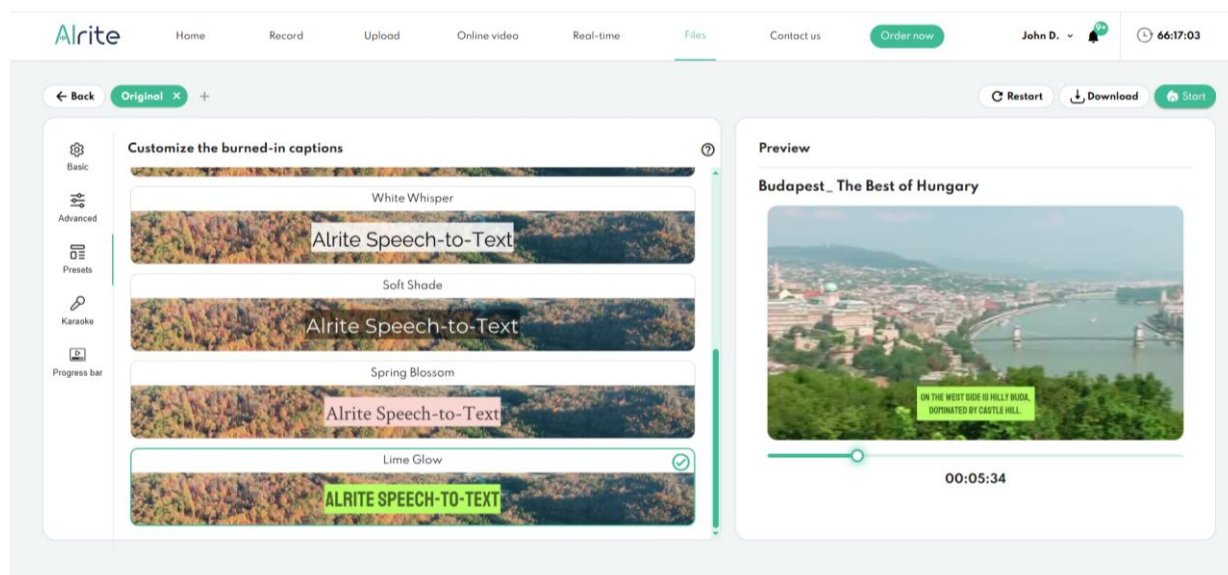
The *Preview* provides a snapshot of the video, allowing you to conveniently track the customized appearance of the captions. You can navigate different moments in the video using the slider, while clicking specific points within the captions will automatically display snapshots of the video corresponding to the selected text.

Additionally, the *Preview* can be used to position individual blocks containing selected parts. Simply click the desired position on the video preview after selecting the relevant section, and the placement of the specific block of captions will adjust accordingly.



## Presets

Setting the desired caption style can be time-consuming, and the extensive options may seem complex or overwhelming at first. To assist users who prefer not to invest significant time in fine-tuning these settings, we offer a straightforward solution.



Under the *Presets* tab, you can find **a range of uniquely named templates, each offering a pre-defined, distinctive look and style**. The selected template's appearance and suitability can be reviewed in the *Preview* tab, making it easy to assess how well it aligns with your video's style or your overall vision.

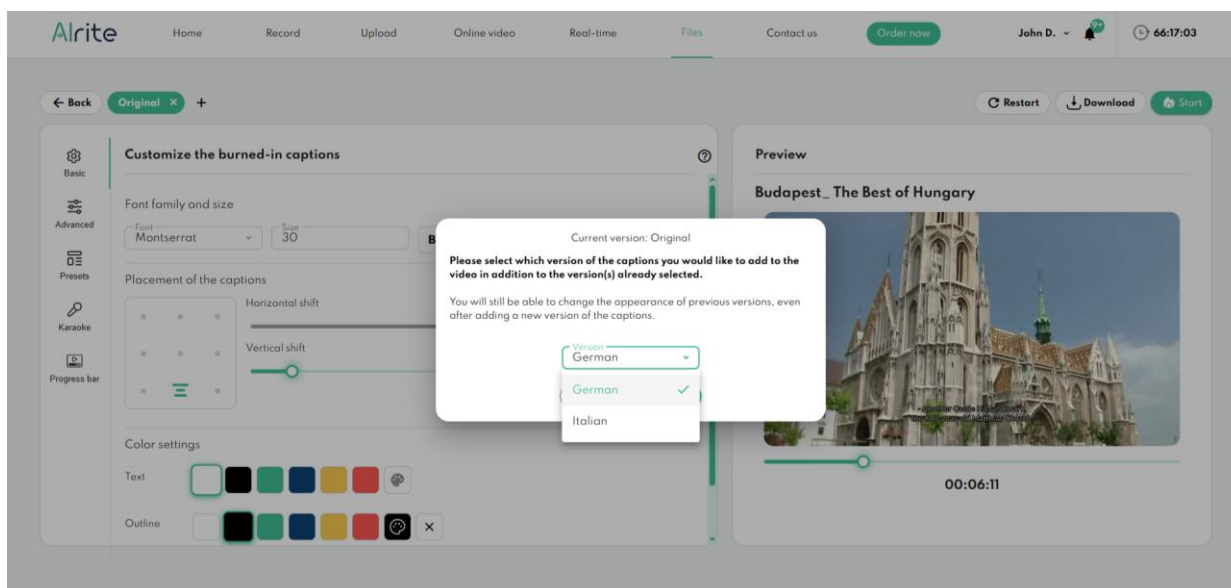
If the captions don't appear as intended after selecting a preset, adjustments can be made using the *Basic* or *Advanced* view options. These options allow you to further customize the preset by modifying font color, font size, outline, background color, and the position of individual blocks, among other settings.

## Add multiple versions

The feature to burn captions onto videos also allows you to **display multiple versions of captions on the same video**. This enables viewers to read the speech in the video in multiple languages simultaneously, such as the original spoken language alongside its translation.

We recommend starting the burning process only after the transcript has been corrected and, if necessary, automatic translations have been generated. Once you've customized the appearance of one version, you can add additional versions to the video.

To add a new version, **click the + button** next to the existing tabs. Each version of captions can be customized individually, using both the *Basic* and *Advanced* settings, including adjustments to color, style, and position.



However, it is not recommended to burn more than two versions of captions onto a video, as excessive text may obscure a significant portion of the screen.

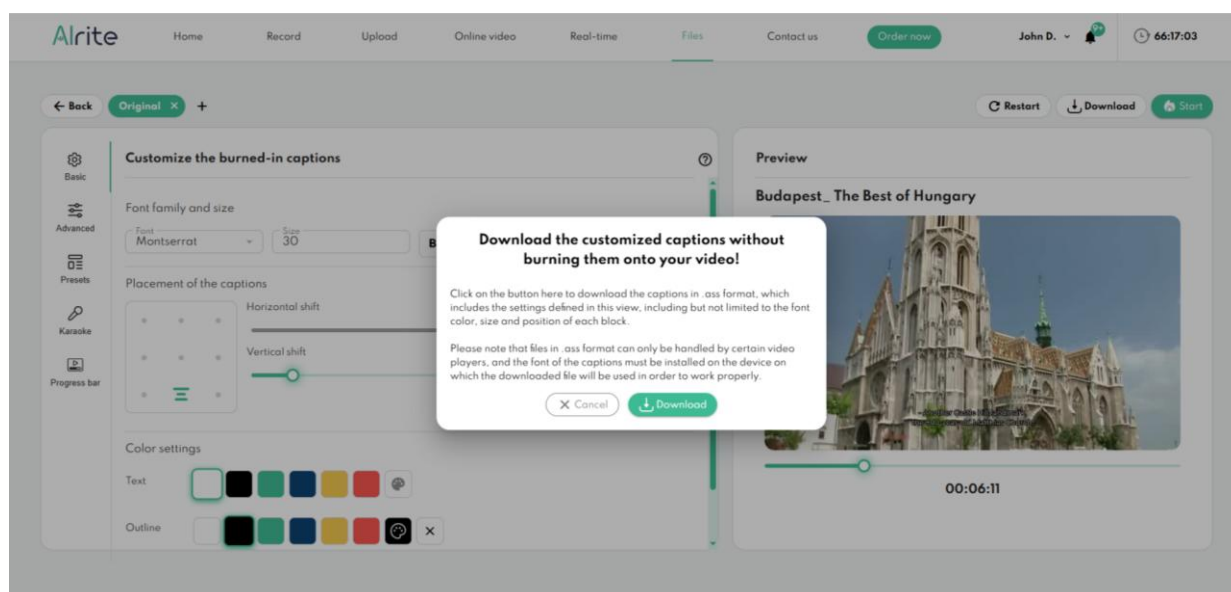
If needed, individual versions can be removed from the video by clicking the X buttons on their respective tabs.

The + button will become inactive if no additional caption versions are available for the file beyond those that have already been added, customized or are currently being adjusted.

### Downloading the captions with customized look

In the window where users can burn captions onto videos, **custom-styled captions can also be downloaded** in .ass format. This file includes previously configured appearance settings, such as font color, size, and the position of each block, among other options.

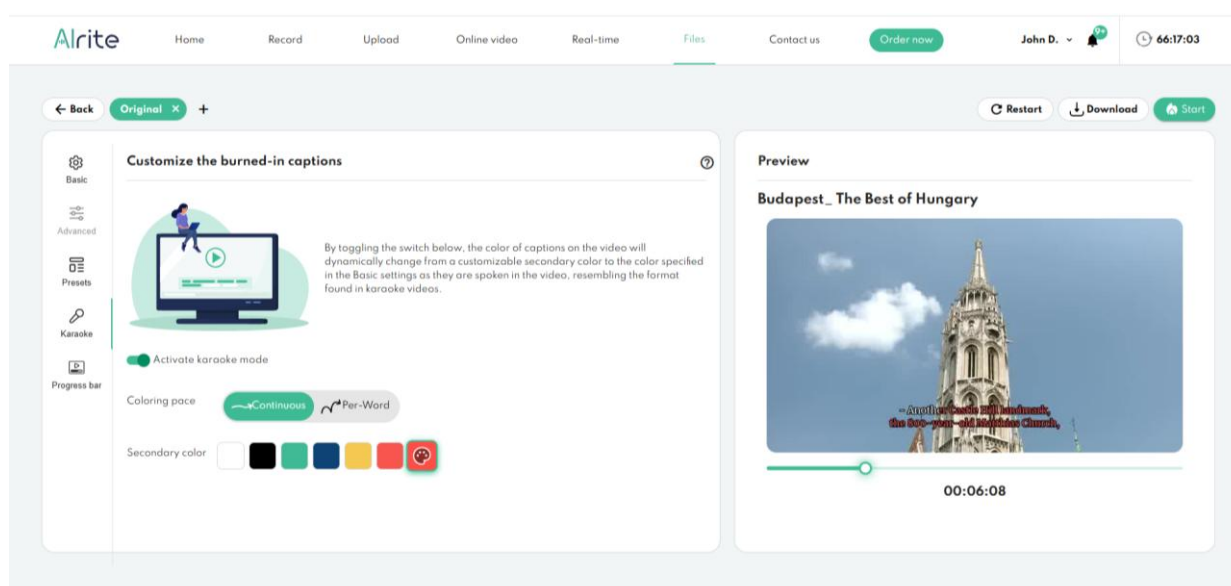
It is important to note that this export option **does not download the video** itself. The .ass file contains only the text of the captions, organized into blocks and accompanied by the user-defined design settings. This file format must be downloaded separately for each version if multiple versions have been added to the video and customized individually.



Caption files in .ass format can only be used with certain video players. Additionally, the font specified for the captions prior to downloading must be installed on the device where the file will be used to ensure proper functionality.

## Karaoke mode

The color of the captions can be set not only as a static color but also to **change dynamically** as the video progresses. This feature can be activated via the **Karaoke** tab. When enabled, it causes the captions to transition from a customizable secondary font color to the color specified in the Basic settings as they are played in the video. This effect **mimics the appearance of lyrics in karaoke videos**





There are two options for coloring words or individual characters, offering users two distinct modes within the *Karaoke* feature:

- **Continuous coloring:** In this mode, captions are colored continuously, from character to character, at the same rate as they are spoken in the video.
- **Per-word coloring:** With this option, each word of the captions is colored over its entire length as soon as the word begins to be spoken.

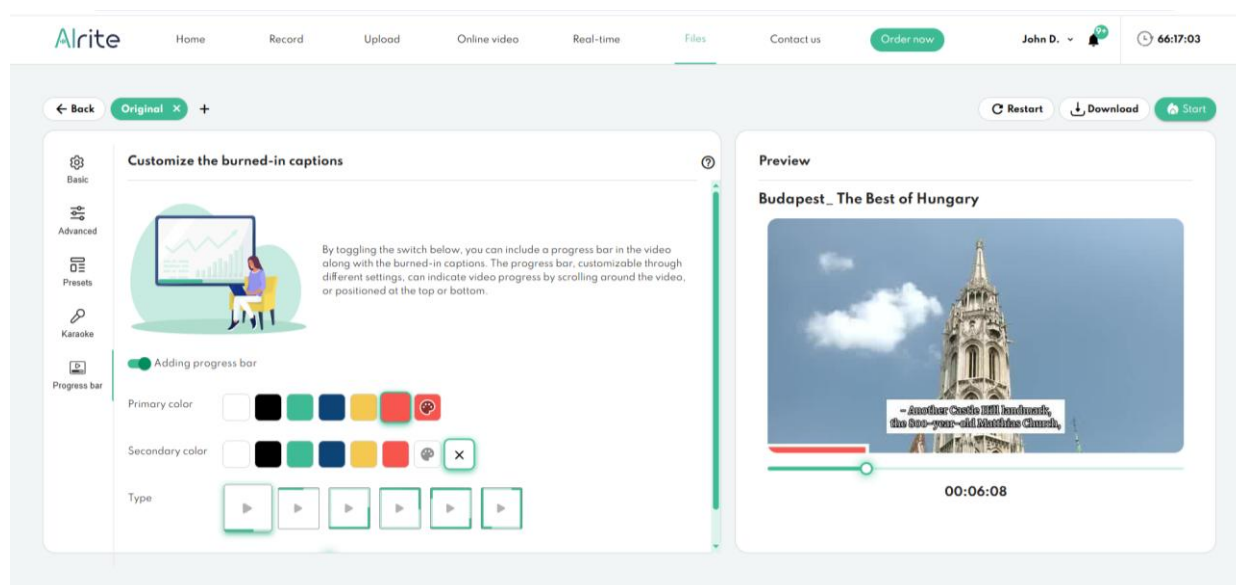
In both modes, the user can select a secondary font color, from which the words will transition to the color specified in the *Basic* settings. Once the secondary font color is set and the feature is activated, the captions' appearance can be previewed in the *Preview* side.

Please note that when *Karaoke* mode is activated, the *Advanced* settings will be unavailable, and any previously defined *Advanced* settings will not be applied to the video.

## Progress bar

In addition to the different versions of captions, **a progress bar can be added to the video to visually track its playback**. This can be done by toggling the *Adding progress bar* switch on the *Progress bar* tab.

You can customize various aspects of the progress bar, including its color, thickness, and even the direction in which it wraps around the video.



The appearance of the customized progress bar can be previewed in the *Preview* tab. The progress bar settings can be freely adjusted until the burning process begins.

## Restart

By pressing the *Restart* button, the process can be **reset to its initial state**, removing all versions of the captions previously added to the video. However, it is important to note that this will permanently erase any custom appearance settings, as a pop-up window will alert you before proceeding.

Once the restart is confirmed, the default settings for the appearance of the captions will be applied to all blocks.

## Recommended workflow

The recommended process for burning captions onto the video is as follows, after opening the dedicated window:

1. **Set the essential settings in the *Basic* tab or select a preset of your choice to define the overall appearance of the captions.**

Start by configuring settings that affect the majority of the captions, such as font color, font type, font size, and caption position.

2. **Customize individual blocks or key phrases in the *Advanced* tab or enable *Karaoke* mode.**

Once you've adjusted the appearance of most captions in the *Basic* tab, move on to highlight specific parts that need special attention. If you prefer an automatic, dynamic effect, enable *Karaoke* mode for a speech-following display of the captions.

3. **Add an additional caption version (e.g., a translation) if needed.**

This allows you to display the speech in multiple languages, helping you reach a wider audience. For the new caption version, repeat the first two steps to customize its appearance as well.

4. **Add an optional colorful progress bar to enhance the video's visual appeal.**

The progress bar helps viewers track the video's length and their position within the content.

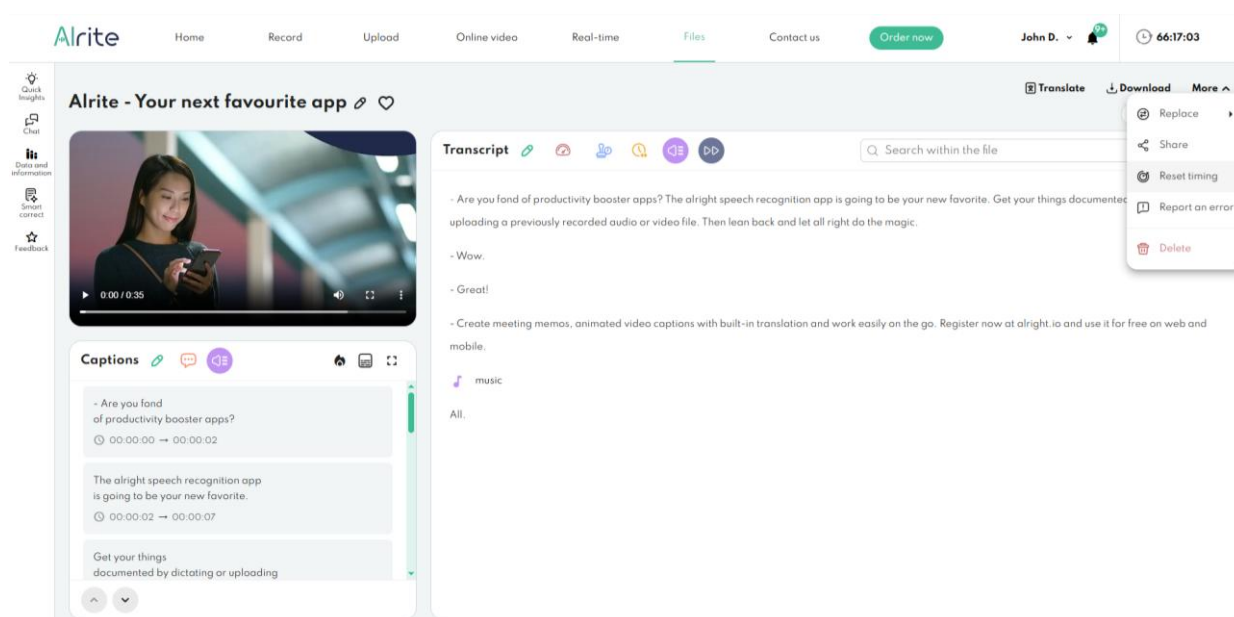
5. **Finally, click the *Start* button to burn the captions onto the video, then download the video once the process is complete.**

The burning and downloading process may take several minutes, depending on the video's length and size.

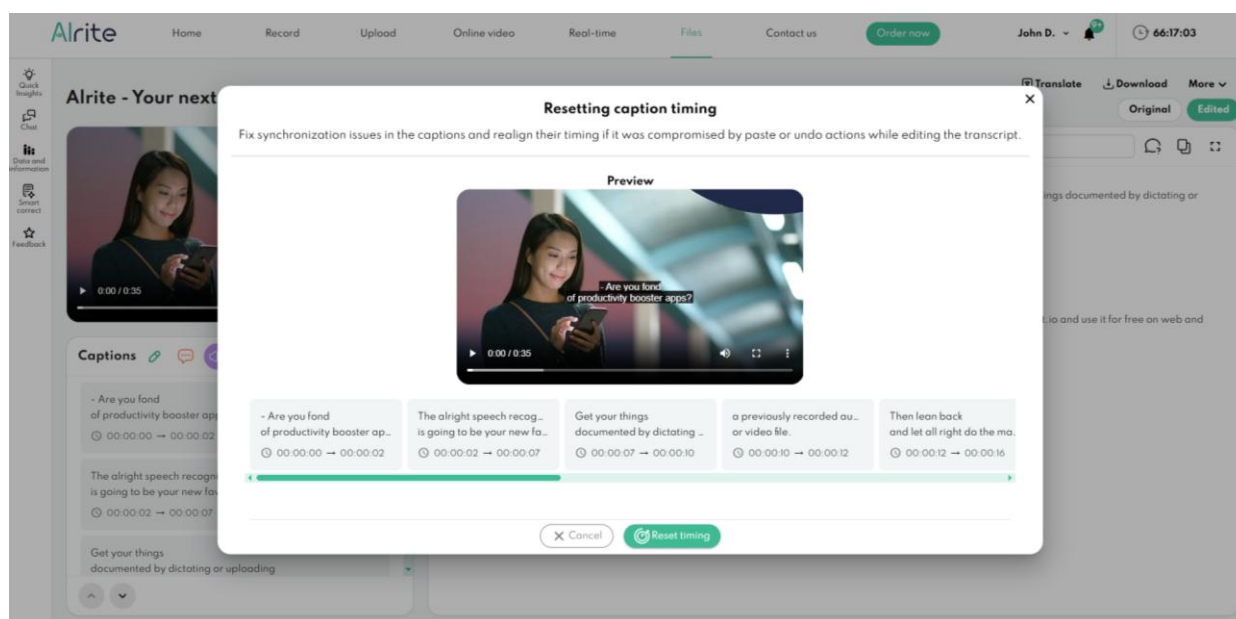
## Restoring captions

### 62. How can 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' timings in the Alrite application to slip or break, click the **Reset timing** button in the drop-down list under **More** on the file details page to **quickly correct the timings**.



In the pop-up window, you can review the restored timings 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 **Reset timing** button at the bottom of the window.



To maintain the accuracy of your captions' timings, we recommend avoiding *copy*, *cut*, *paste*, or *undo* operations when editing your transcript. Instead, make all changes directly within the application.

## Restructuring of captions

### 63. How can I modify the structure of the 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.

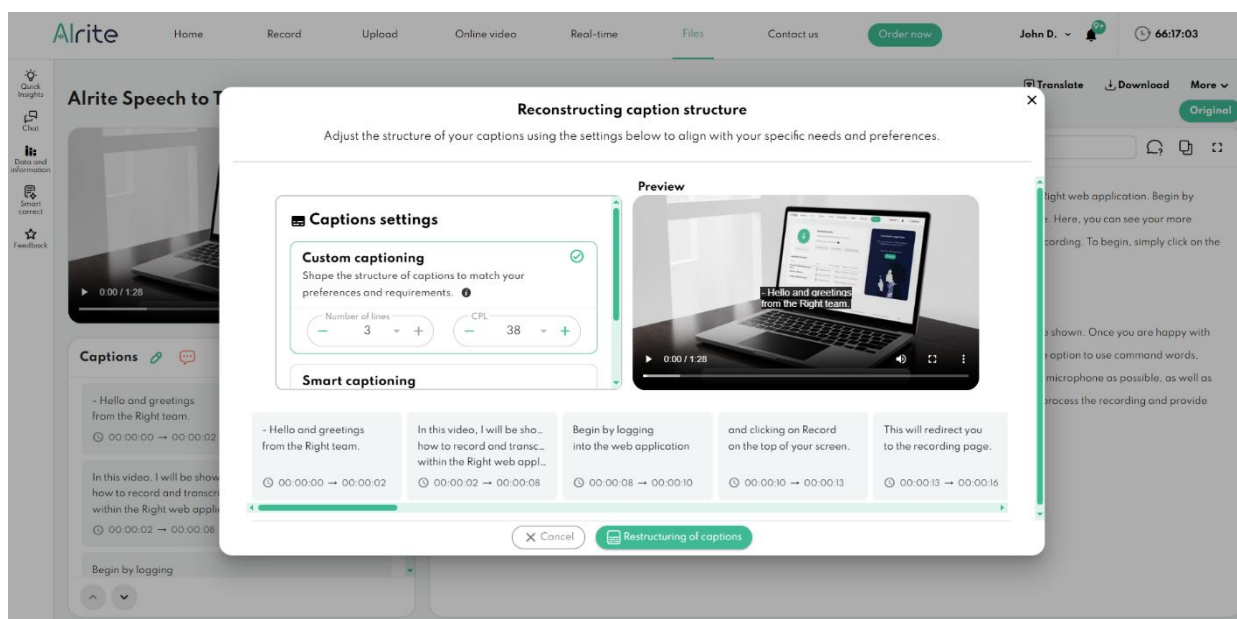
The traditional option allows users to generate caption blocks based on their specific preferences or requirements, such as the **maximum number of characters per line** or the **maximum number of lines per caption block**. In contrast, the smart captioning algorithm **dynamically** analyzes the grammatical 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.

The screenshot displays the Alrite web application interface. At the top, there's a navigation bar with links: Home, Record, Upload, Online video, Real-time, Files, Contact us, and an 'Order now' button. The user's name 'John D.' and a clock showing '66:17:03' are on the right. Below the navigation bar, a sidebar on the left contains icons for 'Quick insights', 'Chat', 'Data and information', 'Smart connect', and 'Feedback'. The main content area features a video player titled 'Alrite Speech to Text - Two-minute tutorial on recording and transcribing your files!'. The video player shows a laptop screen with the Alrite interface. Below the video player, there's a 'Captions' panel with a list of caption blocks. The first block reads: '- Hello and greetings from the Right team.' with a timestamp of '00:00:00 → 00:00:02'. The second block reads: 'In this video, I will be showing you how to record and transcribe audio within the Right web application.' with a timestamp of '00:00:02 → 00:00:08'. To the right of the video player, there's a 'Transcript' panel with a search bar and a list of transcript text. The transcript text includes: '- Hello and greetings from the Right team. In this video, I will be showing you how to record and transcribe audio within the Right web application. Begin by logging into the web application and clicking on Record on the top of your screen. This will redirect you to the recording page. Here, you can see your more recent recordings or begin the recording process itself. You also have the option to test your microphone with a 10-second recording. To begin, simply click on the pulsing green button. Here, you will have the option to enter the name of the resulting file.' and '- Make sure to select the appropriate language so as to have an accurate transcription for your recording.'

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.



## 64. How can 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 *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.

## 65. How can I configure the application to mark incomplete sentences within the 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 speech bubble icon with three dots in the middle, located next to the *Captions* heading. Once enabled, **three dots will automatically appear**

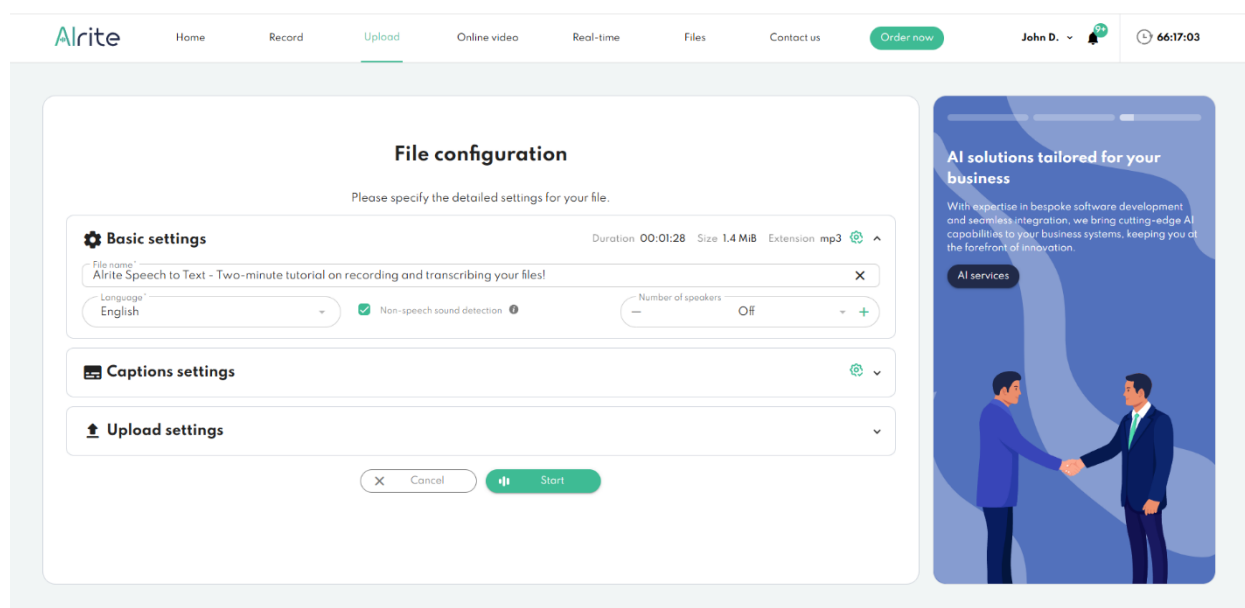
**at the end of any block** that does not end with terminal punctuation, and **at the beginning of any block** that does not start with a capital letter.

If you decide not to use this feature, simply click the same icon again to remove the ellipses indicating continuity throughout the captions.

## 66. How can I set the 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.

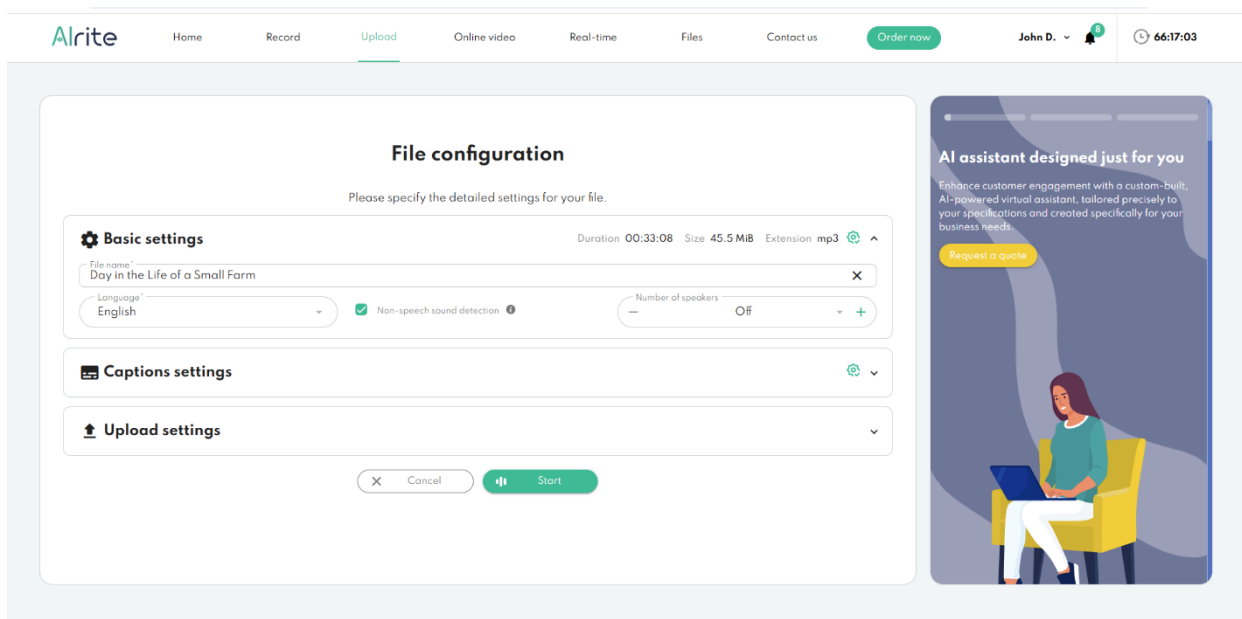


In the latter case, the same option can be accessed from the file details page by clicking the appropriate button located in line with the *Transcript* label. A pop-up window will appear, where the user can confirm their request to include non-speech sounds.

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

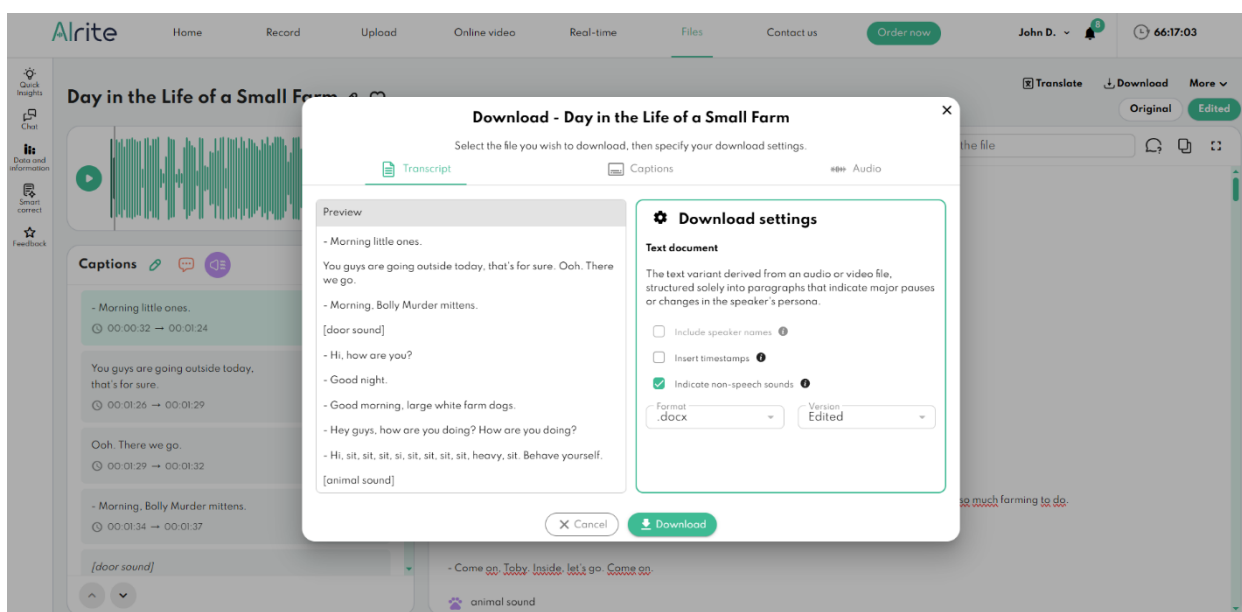


associated with this feature. When enabled, the detected sounds will appear between the individual caption blocks.



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 *Indicate 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.

It's 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.

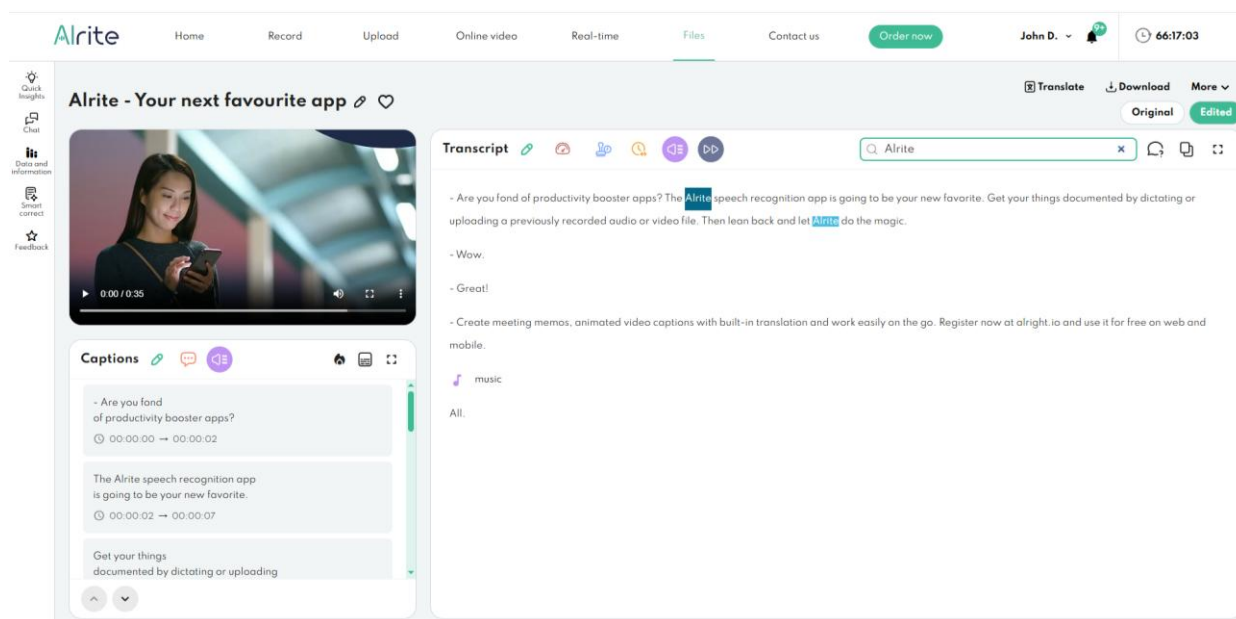
With the free *Starter* package, the generated transcript and captions do not include non-speech sounds. In this package, both versions are generated and downloadable as plain text only.

## Searching in the text

### 67. How can you search for a word or expression within the 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.



## 68. How can 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.

## 69. How can you replace certain expressions in the text? 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.

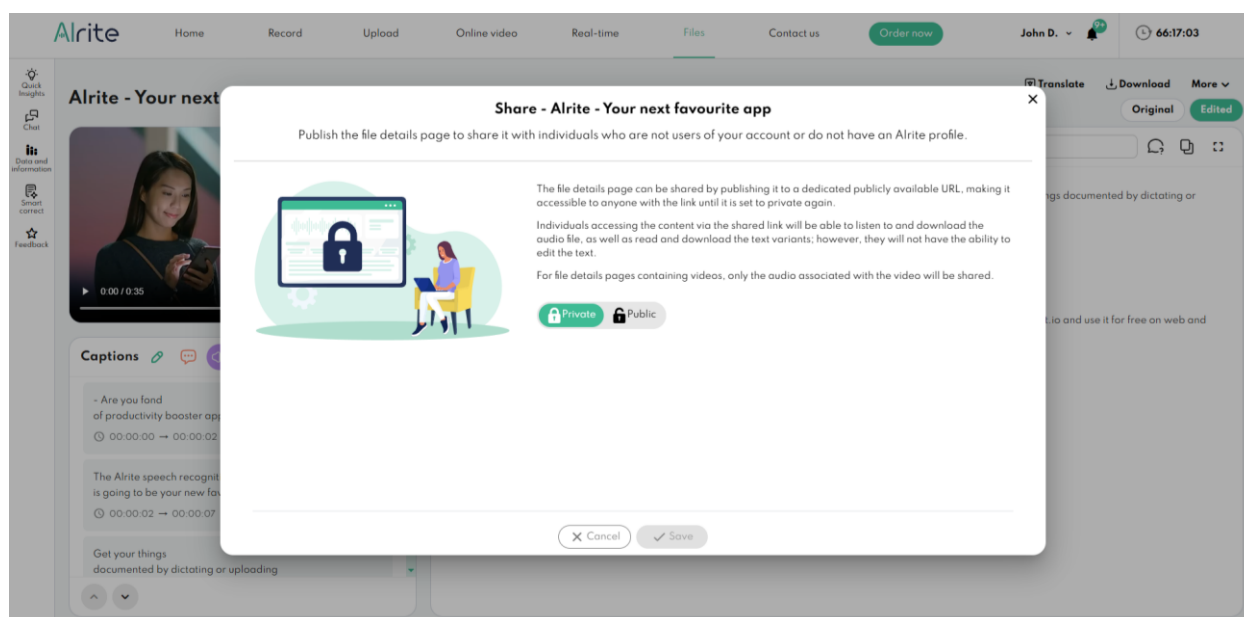
If no matches for the searched term are found in the transcript, the counter in the window will show 0/0 occurrences, and the *Replace all* and *Replace this* buttons will be disabled, as there is nothing to replace in this case.

## Sharing

### 70. How can 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

### 71. Where can you find your previously processed files and related text documents?

Text versions generated from voice recordings made directly within the application, audio and video files uploaded from external devices or your device, or online videos from various platforms (YouTube, Facebook, TikTok, Dailymotion) are accessible in the **Files menu** after being processed by the Alrite speech recognition system.

Details of the upload, such as the deletion date and the subscription package used to process the file, can be viewed **by clicking the down arrow** at the end of the file's row.

The screenshot shows the Alrite web application interface. The top navigation bar includes links for Home, Record, Upload, Online video, Real-time, Files (active), Contact us, and an Order now button. The user profile 'John D.' and a clock showing 66:17:03 are on the right.

The 'Files' section displays four file cards at the top, each with a download icon, a title, a status icon, and metadata (Date created, Language, Duration). Below these is the 'All files' section, which includes filter buttons for Date created, Type, Language, Created by, and Speakers, along with a search bar.

A table lists the files:

<input type="checkbox"/>	File name	Type	Date created	Language	Duration	Status
<input type="checkbox"/>	Alrite - Your next favourite app		31 minutes ago	English	00:00:36	
<input type="checkbox"/>	Alrite Speech to Text - Two-minute tutorial on recording and transcribing your files!		5 hours ago	English	00:01:29	

Below the table, the details for the selected file are shown, including a 'Date of deletion' (03.07.2026), 'Created by' (Doe John), 'Last modified' (-), and 'Created with' (Professional). It also features a 'Notable quote', 'Keywords' (audio recording, transcription, web application, microphone testing, file naming, language selection, captions, command words, support, FAQ), and a 'Summary' section.

Files are displayed in chronological order by default, but you can sort them by various criteria by clicking on the column headers.

Additionally, filters are available to help you browse through the files more efficiently.

Clicking on a specific row in the table of processed files will take you to the corresponding file details page.

## Multi actions

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

You can manage multiple files simultaneously across different documents. **Use the checkboxes in front of each row** to select the files you want to perform actions on, or select all files on the current page by clicking the checkbox in the header. Once files are selected, three action buttons will appear at the top of the list.

- **Delete selected:** Deletes the details pages of all selected files, along with the corresponding audio or video files and the text versions generated from them.  
**Important: Once confirmed, deletions are irreversible and permanent.**
- **Download captions:** Downloads all versions of the selected files' captions in one click, including original, edited, custom, and translated versions (if available). The captions are compressed into a **.zip** file, which can be extracted after downloading.
- **Download transcripts:** Downloads all transcript versions of the selected files in the same manner as the captions, also as a **.zip** file.

The screenshot shows the Alrite web application interface. At the top, there's a navigation bar with links: Home, Record, Upload, Online video, Real-time, Files (active), Contact us, and an Order now button. The user profile 'John D.' and a clock showing '66:17:03' are on the right.

Below the navigation bar, there's a 'Files' section with four preview cards. Each card shows a file icon, a title, and metadata like 'Date created', 'Language', and 'Duration'.

Under the 'Files' section, there's an 'All files' section with a search bar and filters for 'Date created', 'Type', 'Language', 'Created by', and 'Speakers'. Below the filters, there are three action buttons: 'Delete selected' (red), 'Download captions' (orange), and 'Download transcripts' (green).

The main part of the interface is a table of files. The table has columns: File name, Type, Date created, Language, Duration, and Status. There are checkboxes in the first column of each row for selecting files. The table lists several files, including 'Alrite - Your next favourite app', 'Alrite Speech to Text - Two-minute tutorial on recording and transcribing your files!', 'Alrite Speech to Text Tutorial - How to share your files with a link!', 'Alrite - Your next favourite app', 'Alrite Speech to Text', 'Alrite Speech to Text - Tutorial on file upload and transcription!', 'Alrite - Innovative AI Solution', and 'Alrite - Automatic Transcription and Custom Subtitles'.

## Searching in the archives

### 73. How can you search in all of your previously processed files?

One of the key advantages of converting audio and video content into text is the ease it provides for analysis and searching. To support this, we have equipped the archive in our application – housing all files processed within a given Alrite account – with a variety of filtering options and a sortable table that can organize files based on different characteristics.

Navigating through these files is made even easier not only through the ability to sort by various columns and filter conditions, but also via a search field.

This search functionality enables you to **search across both the names of all processed files and the text contents** derived from the audio or video files, including edited versions, translations, summaries, and keywords.

For more targeted searches, you can narrow your query by using the **settings next to the search bar**, allowing for greater precision and more relevant results.

The screenshot displays the Alrite web application interface. At the top, there's a navigation bar with links: Home, Record, Upload, Online video, Real-time, Files (active), Contact us, and an Order now button. The user's name 'John D.' and a clock showing '66:17:03' are on the right. Below the navigation bar, the 'Files' section shows four file cards with details like 'Date created', 'Language', and 'Duration'. Below these cards is the 'All files' section, which includes a search bar and several filter dropdowns: 'Date created', 'Type', 'Language', 'Created by', and 'Speakers'. A search bar with a magnifying glass icon is also present. A dropdown menu for the search bar is open, showing options: 'Transcripts', 'File names', 'Summaries', 'Keywords', and 'Search all'. Below the search bar is a table of files with columns: File name, Type, Date created, Language, and Duration. The table lists several files, including 'Alrite - Your next favourite app', 'Alrite Speech to Text - Two-minute tutorial on recording and transcribing your files!', and 'Alrite Speech to Text Tutorial - How to share your files with a link!'.

File name	Type	Date created	Language	Duration
Alrite - Your next favourite app		33 minutes ago	English	00:00:36
Alrite Speech to Text - Two-minute tutorial on recording and transcribing your files!		5 hours ago	English	00:01:29
Alrite Speech to Text Tutorial - How to share your files with a link!		6 hours ago	English	00:01:29
Alrite - Your next favourite app		a day ago	Hungarian	00:01:25
Alrite Speech to Text		2 days ago	English	00:01:20
Alrite Speech to Text - Tutorial on file upload and transcription!		2 days ago	Hungarian	00:55:35

Once the search is initiated, the system will automatically **display only those files** in the table that contain the search term either in their name or in a text variant that matches the applied settings.



When the user clicks on a row corresponding to one of the displayed files, the file details page will open, but with a key difference: the search terms will be highlighted in blue within the transcript of the given file.

If multiple matches for the search term exist within the file, all instances will be highlighted. Users can navigate through these matches by pressing the *Enter* key to move forward and *Shift+Enter* to move backward.

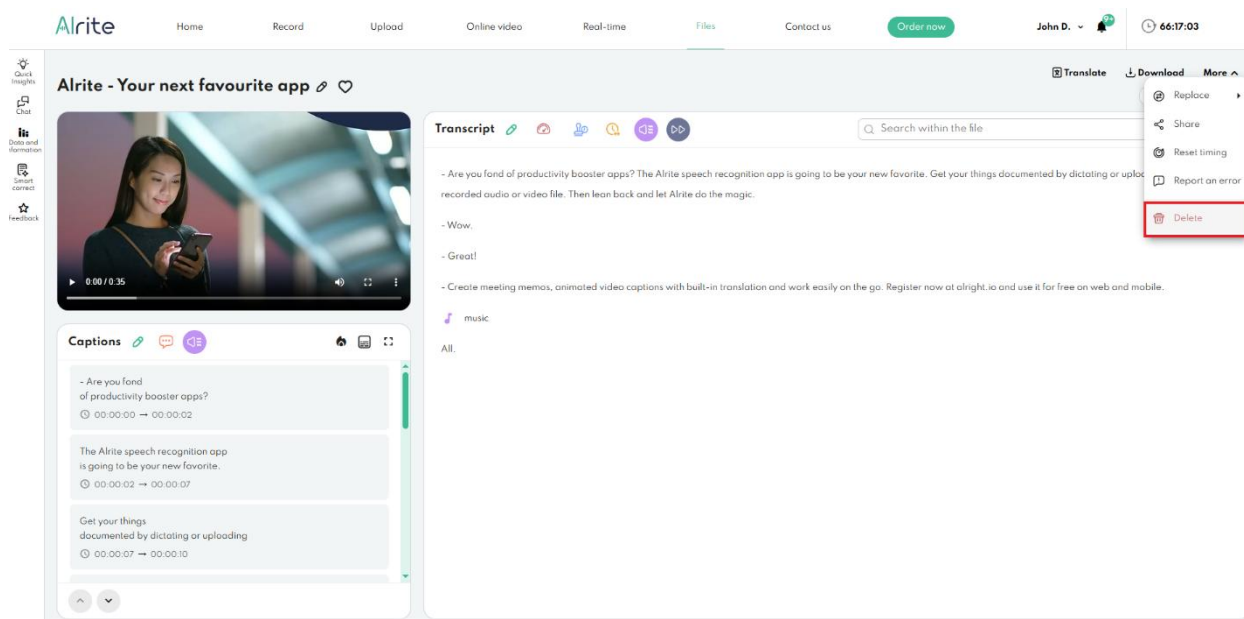
## Deleting files

### 74. How can you delete the uploaded and processed files and the 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.

## 75. Are the deleted files retrievable in Alrite?

File deletion is permanent, meaning that once deleted, neither the media files nor their generated text versions can be restored. Therefore, the system requires confirmation before permanently deleting the files.

## Profile

### Managing users and accesses

#### 76. Can an Alrite account be used by multiple users?

While private accounts are limited to a single user, **business accounts can accommodate an unlimited number of users**. By default, users in different accounts cannot access each other's documents. However, within a shared business account, access to documents can be restricted by privilege levels (also known as roles), as outlined below:

- **The highest role is *company admin*, which grants full access to and management of all files and users within the account.**

The first user to register a business Alrite account is automatically assigned the *company admin* role.

A *company admin* can edit, download, and delete all files processed within the account, regardless of who uploaded and processed them. Additionally, this role allows the *company admin* to invite new users, modify the details and roles of existing users, or remove users from the account if necessary.

While multiple *company admins* can exist within a company account, there must always be at least one.

- **The second-level role, *super user*, has access to files uploaded by other users but cannot manage or access other users' data.**

*Super users* can edit, download, and delete documents, regardless of who uploaded or processed them. However, they do not have the ability to modify user data or add or remove users from the account.

- **The lowest-level role in a business account is *user*, who can only access their own files and data.**

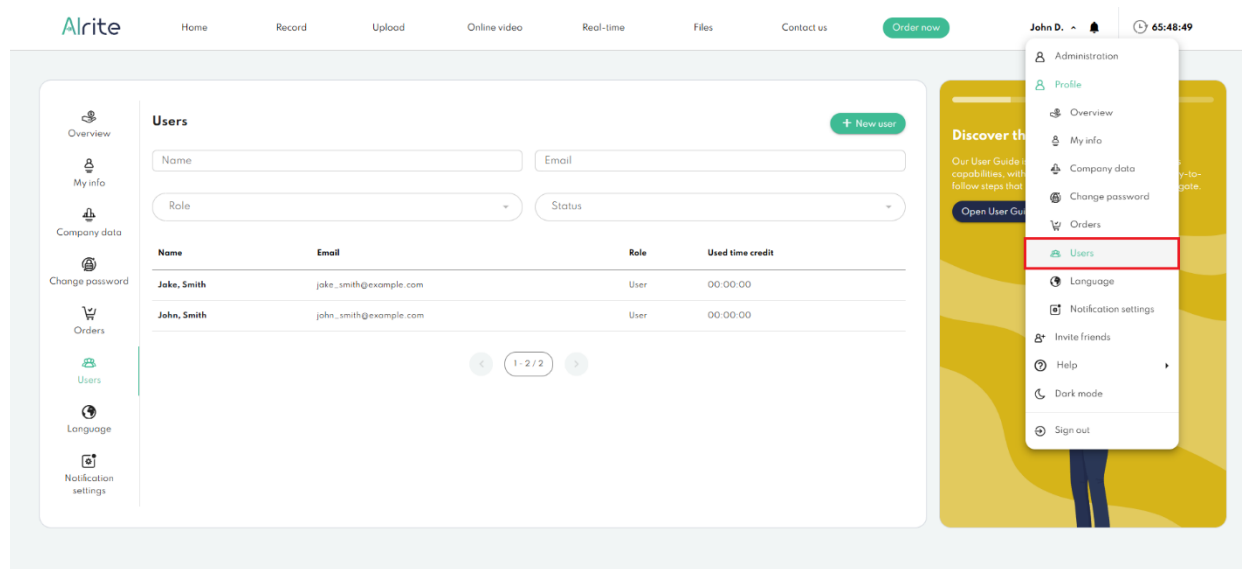
*Users* cannot access or edit documents uploaded by other members of the business account, nor can they modify user data or manage account members. Additionally, users cannot add new users or remove existing ones.

It is important to note that within business accounts, only *company admins* and *super-users* can place new orders or access and edit company data. Members with the *user* role do not have these permissions.

## 77. How can you add a new user to your company 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** menu under the **Profile** menu (accessed by clicking on 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.

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.

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.

**By clicking the button in the invitation email**, the invited user will be redirected to a page where **they can set a password** (entered twice). This password, along with the provided

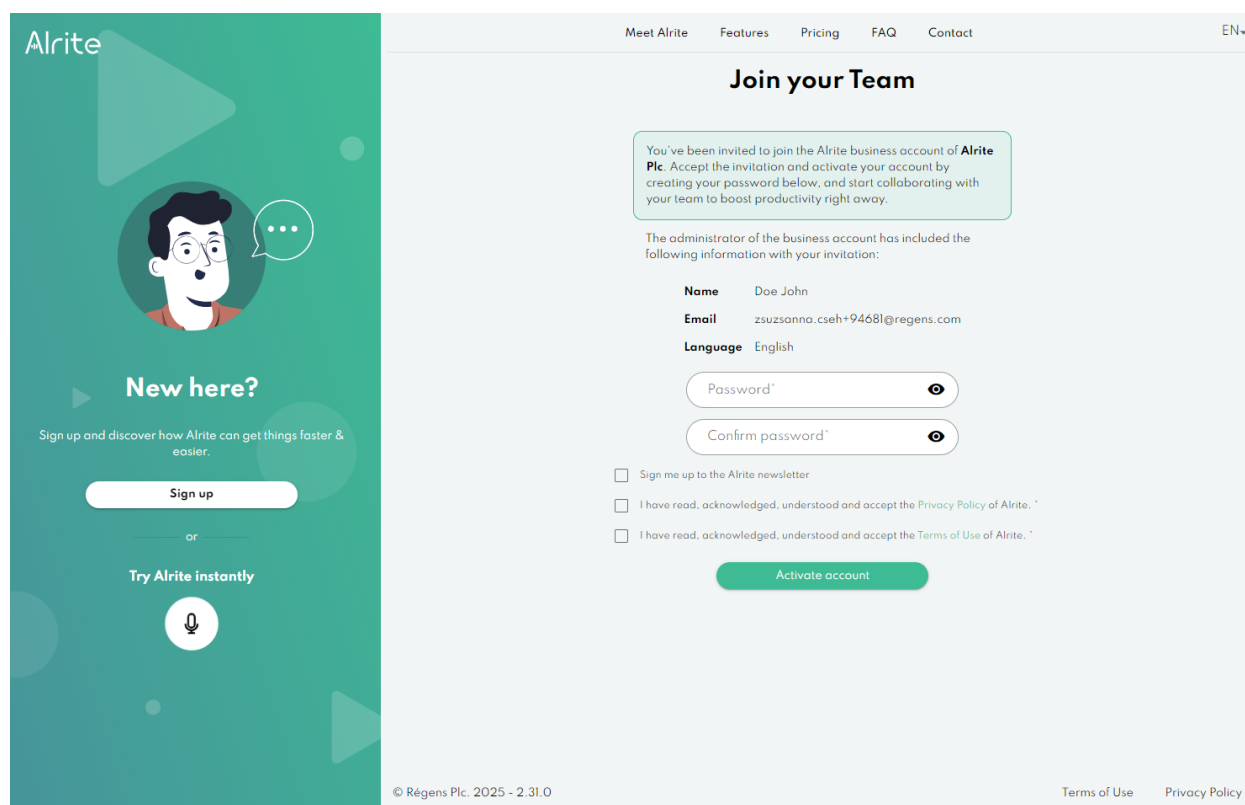
email address, will be used to access the company account in the future. Once the new user completes this process, they can log in to your company account and begin processing their files using the shared time credit balance.

## 78. How can 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. 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 screenshot displays the 'Join your Team' page on the Alrite website. On the left, a green sidebar contains the Alrite logo, a cartoon character, and a 'New here?' section with a 'Sign up' button. The main content area is white and features a 'Join your Team' heading. Below this, a message states: 'You've been invited to join the Alrite business account of **Alrite Plc.** Accept the invitation and activate your account by creating your password below, and start collaborating with your team to boost productivity right away.' This message is enclosed in a light green box. Below the message, it says: 'The administrator of the business account has included the following information with your invitation:'. This is followed by a table of invitation details:

<b>Name</b>	Doe John
<b>Email</b>	zsuzsanna.cseh+9468l@regens.com
<b>Language</b>	English

Below the table, there are two password input fields: 'Password\*' and 'Confirm password\*', each with a toggle icon. Under these fields are three checkboxes:

- ☐ Sign me up to the Alrite newsletter
- ☐ I have read, acknowledged, understood and accept the [Privacy Policy](#) of Alrite. \*
- ☐ I have read, acknowledged, understood and accept the [Terms of Use](#) of Alrite. \*

At the bottom of the form is a green 'Activate account' button. The footer of the page includes the copyright notice '© Régens Plc. 2025 - 2.31.0' and links to 'Terms of Use' and 'Privacy Policy'.

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.

## Managing the account

### 79. How can you edit the data of your Alrite account?

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.**

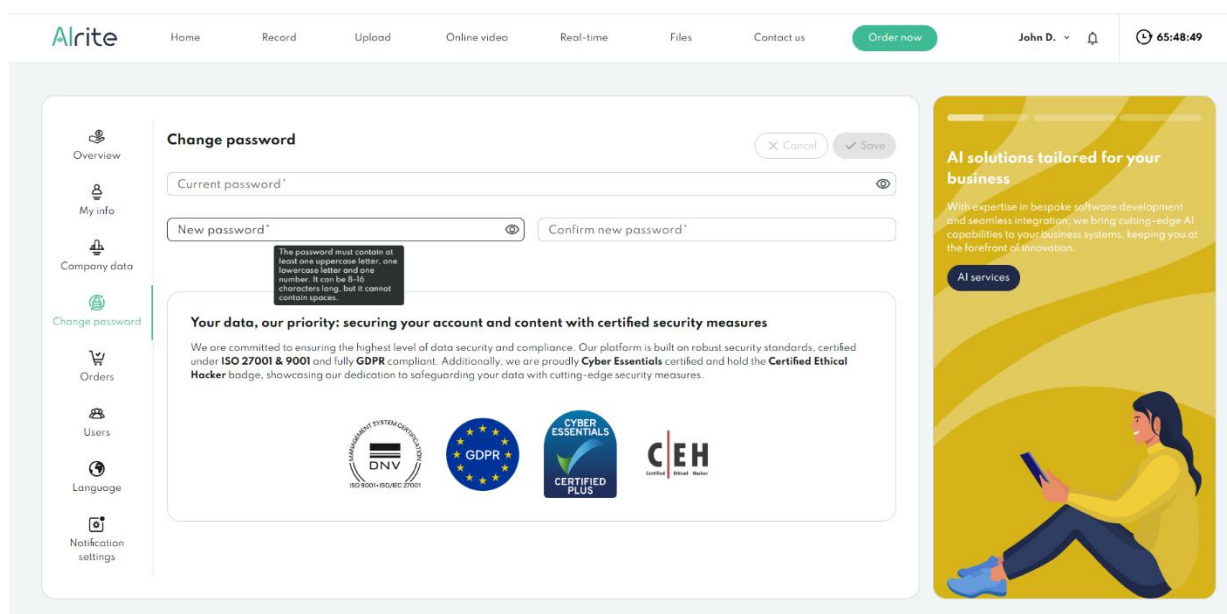
Once in the menu, **click the pencil icon** next to the field you wish to edit. After making your changes, click *Save* to apply them.

If you have a business account, you can also update company-related details, such as the company name, phone number, email address, and national or community tax number, in the ***Company data*** section. Please note that the *Company Data* menu is only visible to business account members with the appropriate permissions, i.e., those with a company admin or superuser role.

The email address associated with your user account cannot be manually changed, as it serves as a 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](mailto:support@alrite.io).

### 80. How can you change your password?

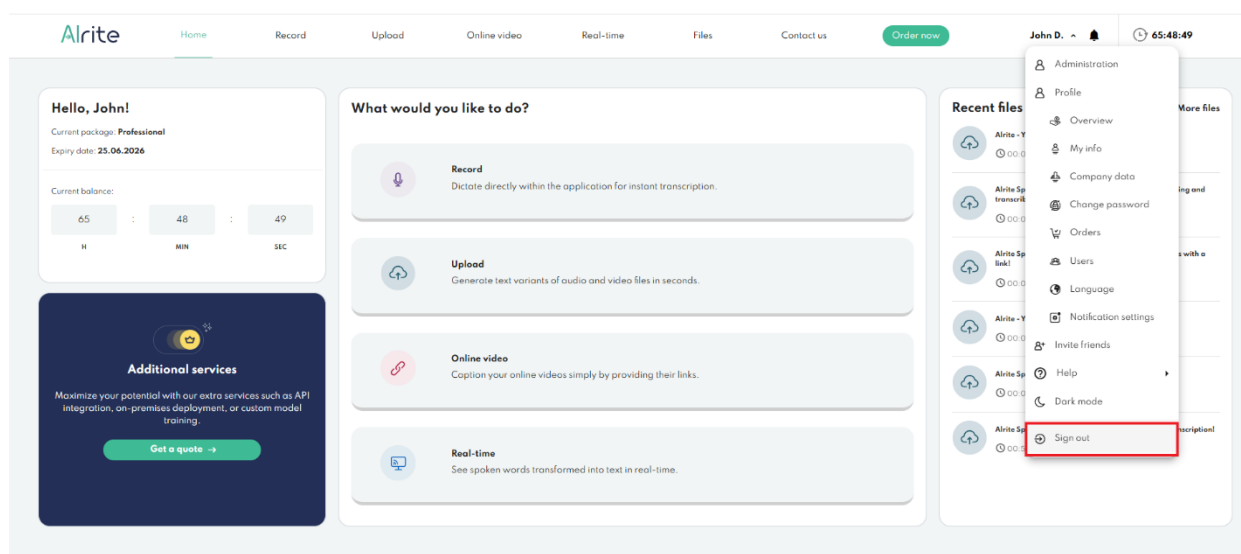
You can change your login password in the *Change password* section of the *Profile* menu. To do so, **first enter your current password, then enter your new password twice.**



If you created your Alrite account using a social network account (Apple, Facebook, or Google) instead of the traditional email registration, you will not be able to access this menu item, as no password is required to log in.

## 81. How can you sign out from the application?

To log out of the application, **click the *Sign out* button** in the drop-down menu under the **Profile** menu, which can be accessed by clicking on your name in the header.





## 82. 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.

## 83. 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.

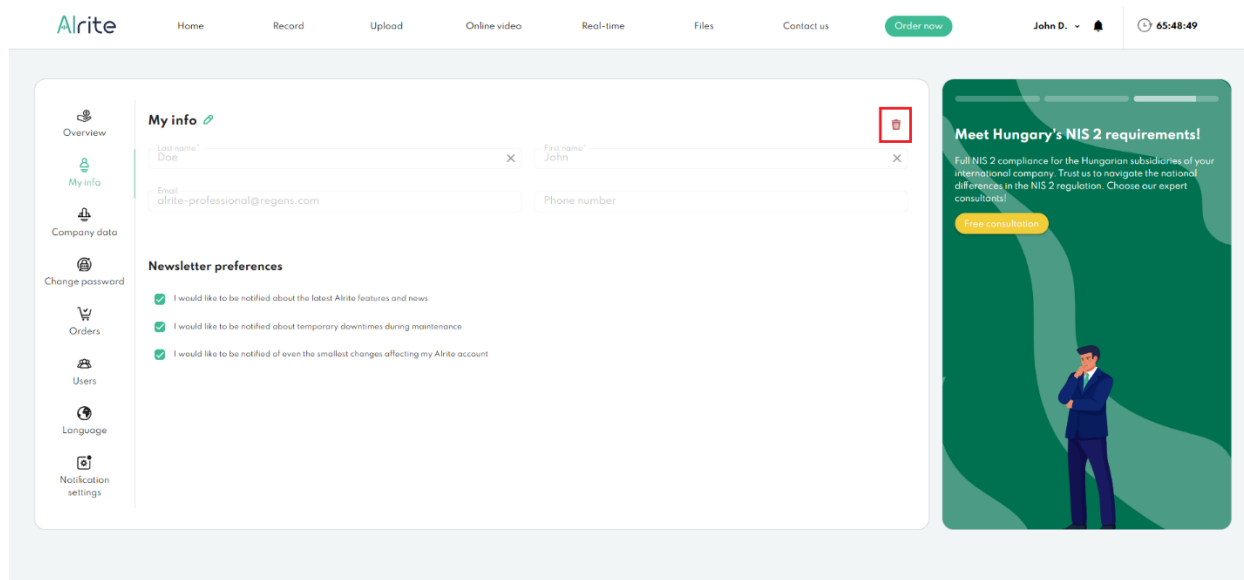
## 84. Where can you read more about data management?

Detailed information on data management and our **Privacy Policy** can be found [at this link](#), which you must accept during registration.

## 85. How can you delete your 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.

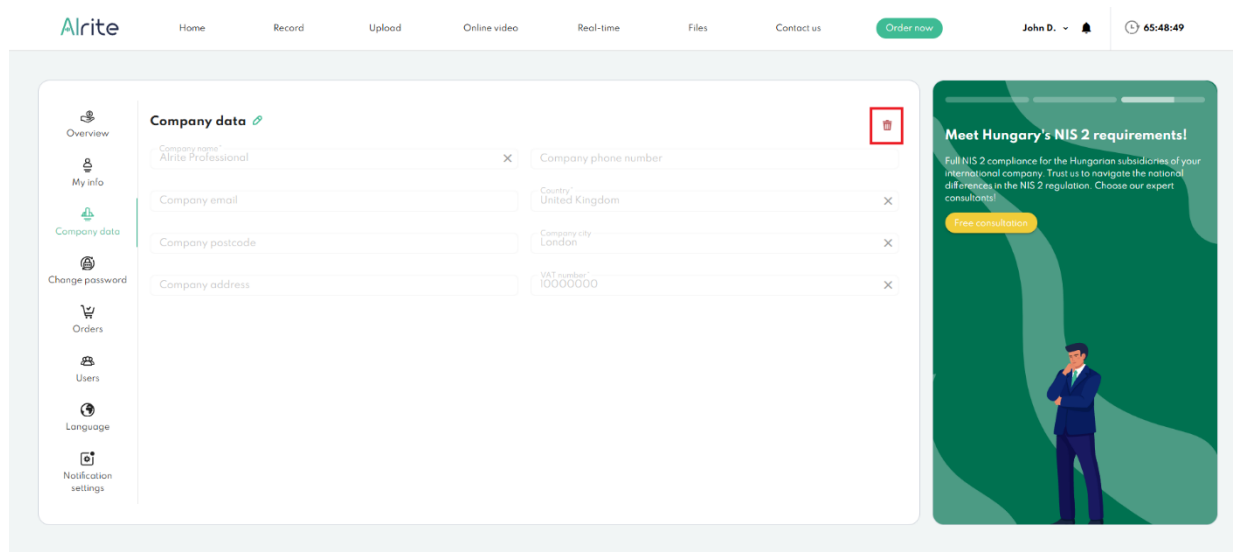
If a company admin user within a business account wishes to delete themselves, it is a mandatory prerequisite that at least one other company admin user remains in the account after their deletion.

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](#).

## 86. How can 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.



This menu option is visible to both *company admin* and *superuser* role holders in a business account. However, the trash bin icon is only displayed for company admins, meaning that only users with company admin privileges can delete the entire business Alrite account.

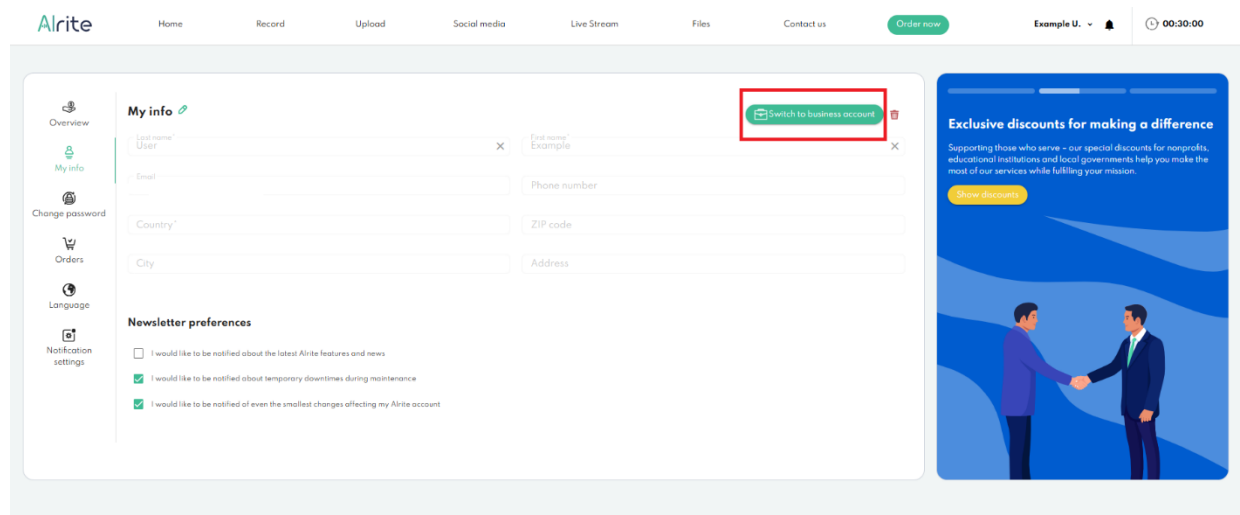
Once the deletion request is confirmed, all personal data, uploaded and recorded files, as well as their associated text versions, will be permanently deleted along with the business account.

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](#).

## 87. How can you change the type of your account?

If you wish to change the type of Alrite account you created during registration (from business to private or vice versa), you have the following options:

- To upgrade your personal account to a business account, go to the *Profile* menu, select **My info** and **click the Switch to business button**.



- To change your business account to a personal account, go to the Profile menu, select **My info**, and **click the Switch to personal** button.
- If you encounter any issues during the switch, please do not hesitate to contact our customer support team at [support@alrite.io](mailto:support@alrite.io).

**Important:** The type of user account can only be changed (either at the system level or with the assistance of our customer support team) if the account currently has no active subscription (i.e., it is assigned to the free Starter package) and has only one user.

## Notifications

### 88. What should you know about notifications?

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**.

Business accounts can be notified not only of their own activities, but also of the activities of the co-users associated with the account, according to their role.

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.

By selecting the *Notification Settings* menu, users can specify which events they want to be notified about and how they would like to receive each notification. Notifications can take one of two forms:

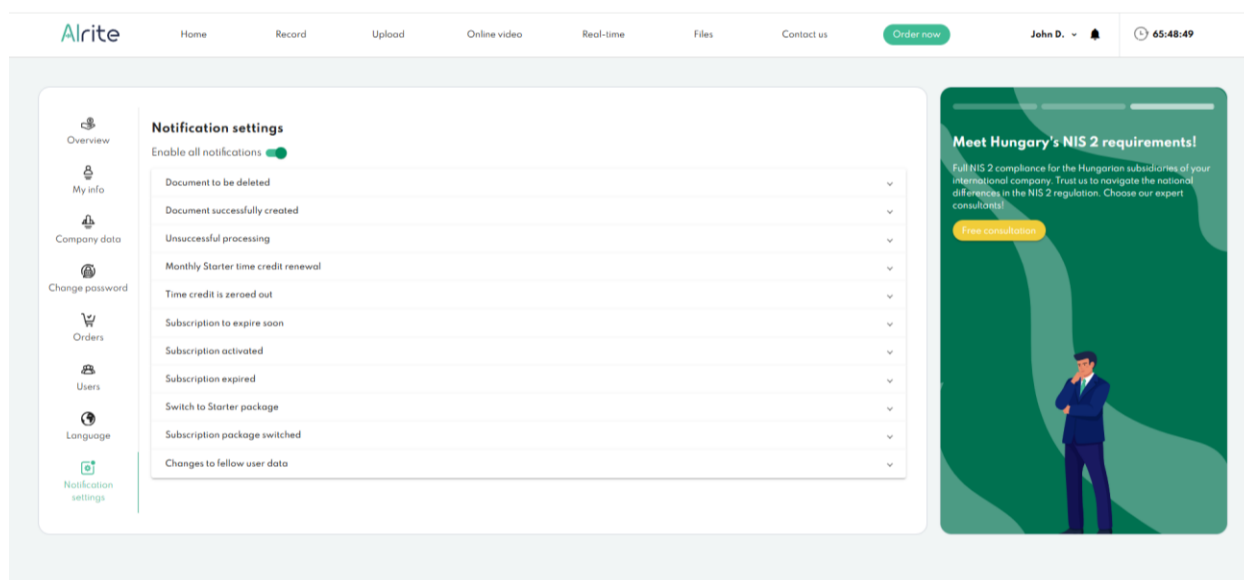
- **In-app notifications**

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.



## Troubleshooting

### 89. What affects the quality of the transcript?

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.

### 90. How can you ask for assistance regarding Alrite?

If you have any questions about the Alrite speech recognition application, we recommend starting with our [Frequently Asked Questions](#) or this manual for quick answers to any issues you may encounter.

If you can't find the answer in these resources, we're 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 comments in the message section.

**Contact us**

Need to get in touch? We are here to help.

Feel free to reach out to our customer service team - they're ready to assist you. Simply select the reason for your inquiry from the list below and fill out the message field before submitting the form.

Reason of contact\*

Message\*

Send

**Find answers faster**

Most common questions are covered in detail in our comprehensive User Guide. Save time by exploring step-by-step workflows, helpful tips, and screenshots to understand how the features work.

Read the User Guide

**Frequently asked questions**

**How can I get help using Alrite?**

If you have any questions about the Alrite speech recognition application, we recommend reviewing our [Frequently Asked Questions](#) or the [User Guide](#). If you still cannot find the answer you're looking for, please reach out to us via the contact form.

**How do I subscribe to Alrite?**

To subscribe to Alrite, simply click the [Order now](#) button in the header, select a package that suits your needs, and specify the amount of time credit required to cover the full length of files you wish to convert to text. After entering your billing details and selecting a payment method, you can easily pay the subscription fee.

**Which package should I choose?**

The choice of the appropriate package is primarily based on whether you need to caption the full length of your files or if a simple transcript will suffice. In addition to transcription and captioning, Alrite offers a range of features designed to enhance efficiency and streamline your workflow. For a detailed comparison of the different packages with progressively increasing functionality, click [this link](#) or the [Order now](#) button. If you're still unsure which package best suits your needs, we recommend using Alrite's [package selector](#) to make an informed decision.

**Why did the application only generate 2 minutes of captions from my file?**

Files processed under the free Starter package or the lower-tier Prime subscription package are limited to captioning only the first 2 minutes of audio or video. This provides a glimpse of the captioning feature. To caption the entire length of your file, upgrade to the higher-tier Premium or Professional packages and re-upload the file for processing.

Show more

- Reach out to us directly at [support@alrite.io](mailto: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.

## 91. 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 details page of the file containing the error, **select the *Report an error* option in the drop-down list under *More*.**



The screenshot shows the Alrite web application interface. At the top, there's a navigation bar with links: Home, Record, Upload, Online video, Real-time, Files (active), and Contact us. A user profile 'John D.' and a clock showing '65:48:49' are on the right. Below the navigation bar, the main content area is titled 'Alrite - Your next favourite app'. It features a video player on the left, a transcript on the right, and a captions section at the bottom. The 'Contact us' menu is open, showing options like 'Replace', 'Share', 'Reset timing', 'Report an error' (highlighted), and 'Delete'. The transcript shows a conversation about productivity booster apps. The captions section shows a list of captions with timestamps.

- In the **Contact us** menu in the header, choose **Report an error** from the **Reason for contact** options, then select the file you are experiencing the issue with.

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.

The screenshot shows the 'Contact us' page of the Alrite web application. The page has a light blue background. On the left, there's a 'Contact us' section with a form to 'Need to get in touch? We are here to help.' The form includes a 'Reason of contact' dropdown and a 'Message' text area. Below the form is a 'Send' button. On the right, there's a 'Frequently asked questions' section with three questions: 'How can I get help using Alrite?', 'How do I subscribe to Alrite?', and 'Which package should I choose?'. Each question has a brief answer. At the bottom right, there's a 'Show more' button. On the left, there's a 'Find answers faster' section with a 'Read the User Guide' button and an illustration of a person sitting on a stack of books.