



User Guide

Alrite web application



Table of Contents

Registration and login	3
Mobile application	7
Subscription.....	8
Functionality.....	15
Supported languages	15
Transcription and captioning.....	15
Recording.....	16
Upload	19
Online video captioning (YouTube, Facebook, TikTok, Dailymotion)	23
File Data Sheet.....	26
Editing.....	26
Translation.....	31
Download	Hiba! A könyvjelző nem létezik.
Restructuring of captions	41
Burned-in captions	36
Searching	42
Sharing.....	44
Files.....	45
Archives	45
Multi actions.....	45
Searching	Hiba! A könyvjelző nem létezik.
Deleting files	46
Live Stream	48
Profile.....	49
Managing users and accesses.....	49
Managing the account.....	50
Notifications	52
Troubleshooting	53

Registration and login

1. How can I register for the Alrite speech recognition application?

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

The purpose of use (Private or Business) determines the type of the account, the available subscription packages and the services they include.

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

For a simple registration via e-mail, just follow these 2 steps:

1. To create an Alrite account, you must first **fill in a registration form**, in which the following information is required:
 - a. *the e-mail address to identify your account*
 - b. *the password you wish to use in the future to sign in*

The password you enter must contain at least 1 uppercase and 1 lowercase letter and 1 number. The password can be between 8 and 16 characters long.

To submit the form, you must also accept our [Privacy Policy](#) and [Terms of Use](#).

Upon successful registration, an **automatic email message** will be sent to confirm registration, so it is important that you provide a valid email address.

2. The account will be activated by clicking on the **'Confirm registration'** button in the automatic system message, after which you can log in to the Alrite login interface using the email address and password you entered during registration.

Registration must be confirmed **within 72 hours**, otherwise the registration will fail and the account will be deleted.

If necessary, you can use the 'Forgotten password' function to set a new password for your account.

2. Which social accounts can I use to create an Alrite account instead of registering via a traditional email address?

If you don't want to bother with confirming your registration or entering other details to finalize the registration process, you can easily and instantly register **via your Apple, Facebook or Google social networking account**.

If you also choose to register using one of these accounts, you will need to follow the steps below:

1. Click on the **'Register with Facebook' / 'Register with Google' / 'Register with Apple'** button depending on which social networking account you want to use to register.
2. If you're not currently logged in, enter the login details for your social networking account.
3. Finally, please **give us access** to the e-mail address and name assigned to the social networking account.

Once access has been granted, the Alrite account will be created immediately and no confirmation of registration will be required. You can immediately start testing the functionality provided by our software solution.

Registration with a social networking account is only applicable when creating a private account. If you want to register a business account, you can only use the traditional registration form via email.

3. What should I do if I do not receive a message to confirm my registration?

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

In case the email is not in any of these subfolders, we will be happy to assist you in manually confirming your registration. All you have to do is send an email directly to support@alrite.io and we will verify your newly registered account.

If you have created your Alrite account using a social networking account (Apple, Facebook, Google), you do not need to confirm your registration and therefore, no such message will be sent.

4. How can I log in to the Alrite application?

The appropriate login method depends on the registration form you used to create your Alrite account, but whichever you chose when registering, you can always log in via [the login page of our web application](#) (or via the login page of the mobile app you should download separately).

- If you have created your account in the **traditional way** by entering your email address and confirming your registration, you will be able to log in with **the email address** you provided during the registration process and **the password** associated with the Alrite account you registered.
- If you have registered your Alrite account using **one of the social networking accounts**, all you have to do is to **click on the appropriate button** (depending on which option you chose during registration - Apple, Facebook or Google).

The benefits of a registered Alrite account are not only available through the most popular browsers, but also through a free downloadable mobile app, which can be downloaded the mobile app from the app store that corresponds to your device (Play Store or App Store).

5. What can I do if I have forgotten my password to log in to the Alrite app?

If you have forgotten the password you set when registering via your email address, which is essential for logging into Alrite and thus accessing your account, you must follow the steps below to set a new password for your account:

1. On the login page of the web application (or the sign in page of the mobile app), click on the **'Forgotten password' button** under the Login button.

2. After being redirected to a new page and entering **your registered email address**, click on the **'Request new password'** button.
3. **Log in to your email account** and click on the **'Set new password' button** in the automatic email message to enter your new password on the Alrite page. The password you enter must contain at least 1 uppercase letter, 1 lowercase letter and 1 number. The password length can be between 8 and 16 characters.

You can only request a new password if you have created your Alrite account via your email address. If you have registered via one of your social networking accounts, you were not required to enter a password, because you do not need one to sign in, therefore you will not be able to request a new password. In this case, simply use the appropriate button to log in via your social networking account.

6. Can I test the accuracy of the Alrite speech recognition application before creating my own account?

Alrite can be tried for free, even without registration (i.e. without creating an Alrite account), in **English, German and Hungarian** on the application's website, which you can access by [clicking this link](#) or from the application's login page.

The accuracy of the speech recognition application can be tested by recording **up to 20 seconds of speech**, the results of which will hopefully convince even the most skeptical and prove that it is worth registering.

To make a recording, you only need to enable access to the microphone in your browser. After selecting the language of your speech, you can start recording by clicking on the record button.

Mobile application

7. Is there a mobile app available for the Alrite speech recognition solution?

The Alrite mobile app can be downloaded for free from the [App Store](#) for iOS devices and from the [Play Store](#) for Android devices.

Both the Alrite web app and mobile app can be used with the same Alrite account. In this case, you will also see files and text versions generated from them on the web and vice versa. Therefore, you do not need to create and use two different accounts to benefit from Alrite on two different platforms.

8. Is there a difference between the Alrite speech recognition web and the mobile application?

There are no major differences between the two (i.e. web and mobile), as **the main functions are available for both platforms.**

Within the web application, there are **a few more additional features available**, mainly due to the difference in screen sizes between devices, as not all additional features would be convenient to use on mobile devices. For example, the captions editing feature or the advanced view for burning captions onto videos.

At the same time, the Alrite mobile application allows **video recording**, which is not possible with the web app. To do this, you need to enable access to the microphone and camera of the mobile device.

In addition, recordings made with the [Alrite mobile application](#) can be played back and downloaded to the device before being uploaded to the system, or even sent via SMS or email. Files that you do not want to process in the mobile app immediately after you have finished recording are temporarily stored (as long as you remain logged in to the account) in your mobile device's own storage, and are stored in a separate folder in the app, where you can either upload or delete them.

Subscription

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

When you [sign up for a new Alrite account](#), all new users will be credited with 30 minutes of free time credit after registration to try out the basic features Alrite, which will be topped up to 30 minutes on the first day of each month if the account balance falls below this.

- The free Starter package allows you to **transcribe up to 30 minutes of audio or video per month** and **caption up to 2 minutes of media** per file to test the captioning feature.
- Our users owning a Starter package will get 30 minutes top-up for **free on the first day of every month**, if their time credit balance falls below this.
- Files processed with the Starter package and the resulting associated text documents (transcripts and captions) will be available in your Alrite account for **up to 7 days** after upload.

If the Starter account is not enough for you, because you want to process longer files with the system or you would like to use some of the additional features offered exclusively in the subscription packages, you can upgrade to one of our subscription plans.

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

All newly registered users will have the free *Starter* package after activating their Alrite account, but with limited functionality and time credit for use. If user requirements or expectations go beyond this, i.e. needs longer files to be processed or other functionality to be added, then a subscription should be considered.

Subscriptions can be initiated after logging into the Alrite web application as follows:

1. Clicking **the Order now button in the header** (or the 'New Order' button in the Orders submenu of 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 help you make your choice.

3. Following this, **the time credit to be ordered should be determined**, either by selecting one of the predefined options or by manually specifying an amount within the corresponding field.

The amount payable varies proportionally with the increase/decrease in the number of hours.

4. After clicking on the 'Next' button, the **billing information** view will be displayed. The details entered on this page will be included **on the invoice** for the order. Only users with a business Alrite account are allowed to include a tax number on the invoice.
5. In the last step, you can check the data entered, the selected package and the amount of time credit allocated to it in a **summary view**. You can also select the **payment method** at the bottom of the page. The order also requires acceptance of the [General Terms and Conditions](#), the [Privacy Policy](#) and the [Terms of Use](#).

Business subscriptions require a minimum of 10 hours, while packages for individuals require only a **minimum of 5 hours** of time credit allocated to them.

For business subscriptions of more than 100 hours, additional services can be requested, but in this case the user can only request a quote. However, volume discounts are available for subscriptions over 50 hours.

The subscriptions are valid for 1 year, meaning the time credit ordered will be available for use for this time period.

11. What subscription packages can I choose from?

Our users can choose between subscription packages according to whether they have created a personal or business account during the registration process.

- **Business users** can choose between the *Prime* package, which offers basic functionality, and the *Premium* package, which offers extended functionality (video captioning, video export with customizable burned-on captions etc.). Both packages can be ordered directly from the Alrite web application. [Click here](#) for a more detailed description of the business subscription packages.
- **Individual users** can choose between the *Lite* package, which offers basic functionality, and the *Plus* packages, which offer more advanced functionality (video

captioning, video export with customizable burned-on captions etc.). Both can also be ordered directly from the app. For more information on private subscription packages, please [click here](#).

- If you require other **additional services** not included in the packages offered, we recommend our *Professional* package, for which you can request for quotation through the web application. If you would like to reach out to us about a completely unique solution, please contact us directly at business@arite.io.

12. How can I extend my subscription?

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

If you do not want to lose even a second, you should **place a new order before the end of the subscription period**. Once the new order has been finalized, the remaining time credit from the previous order will be automatically added to the new order and your subscription period will be extended, so your total time credit will be valid for another year from the date of the new order.

13. How can I change my subscription package?

If your needs, as defined in your previous order, have changed in the meantime, and a different subscription package from the one you have now would be the most suitable, **you can change your subscription package by placing a new order**.

In this case, when you finalize your new order, your currently available time credit will be automatically added to the newly purchased time credit, pro-rated according to the difference in price between the old and the new package, which calculation can be viewed in the summary view before payment.

Acceptance of the [General Terms and Conditions](#), the [Privacy Policy](#), and the [Terms of Use](#) is also required to finalize the order.

Files uploaded and processed before a package change will **retain the characteristics and features of the package in effect at the time of processing**. Therefore, when switching from a lower-level *Lite* package to *Plus* or from *Prime* to *Premium*, the captions of files uploaded in lower-level packages will not be automatically created to the full length of the file instead of the first 2 minutes. **Only files processed after the package change will be subject to the functionality of the package that will take effect after the switch.**

14. What currencies and payment methods can I choose from?

Different payment methods appear in the summary view depending on whether you have a personal or business account, the currency chosen, and the country entered in the billing information.

In the first step, you can specify the currency in which you would like to settle the payment at the end of the process.

If you choose to determine and settle the subscription fee in **Euros (EUR), US Dollars (USD), or British Pounds (GBP)**, then at the end of the ordering process, you can finalize your order only with your credit card. The payment interfaces in this case will appear considering the other two factors (country specified in the billing information and account type) as follows:

- **Individual users within the EU** can choose from popular **Stripe** and **PayPal** payment solutions. Payment for both providers is made through their respective interfaces following a quick redirect. In the case of PayPal, besides credit card payment, you can also finalize the order using your PayPal account.

The Stripe payment solution (among other options) also allows the use of **Google Pay and Apple Pay services**, in addition to the traditional method of payment via entering credit card details.

- **Individuals outside the EU** can settle their subscription fee in the Alrite web application using their credit card details through the international payment service provider, **Paddle**.
- **Subscribers with business/organizational accounts** can finalize their orders with a credit card through the **Stripe** or **PayPal** interface. Payment for both providers is made through their respective interfaces following a quick redirect. With PayPal, payment is also possible

using a PayPal account in addition to credit card payment. We would like to highlight again that PayPal may not always offer customers the option to make purchases without using or creating a PayPal account, which is only available under certain circumstances (e.g., based on the customer's location and/or the amount of the order).

If you choose **Hungarian Forint (HUF)**, you can choose from the following options:

- **Credit Card – SimplePay:** You can settle the fee for your order via the web application using your credit card details either through the SimplePay interface or your Simple account.
- **Credit Card – PayPal:** You can settle the fee for your order via the web application using your credit card details either through the PayPal interface or your PayPal account. However, PayPal may not always offer customers the option to make purchases without using or creating a PayPal account, which is only available under certain circumstances (e.g., based on the customer's location and/or the amount of the order).
- **Bank Transfer – SimplePay:** You can settle the fee for your order via the web application not only with a credit card but also through a bank transfer via the SimplePay interface. In this case, the SimplePay system sends an email with the necessary transfer details, including essential text for the bank transfer reference field. The transfer can then be made from your own online banking or OTP Smartbank.

If you initiate an order from the mobile application, which is available only for personal use accounts, you can settle the subscription fee through your relevant mobile store account ([Play Store](#) or [App Store](#)).

15. Where can I check the status of my order?

The status and details of both recent and previous orders can be viewed under '**Orders**' in the Profile menu.

All previous orders and their status can be viewed in the 'All Orders' view. Clicking on the selected line in the list will display **the details of the appropriate order** in a pop-up window.

Pending orders (usually transactions to be settled by bank transfer, which are not finalized instantly) can be cancelled by clicking on the 'Cancel' button before they are completed, if you would like to choose a different payment method or currency.

We only recommend cancelling individual transactions if you have not yet paid by credit card or settled the subscription fee by bank transfer.

16. Where can I find the invoice for my order?

Following each successful order initiated from the web application, an electronic invoice will be sent to the email address associated with the account with the billing information provided during the ordering process.

- Invoices related to orders with a status of 'Completed' can be viewed and downloaded at any time from the Orders' menu, directly from the pop-up window that appears when you click on the line of the given order in the application.
- In the 'All orders' view, all your previous subscriptions are listed. Clicking on a given line will display the details of that specific order in a pop-up window, where you can click on the 'Download Invoice' button to download the invoice for that order in *.pdf* format.

For orders placed via the mobile application, the invoices are issued by the relevant app stores, the App Store or Play Store. Invoices for mobile orders can be accessed in your purchases in the relevant store.

17. What is the difference between invoices for business and private subscriptions?

When you order our **subscription packages for private use** (*Lite* or *Plus*), we can only invoice you in the **name and address of an individual**.

For our **business subscription packages** (*Prime*, *Premium* and *Professional*), the invoice will be issued in the **name, address and tax number of the organization** you have specified when ordering the subscription package.

In the case of mobile app subscriptions (available only to our private users), the invoice for your order is issued by the relevant app store (App Store or Play Store) based on the relevant account details, and we have no control over this.

18. In which cases do I get extra free time?

Within the web application, a unique link is available after opening the 'Invite friends' item of the Profile drop-down list (available after clicking on the user name in the header), which you can share with friends, family and colleagues who do not yet have an Alrite account.

Subsequently, if someone who registers via this unique link **orders one of our subscription packages** (*Lite, Plus, Prime, Premium*), we will **reward both you and your invitee with 1-1 hour of free time credit** corresponding to the current package of each party.

Main user functions

Supported languages

19. In which languages can the Alrite speech recognition application convert heard speech into text?

The Alrite speech recognition application can currently recognize **English, German, Spanish, French, Hungarian, Turkish, Dutch, Danish, Polish, Portuguese, Swedish and Italian** languages.

Before audio recording or media file processing, you can specify the language of the speech in the file, and the Alrite speech recognition system will use this information to create the text.

Important: before starting any processing, make sure that the correct language is selected, otherwise the system will not recognize the speech correctly and will either produce an incorrect transcript or (in most cases) a blank transcript of the audio or video material.

Transcription and captioning

20. What is the difference between a transcript and the 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 the punctuated read-along text automatically generated from the speech by AI. Automatic transcription (subject to the availability of sufficient time credit in your account) is provided in the Alrite voice recognition application **in all subscription packages**.

- The **captions are a timecoded, video-matched text version of the audio or video content**, most often used for accessibility of video content and the textual presentation of foreign language material.

However, **captioning** and related services, including features to edit captions and burn captions onto videos, **are only available in the higher-level subscription packages**, i.e. the *Plus* for personal use and the *Premium* and *Professional* for business use. For files uploaded in other packages, captions are only generated from the first 2 minutes of the file to test the captioning feature.

Recording

21. How can I record sound (i.e. make an audio recording) and transcribe it within the application?

You can create voice recordings directly from within the application via the **Record menu**, which are automatically sent for processing once the recording is stopped, where they are transcribed and captioned.

Basically, once you have opened the menu, you can initiate a recording by clicking on the pulsating microphone icon or the green text. The recording **should be at least 3 seconds and can last a maximum of 3 hours**.

Important: for valuable and/or irreplaceable recordings, or recordings that are likely to be long, we recommend using a desktop application (e.g. Windows Sound Recorder or Voice Recorder) that is independent of the browser and internet connection to avoid data loss. Browsers are less reliable in this respect.

To use this function, it is essential to enable the built-in or externally connected microphone. The easiest way to grant access is in a pop-up window asking for permission before you start your first recording, or in your browser settings.

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

1. **Go to the Record menu to test your microphone without losing valuable time credit.**

Before you start recording, you can check that the microphone is working properly by clicking on 'Test microphone' and then on 'Start test' to check that the microphone is working properly, i.e. that the speech is understandable, the recording is clear, and your microphone is connected to your device correctly. By testing the microphone, it is possible to assess the quality of the recording that can be made with the device you want to use for recording.

Note: The system will automatically offer to test the microphone the first time.

2. Click on the microphone icon and specify the name of the resulting document.

By clicking on the microphone icon in the view that appears, you can change the name of the resulting file (if you want to give a different name than the automatic name generated by the system).

3. Identify the language of the recorded speech.

It should be stressed that the language chosen must be the same as the language of speech to be recorded. Otherwise, the transcription will be unsuccessful.

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

4. Choose whether the generated captions will appear in 1, 2 or 3 lines on the file data sheet.

Customizability of the captions' appearance is only available for files uploaded in higher-level subscription packages (i.e. available only in the *Plus* for personal use and *Premium* and *Professional* for business use).

5. Click Start and you're ready to start recording.

In the pop-up window, click Start to start the audio recording. While recording, the elapsed time is displayed in seconds on the stopwatch. The recording should be at least 3 seconds and can last a maximum of 3 hours.

6. If necessary, pause the recording, then stop it at the end to generate text versions.

The recording can be paused by pressing the *Pause* button and can be resumed by pressing the button with the microphone icon or stopped permanently by pressing the Stop button.

Important: it is not recommended to navigate away from the site or close the tab/window until the recording is finished and uploaded, as uploading may be wasted as a result of these actions. This is also warned by pop-up windows

within the application. The recording can be transcribed and captioned only after the audio file recorded has been successfully uploaded.

7. Stopping the recording will automatically start uploading the file to the system.

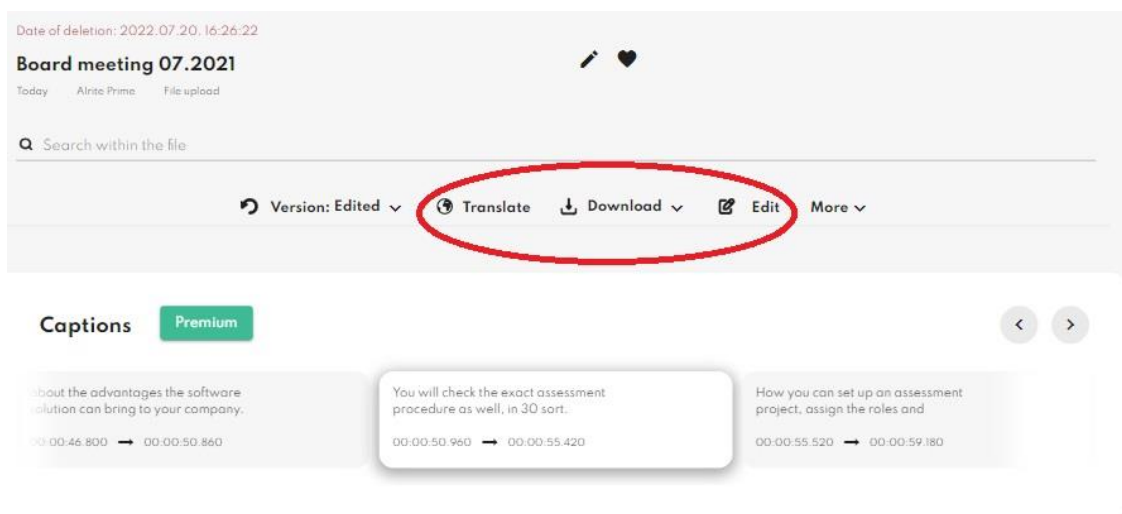
If the upload is successful, the user will be redirected to the file's data page, where the audio conversion and the generation of the transcript and captions will begin.

8. Once the parallel processes have been successfully completed, the uploaded file's data sheet will show the download and subtitle, and the uploaded file will be available for listening.

Buttons to initiate user functions will also appear when the text versions are ready.

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

Any inaccuracies in the generated transcript can be easily corrected by editing it, and the corrections are automatically updated in the captions as well, so that users with a subscription package can produce highly accurate translations from these text versions with just a few clicks.



10. You can also download the audio or video file available on the file's data sheet, as well as the corresponding transcripts and captions separately.

The text of the transcript can be downloaded as plain text (and also in a timestamped version if you have a business account). In addition to the transcripts, the automatic captions can also be downloaded in `.srt` or `.vtt` format.

22. What are the so-called command words and how can I use them in audio recording?

In addition to the existing automatic punctuation and paragraph breaks, you can use so-called command words to **edit or space the dictated text** directly within the application using voice commands.

This feature allows you to customize the dictated text while recording.

To make use of this feature, you need to be careful to use the right phrases while you are making the voice recording, but below we have put together a summary of how you can make use of the command words during and after the recording:

1. Start your in-app audio recording via the **Record** menu, first by clicking on the **green microphone** button, then after specifying the settings of the resulting file.
2. While making a voice recording, i.e. dictating, **use any of the following expressions** to format the transcript later:
 - a. *"Insert colon"*
 - b. *"Insert new line"*
 - c. *"Insert new paragraph"*
3. Once the recording is finished and the file has been successfully uploaded and processed, click on the **'Replace keywords'** option in the 'More' menu of the file's data sheet in order to validate the commands.

To sum it up, if the commands are spoken in the specified form in the recording (and are successfully transcribed in the text), they will first appear as text in the transcript, but after using the 'Replace keywords' function, these text elements will be validated as commands.

Upload

23. How can I upload an audio or video file into the Alrite application?

Use the **'Upload'** menu to upload any audio or video files you have stored on your device or on an external storage drive. Once you have opened the menu, you can drag and drop the file you want to process from the relevant library or by clicking on the upload icon or the 'Browse' button.

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

The process of uploading and processing the finished media files consists of the following steps after pressing the button(s) mentioned above and selecting the file:

1. Click on the upload icon and specify the name of the resulting document.

Once you have selected the file, you can change the name of the resulting document in the view that appears (if you want to give it a different name than the automatic name generated by the system).

2. Identify the language of speech in the audio or video material.

It is important to stress that the language you choose must be the same as the language of speech in the file. Otherwise, the transcription will be unsuccessful.

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

3. If you are sure that the file you want to upload is larger than the default 1 GB, check the 'Allow uploading a large video file' checkbox.

This is a feature available only in higher-level subscription packages, i.e. only for users with the *Plus* for personal use and *Premium* and *Professional* for business use, which allows them to upload files up to 4 GB in size. At a time, a user can store 3 large videos in their account, while business accounts can store a total of 10 large videos. If these limits are exhausted, a new large video can only be uploaded if at least one previous large video is deleted from the account.

4. Choose whether the generated captions will appear in 1, 2 or 3 lines on the file data sheet.

Customizability of the captions' appearance is only available for files uploaded in higher-level subscription packages (i.e. available only in the *Plus* for personal use and *Premium* and *Professional* for business use).

5. Click the Start button to start uploading the file.

If the upload is successful, the user will be redirected to the file's data page, where the conversion of the audio and, in the case of video files, the video, as well as the processing of the transcript and captions will begin.

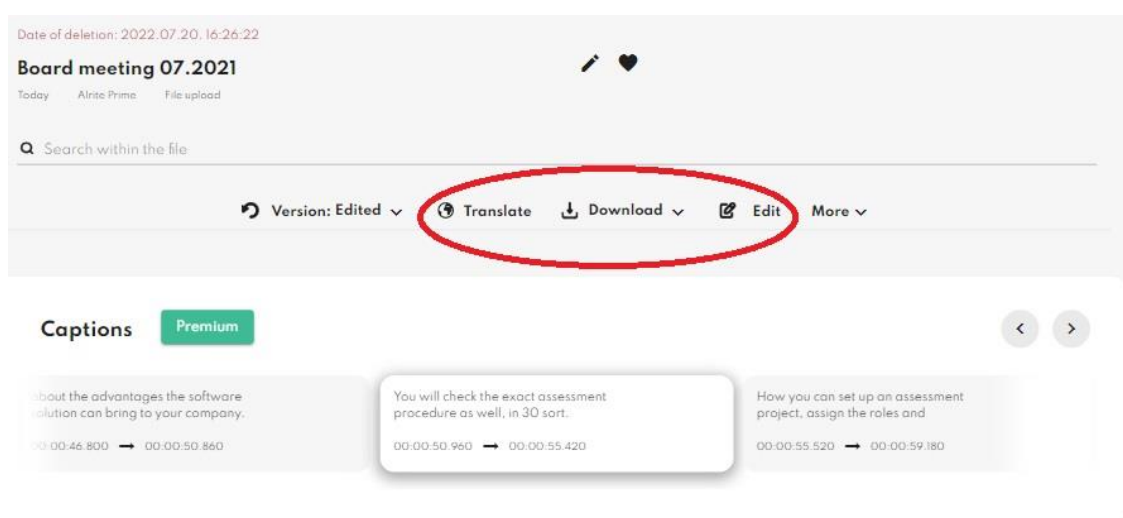
Important: You are not advised to navigate away from the page or close it until the upload is complete, because the upload may fail due to these actions. Your file can only be transcribed and captioned only after a successful upload.

6. Once the parallel processes have been successfully completed, the uploaded file's data sheet will show the download and subtitle, and the uploaded file will be available for listening.

Buttons to initiate user functions will also appear when the text versions are ready.

7. Correct any mistakes by editing and then translate the text versions into other languages.

Any inaccuracies in the generated document can be easily corrected by editing the transcript, and the corrections are automatically updated in the captions as well, so that users with a subscription package can produce highly accurate translations from these text versions with just a few clicks.



8. You can also download the audio or video file available on the file's data sheet, as well as the corresponding transcripts and captions separately.

The text of the transcript can be downloaded as plain text (and also in a timestamped version if you have a business account). In addition to the transcripts, the automatic captions can also be downloaded in `.srt` or `.vtt` format.

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

However, **captioning** (and related services, including features to edit captions and burn captions onto videos), are **only available in the higher-level subscription packages**, i.e. the *Plus* for personal use and the *Premium* and *Professional* for business use. For files uploaded in other packages, captions are only generated from the first 2 minutes of the file to test the captioning feature.

Time-stamped transcripts can only be downloaded from the system in business packages, while transcripts downloaded in private packages can be downloaded as a paragraphed text file.

24. What length and size of audio file can I upload?

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

There is **no limit on the length**, only the available time credit and the size limit restrict the length of files that can be uploaded.

25. What length and size video file can I upload?

By default, **the maximum size** of video files that can be uploaded is **1 GB**.

To generate text versions from a video file, which is larger than this size limit (to be precise, up to 4 GB), you can check the '*Allow uploading a large video file*' checkbox, which will appear in the view before uploading the file.

- For subscribers with a **business profile**, only the *Premium* and *Professional* packages offer large video uploads. You can store up to **3 of these larger files per user** and up to **10 files per business account**.
- Among the packages for **individual users**, only the *Plus* package provides the possibility of uploading a large video. Up to **3 of these larger videos** can be stored in the user account at a time.

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

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

26. How to transcribe and caption online videos in the application?

In addition to the in-app recording and file upload functions, the application also allows you to download and convert online videos (currently only YouTube, Facebook, TikTok and Dailymotion videos) into different text versions by simply entering the link of the online video in the 'Social Media' menu.

After opening the relevant menu item, you can initiate the processing of the online video, which can be a single item or an element of a playlist, by inserting the URL of the specific video in the corresponding field.

The process of downloading and processing online videos consists of the following steps after entering their link:

- 1. After inserting the link of the online video, click Start and specify the name of the resulting file.**

In the view that appears, you can change the name of the resulting file (if you want to give it a different name than the automatic name generated by the system).

- 2. Identify the language of speech in the audio or video material.**

It is important to stress that the language you choose must be the same as the language of speech in the video. Otherwise, the transcription will be unsuccessful.

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

- 3. If you are sure that the video you want to download is only available in a lower resolution than you want due to the 1 GB size limit, please check the 'Allow uploading a large video file' checkbox.**

This is a feature available only in higher-level subscription packages, i.e. only for users with the *Plus* for personal use and *Premium* and *Professional* for business use, which allows them to upload files up to 4 GB in size. At a time, a user can store 3 large videos in their account, while business accounts can store a total of 10 large videos. If these limits are exhausted, a new large video can only be uploaded if at least one previous large video is deleted from the account.

4. **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 is a feature available only in the higher-level subscription packages, i.e. only for user with the *Plus* for personal use and *Premium* and *Professional* for business use, which allows you to download online videos in up to 4K resolution, as long as they are available in this resolution and fit within the appropriate size limits (see 1 GB and 4 GB limits detailed in the previous point).

5. **Choose whether the generated subtitle should be created in blocks of 1, 2 or 3 lines and displayed in the video preview.**

Customizability of the captions' appearance is only available for files uploaded in higher-level subscription packages (i.e. available only in the *Plus* for personal use and *Premium* and *Professional* for business use).

6. **Click the Start button to start the online video download.**

If the upload is successful, the user will be redirected to the file's data page, where the conversion of the audio and, in the case of video files, the video, as well as the processing of the transcript and captions will begin.

7. **Once the parallel processes have been successfully completed, the uploaded file's data sheet will show the download and subtitle, and the uploaded file will be available for listening.**

Buttons to initiate user functions will also appear when the text versions are ready.

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

Any inaccuracies in the generated document can be easily corrected by editing the transcript, and the corrections are automatically updated in the captions as well, so that

Date of deletion: 2022.07.20. 16:26:22

Board meeting 07.2021

Today Arite Prime File upload

Q Search within the file

Version: Edited **Translate** Download Edit More

Captions Premium

about the advantages the software solution can bring to your company. 00:00:46.800 → 00:00:50.860

You will check the exact assessment procedure as well, in 30 sort. 00:00:50.960 → 00:00:55.420

How you can set up an assessment project, assign the roles and 00:00:55.520 → 00:00:59.180

users with a subscription package can produce highly accurate translations from these text versions with just a few clicks.

9. You can also download the audio or video file available on the file's data sheet, as well as the corresponding transcripts and captions separately.

The text of the transcript can be downloaded as plain text (and also in a timestamped version if you have a business account). In addition to the transcripts, the automatic captions can also be downloaded in *.srt* or *.vtt* format.

File Data Sheet

Editing

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

Unfortunately, when processing audio or video files and converting them into text, errors can sometimes occur, so if the user is aiming for a perfect result, proofreading and, if necessary, correction of the text versions may be necessary.

The easiest way to refine the text variants is to **edit the transcript**, which is recommended to be done **directly in the application**, because in this case the changes made in the transcript are **automatically reflected in the captions**.

Important: the method of copying or downloading the transcript from the system (e.g. as a Word document), fixing the mistakes in an external application, and then wanting to copy the corrected version of the transcript back to the file data sheet so that the captions are modified accordingly in the application, can cause serious problems with the timing of the captions and can also prevent other related functions from working properly.

Therefore, in any case, it is recommended to edit the caption directly within the application and to avoid copy, paste and undo operations, as these will corrupt the timing of captions!

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

1. **Click either on the pencil icon next to the Transcript title or in the text of the transcript directly on the file's data sheet.**

By default, the text is in read-only mode. In order to edit it, you need to switch to editor mode, which you can do in two different ways mentioned above. When you switch to edit mode, the system gives you several indications: the outline of the transcript box turns green, and the *Cancel* button to cancel changes and the *Save* button to save them appear.

2. **The player also helps you to review and correct the generated transcript.**

If the user clicks on a word in the transcript, the audio or video player will jump to the moment when the word clicked is played, helping to check that the word transcribed by the system is the same word that can be heard in the file.

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

The *Show uncertainties* function is intended to indicate in the transcript, when enabled, words that the system was not confident enough to recognize and transcribe correctly. The Show uncertainties function can only be activated in editor mode.

Important: the fact that a term is not marked as uncertain does not mean that it can be considered as a correctly recognized word with 100% confidence. It is worth checking the entire transcript if you are aiming for a perfect result.

4. Click Save to save any changes you have made to the text.

Any changes made to the transcript that are eventually saved are automatically updated in the captions, so there is no need to clarify both versions of the text. If you make changes to the system-generated *Original* version while only this version exists, the first time you save the transcript, an *Edited* version is automatically created and you can continue working in this. From this point on, it is worth continuing to edit this version.

It is recommended to save changes relatively often to avoid that long hours of work are wasted due to some random technical or network problem. It is understood that saving changes to the *Edited* version will permanently overwrite the previous *Edited* version, because only one version of it is stored.

Important: if you start working on the *Original* version while there is already an existing *Edited* version, and you make changes to the *Edited* version and then you want to save these modifications, it will permanently overwrite the existing, previous *Edited* version. A pop-up window warns you of this!

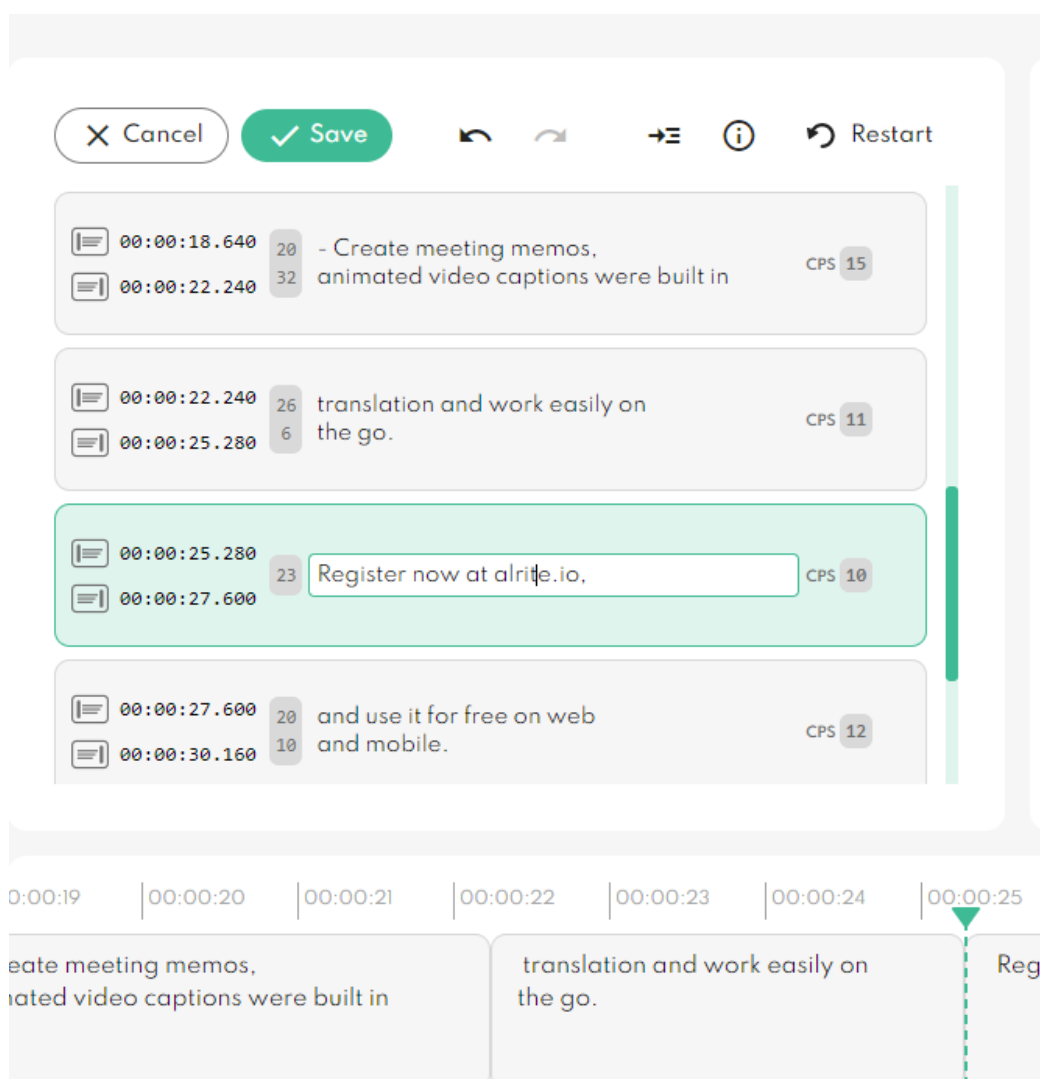
If you want to discard the changes you made to any version, click Cancel.

28. How can I edit the captions?

It should be stressed that if any corrections are needed in the text, it is recommended to make them **in the text of the transcript**, as they will be **automatically** reflected in the captions once the changes have been saved.

However, it may be necessary to fine-tune certain blocks of captions generated by the system and corrected by the user, and to clarify their timing. This is also provided within the application, all you need to do is open the captions editor window by clicking on the pencil icon next to the Captions title.

The caption editing feature is only available for files uploaded within the higher-level subscription packages (*Plus, Premium and Professional*).



The captions editing process consists of the following steps once the media file has been successfully processed:

1. **Select the version whose captions you would like to edit (Original, Edited or Translated) and click on the pencil icon next to the Captions title.**

After confirming in the pop-up window, the user will be redirected to the captions editor window, where a number of features will help you fine-tune your blocks of captions.

2. **You can find out more about each feature and the shortcut key combinations by clicking on the button represented by the letter 'i' after the captions editor window help has opened.**

The most commonly used features include inserting a new block, merging blocks, and of course changing the timing of blocks. Customization of blocks is also helped by metrics such as CPS, which describes the number of characters per second, and CPL, the number of characters per line, which is also visible to the user.

3. **Click Save to save any changes you have made to the captions.**

Any changes to the blocks of captions that are finalized will be saved as a separate version, which is called a Custom version of the captions. Once saved, this will coexist with the system-generated (and, where appropriate, user-specified) Automatic version from that point on, and may be edited later if it is still needed.

It is recommended to save changes relatively often to avoid wasting long hours of work due to some random technical or network problem. It is understood that saving changes to the Custom version of the captions will permanently overwrite the previous Custom version, because only one version of it is stored.

Important: if you start working on the Automatic version of the captions while you already have a Custom version, and make changes to it and then save them again, this will overwrite the existing Custom version.

If you want to cancel the changes, click Cancel.

4. **After finishing editing, click Close to return to the file data sheet.**

Here you can choose whether you want to display the Automatic or Custom version of the captions on the file data sheet and the embedded video. Editing the transcript is only allowed if the Automatic version is selected, because any changes made to it would be automatically applied to the captions after saving.

29. How can I create a summary and generate keywords of the transcript?

You also have the option to retrieve not necessarily just the word-for-word transcript of a given audio or video file, but a shorter version of it, a digest of it, so to speak. With *Plus*, *Prime*, *Premium* and *Professional* packages, you can create a **summary** of the transcript from the audio and video material processed, and at the same time generate **keywords** from the transcript at the touch of a button. All you need to do is click on the **summary icon next to the Transcript title**.

If you have already generated keywords and a summary for a file, you can view these items by clicking on the down arrow at the end of the appropriate file's line in the Files menu or on the file's data sheet.

Once the summary has been created, you can click on the icon on the file's data sheet to hide or show both the summary text and the keywords.

The text of the summary is not only viewable, it can also be edited. Furthermore, the list of keywords can be modified at will by adding new keywords or deleting existing ones on the file's data sheet.

To edit the summary, follow the steps below:

1. **Click on the pencil icon** next to the Summary heading or **directly in the summary text** to switch to editing mode!
 - a. Summaries should be created per version. Thus, even if you translate a version that already has a summary, the translated version will not automatically produce one. You will also need to have the system create a summary one by one on the translated versions.
2. Clarify or add text to the summary, then **click Save** to finalize your changes.
 - a. While the summary is being edited, some functions related to the transcript, including editing the transcript, are not allowed.
 - b. Saving changes made to the summary of a version will permanently overwrite the previous version of the summary.

Generated keywords can be deleted and new keywords can be easily added to the list by following the steps below:

- A. **Click the X button in the text bubble for each keyword to delete that specific item.**
 - a. Deletion of keywords is permanent and irrevocable, but if you have accidentally deleted an item, you can simply add it again yourself - see B.
- B. **Click the + button at the end of the list of keywords to add a new item to the list.**
 - a. After pressing the + button, a text box will appear where you can enter the missing keyword.

- b. After typing, you can press Enter to finalise the new keyword and add it to the list.

Important: a summary or automatic generation of keywords can only be generated once from the transcript, so it is recommended to start the process with any clarifications that may be needed in the transcript. The summary function is not able to extract from files that are a few lines long, too short or several hours long.

Translation

30. How to translate transcripts and captions within the Alrite application?

Within the application, it is not only possible to create text versions in the language you hear on the audio or video file uploaded, but also to **translate** the generated (and possibly refined) transcripts **into other languages**.

Within the application, translation is possible between several languages depending on the subscription package. Only the free *Starter* package does not provide translation services.

There are no additional costs for initiating a translation (in other words, no time credit deduction), but by default you can only translate a file a limited number of times, with a maximum of 2 translations per language and per file.

The process of translating text version consists of the following steps after the media file has been successfully processed:

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

The more accurate the transcript, the more accurate the expected result of the translation.

Important: the translation is not based on the audio or video file, but on the transcript, so if there are errors in the original system-generated transcript, they will be translated incorrectly.

- 2. Initiate a translation by clicking the Translate button with the globe icon.**

A translation will be made from the version whose tab is currently selected on the file data sheet page when you click the Translate button. After clicking on the Translate

button, a pop-up window will appear in which you can specify the language you want to translate into and confirm your translation intentions.

Depending on the length of the file, translation may take up to a few minutes.

3. When the translation process is finished, a new version will be created, which will be displayed in a so-called parallel view by default.

In addition to the Original and, where applicable, the Edited (and already existing translated) versions, a new tab has been added to the file's data sheet about the translation. Both the transcript and the captions are translated.

The original language version from which the translation was initiated by the user and the translated transcript will automatically appear next to each other once the translation is complete, to help clarify the translation later. If the user does not find this parallel view useful, it can simply be switched off.

4. Following this, the transcript of the translated version should also be clarified in a similar way to the original language transcript.

Editing the translated version works in the same way as editing the original language version, except that there is no Original and Edited version for the translated version. For translations, only one version is ever stored.

Important: if you save changes made to the reverse version, it will permanently overwrite the previous reverse version.

31. Which package includes the automatic translation feature?

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

With the *Lite* and *Prime* packages, transcripts and captions can be translated into a limited number of languages (English-German-Spanish-French-Hungarian). For users with higher-level subscription packages, i.e. *Plus*, *Premium* and *Professional*, an additional 10 languages are available.

The translation of documents is provided by an external service provider based in Europe, but the texts are sent to the third party for translation purposes only and neither the original transcripts nor the translation results are stored by them.

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

At the same time as the transcript is translated, the captions are also translated, which you can view on the application's own video player or, after downloading the translated captions, you can view it pasted onto the video using another external video player, independently of the application.

Download

32. How can I view and download the different text versions?

The system's ability to convert audio and video files into text, and the possibility to refine and translate text versions, would be worthless if it were not for the exportability of these files, i.e. if the user could not **download** them from the application.

Accordingly, the user also has the possibility to do so. Indeed, in most cases, they can even do the same in different formats.

- Different versions of the **transcripts** are available as **Word documents** (.docx) or **text files** (.txt).
- Different versions of **captions** can be downloaded in the industry's most **popular .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 the file you need is to click on the Download button on the file data sheet.**

Some files can be downloaded from other pages, such as the captions which can be downloaded from the captions editor window, but it is probably quickest and most convenient to download each file using the 'Download' button on the data sheet.

If you want to download the transcript or the captions, you should click on the 'Download' button on the tab of the data sheet in which version (Original, Edited or Translated) you want to download the text version. You can also specify this afterwards in the pop-up window.

2. **In the window that pops up, select the tab between the transcript and the captions you want to download.**

Each text version can be retrieved from the system in several formats.

- A. **In the Transcript tab, first select the version (Original, Edited or Translated) of the transcript you want to download. You can then choose between the following two formats:**

- a. **Continuous text:** this gives access to the transcript in practically the same form as it appears on the file's data sheet, i.e. broken up into paragraphs at most and indicating changes in the speaker. The transcript can be downloaded in *.docx* and *.txt* format.
- b. **With timestamps:** in this format, a timestamp is displayed at the beginning of each paragraph, calculated by the system on the basis of the starting time specified by the user. This version can only be downloaded in *.docx* format and can only be exported by accounts with business subscriptions.

- B. **In the Captions tab, first select the version (Original, Edited, Translated or Custom) of the captions you want to download.**

You can then choose between two industry standard formats: the subtitle can be downloaded in *.srt* or *.vtt* format.

33. Can I download audio and video files recorded or uploaded within the system?

As previously described, you can download not only text versions, but also media files converted after uploading.

- A. **In the Audio tab, you can download the converted audio file that will be converted using the parallel processes described in the file data sheet.**

The audio file can always be downloaded in *.mp3* format. No other format is available for downloading the audio file.

- B. **In the Video tab, first select the version (Original, Edited, Translated or Custom) of the captions you want to download with the video.**

Whatever video format you choose to download, the captions will be part of the video one way or another.

- a. **Video with embedded captions:** in this case, the captions will be part of the video in an on/off manner. The captions will only appear in the video if the video player is both a suitable software and the captions track is switched on during playback. This version can only be downloaded in *.mp4*, *.mov* and *.mkv* formats.
- b. **Video with burned-in captions:** selecting this option will redirect the user to a new window, described in more detail in a later chapter, where the appearance of captions can be customized. In this case, you will not be able to turn off and on the captions on the video, as they will be visible on the video every time it is played. This version can also be downloaded in *.webm* and *.avi* formats, in addition to those already mentioned in point a.

Important: the burning process involves conversion, which means that a converted video file may not retain its original quality.

34. Does the downloaded transcript contain timestamps?

With the **Prime, Premium and Professional** business subscription packages, the transcripts can be downloaded in two different formats: in plain text only, as shown on the file data sheet, or with timestamps.

The latter can only be exported as a Word document. In this format, a time is displayed at the beginning of each paragraph generated by the system or the user. The timestamps is calculated by the system from a user-defined starting time. Each timestamp will be displayed in a separate box to the left of the text.

The possibility to customize the timestamp reference point can be very helpful if you want to assign a real time (e.g. 15:01:10) to each paragraph or if the uploaded file is not the whole of the material to be transcribed, but it would be useful to see the transcripts in chronological order after the merge. In this way, you can insert several transcripts of related files one after the other without the need for subsequent timing alignment.

Burned-in captions

35. How can I create burned-on captions with Alrite?

Traditionally, captions can either be downloaded as a separate file (.srt or .vtt format) or they can be turned off and on as part of the downloaded videos. However, thanks to Alrite's caption burning feature, users now have the option to burn captions onto the video (i.e., make it a permanent part of the video) and download the video from the app this way.

The caption burning feature is only available to users for files uploaded within higher-level subscription packages (*Plus*, *Premium* and *Professional*).

You can also initiate the caption burning process from the 'Download' pop-up window, but perhaps the most convenient, quickest and easiest way is to click the 'Burned-in captions' button with a fire icon on the file data sheet, next to the Captions title. It's worth pressing this button on the version you would like to burn onto the video.

After the redirect, in the new window that opens, Alrite gives you the option to create videos with custom-looking captions - you can even use this feature to give a sentence, word or character a different look.

The Help pop-up window that appears when you click on the '?' button on the interface also tries to give a detailed description of each feature, but we have also tried to summarize the most important information in the subsections below.

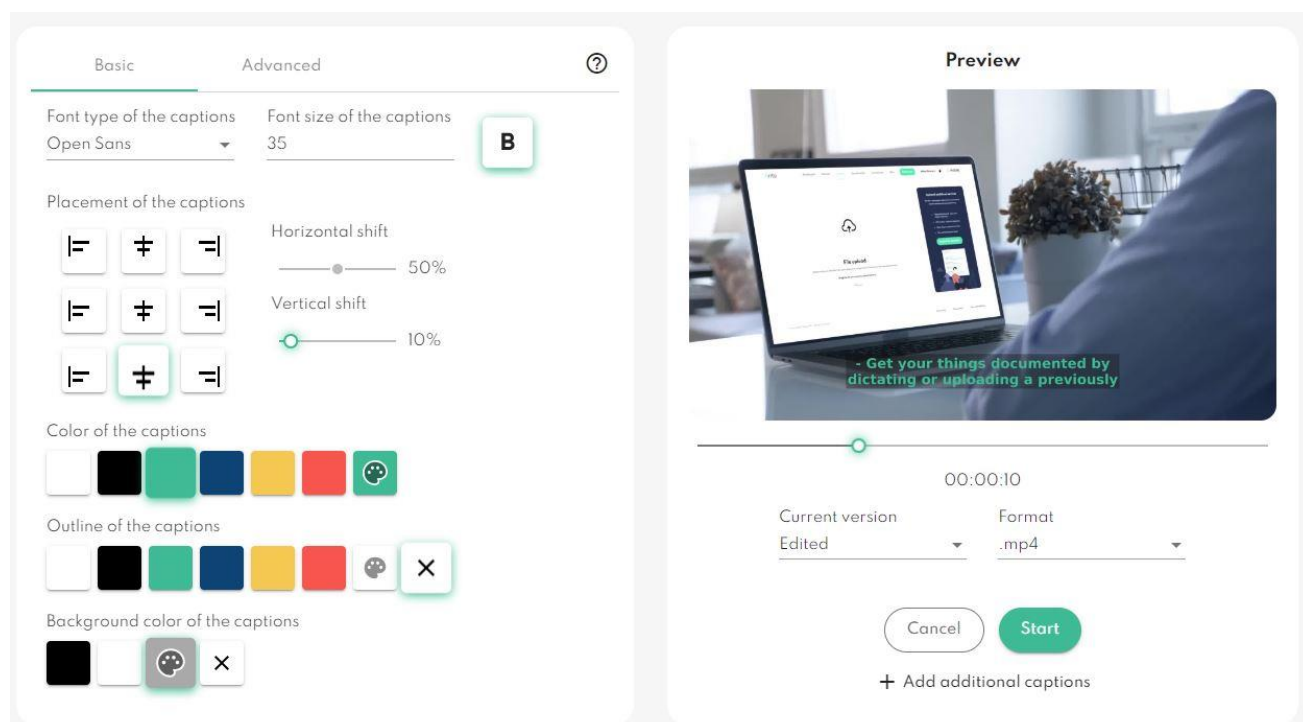
Basic settings

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

Important: the minimum font size of the captions is 10 and the maximum is 200. That said, depending on the placement and font of the captions, it is possible that the captions may hang off the screen at certain settings, so we recommend avoiding extreme values.

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

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



Advanced settings

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

In the Advanced view, you can customize the appearance of the captions by block, word or even character, including font, font size, font color or outline.

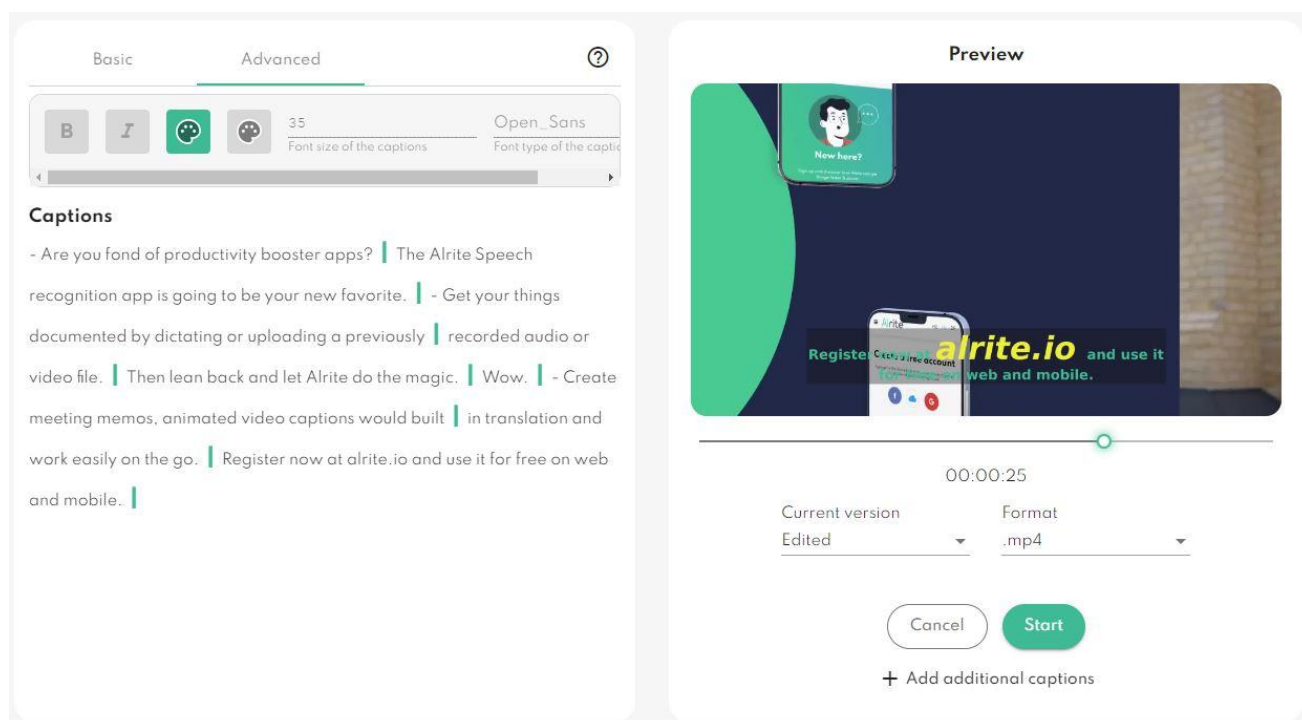
The user can only change these parameters if at least one character of the caption is selected. Proof of successful selection is provided by the green background behind the selected characters. It is then possible to modify the appearance of the selected parts individually.

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

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

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

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



Add multiple versions

The feature to burn captions onto videos also gives you the option to have more than one version of the captions appear on the video after download. This can even allow you to read the speech in the video in multiple languages at the same time. For example, in the language spoken and in a translation of that language. Only after the transcript has been corrected and, if required,

after the automatic translations have been created, we recommend that you start the burning of captions onto the video and customize their appearance. Once you have finished customizing a particular version, you can add additional versions to the video.

You can add a new version to your video by clicking the + button next to the already existing tabs. Every version of captions can be customized individually, using both the Basic and Advanced settings, including their coloring or even their position.

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

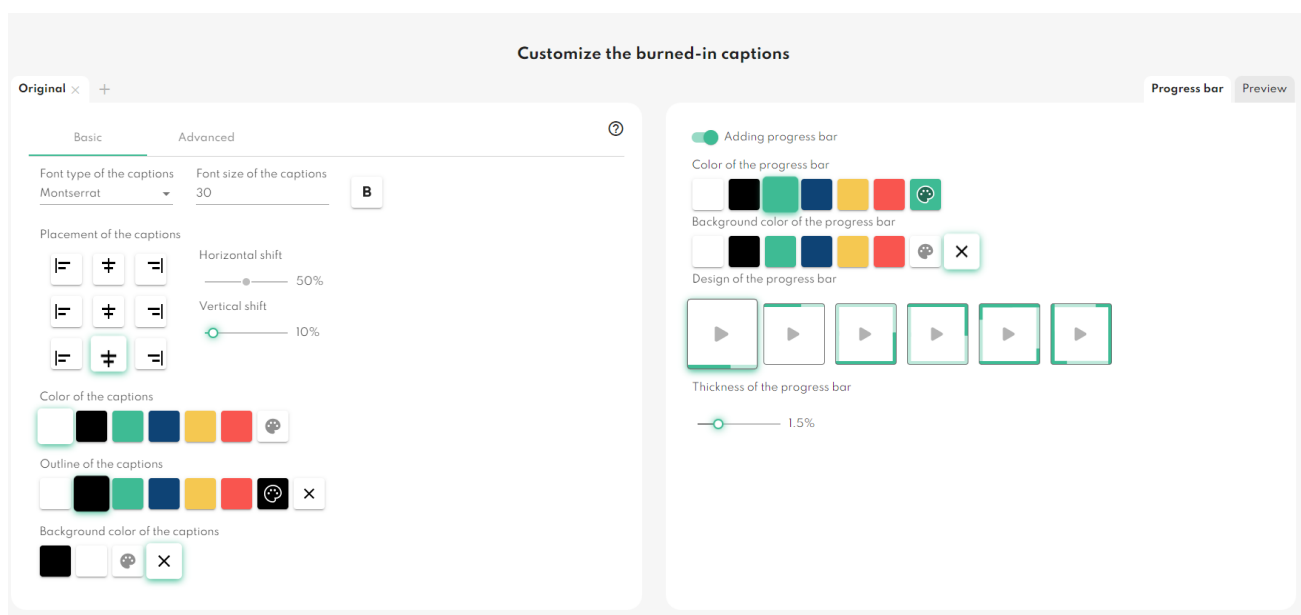
If necessary, each version can be removed from the video by clicking on the X buttons on the tabs.

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

Progress bar

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

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



Restart

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

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

Recommended workflow

The recommended process for burning the captions onto the video consists of the following steps after opening the window:

- 1. Define the basic level settings in the Basic view, which apply to every blocks of captions.**

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

- 2. Give an eye-catching unique look to certain blocks or important phrases in the Advanced view!**

Once you have set the appearance of most of the captions in the Basic view, it is time to set the appearance of only the individual parts that deserve special attention.

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

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

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

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

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

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

Restoring of captions

36. How can I restore the timing of captions?

If you find that changes or actions you have made to your transcript (most commonly using the paste or undo commands) have caused the automatically generated captions' timings in the Alrite application to slip or almost completely break, click the 'Reset timing' button under 'More' in the data sheet of the file to correct the timings in a matter of moments.

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

Restructuring of captions

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

When using the restructuring of captions feature for files processed with higher-level subscription packages (*Plus*, *Premium* and *Professional*), the system recalibrates the structure of captions based on two parameters: **the maximum number of characters allowed per line and the maximum number of lines allowed per block of captions.**

If you want to change the 1-, 2- or 3-line blocks selected before processing, or the default maximum of 38 characters per line, select the 'Restructuring of captions' option from the 'More' menu in the file data sheet.

Set the desired number of characters and the maximum number of characters allowed per block, then click on the 'Restructuring of captions' button. The result can also be previewed in the pop-up window.

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

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

Searching

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

Browsing among files is not only helped by the different columns and filter conditions, but also by a search field.

This allows you to search simultaneously in the name of all the files you are processing, or in every text version generated from the speech in each audio or video file uploaded, including edited versions and translations.

Based on the search term you enter, the system will automatically display in the table only those files that either have the search term either in their name or in one of their versions.

If the user clicks on one of the rows of the files displayed after the search is activated, the data sheet of that file will be opened, but in a different way than usual, as the search terms will appear in the transcript on a blue background after the file data sheet has been opened.

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

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

If you have already opened the data sheet for one of your processed files and want to search for a word there, you can use the search function of the browser you use or the web application's own integrated search feature. The latter is also very easy to use and can be done by following the steps below:

1. On the file's data sheet, in the search box below the file name, **type the word or phrase** you are looking for, then **press Enter** to activate the search.
2. The system will automatically jump to the first hit, and all hits will be highlighted in the transcript, with a **blue background** to be precise.
3. If the search finds more than one match, you can use the Enter key to move between each match.

41. How can I find out from the file data sheet when a given phrase is played in a specific audio or video file?

With the Alrite web application, you can check very easily and quickly that the words, phrases and sentences in the transcript have been correctly converted into text by the system, thanks to the audio or video player and the associated transcript being linked together. This makes it easy to check whether the words that has been transcribed are the words that are being spoken on the media file. To use this feature, follow the steps below:

1. Switch to editing mode by **clicking on the pencil icon** next to the Transcript title or **anywhere in the transcript**.
2. After switching to edit mode, click **on the word or phrase in the transcript** that you want to hear in the associated media file (audio or video).

3. After clicking on the appropriate word or phrase, the audio or video player jumps **to the point** where that word in the audio or video file can be heard.

Sharing

42. How can I share files with others?

Thanks to the Alrite speech recognition application, you can share the transcript and captions generated from an uploaded and processed audio or video file with family, friends and colleagues who may not necessarily have an Alrite account. To do this, you will need to share your default private file in a few steps as described below:

1. Open the data sheet of the file you want to share, then click on 'More' and **select 'Share'** from the drop-down options.
2. In the pop-up window, choose the option **Public**, then **click on 'Save'**.
3. After saving, **copy the share link** that appears by clicking the copy icon at the end of the URL address.
4. Once you **send the link**, you can share the file's data sheet via SMS, email or any social media channel.

Once the file has been made public, anyone with the link can view the data sheet of the shared file.

In each case, only the audio file of the file and the different text versions associated with it are available on the shared sheet. The video itself cannot be shared in this way.

You can restore the data sheet to **private** at any time. To do this, select 'Private' after clicking on the 'Share' function hidden behind the 'More' menu item, then click on the 'Save' button again to save your settings. Following this, only authorized Alrite user(s) will have exclusive access to the file and associated text files.

Files

Archives

43. Where can I find my previous uploads and related text documents??

Text versions generated from audio recordings recorded directly in the app, or from audio and video files uploaded from external devices or from your device, or from online videos on various video sharing platforms (YouTube, Facebook, TikTok, Dailymotion) can be found in the **Files menu** after processing by Alrite speech recognition.

The details of the upload, such as the date of deletion, the subscription package in which the file was processed, can be viewed by **clicking on the down arrow** at the end of the file line.

Individual files are displayed in chronological order by default in this menu, but you can also sort them by different criteria by clicking on each column.

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

In the table of processed files, clicking on the selected row will navigate the user to the data sheet of the appropriate file.

Multi actions

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

You can manage multiple files for multiple documents at the same time. Click on the checkboxes in front of each row to select which files you want to perform certain operations on. Alternatively, you can select all the files on the current page by selecting the checkbox in the header to select all files. Whichever option you choose, this will result in three different buttons appearing at the top of the list.

- **Delete selected:** the data sheet of each selected file, the corresponding audio or video files and the text versions generated from them can be deleted at the same time.

Important: once the deletion has been confirmed, the data sheets are irreversibly and permanently deleted.

- **Download captions:** all versions for the selected files' captions can be downloaded with one click, including the original and, if available for the file, the edited, custom and translated versions. The files are downloaded in compressed *.zip* format, which can be opened and used after unzipping the download.
- **Download transcripts:** download all available transcript versions of the files selected with the checkbox in the same way as described in the previous point.

Deleting files

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

You can delete from the application any audio or video material that you have uploaded or made available to you, as well as any text versions of such material. The deletion is permanent and once deleted, the files will be irretrievably removed from the system, and a pop-up window will warn the user of this.

The user can delete his documents in two ways:

- A. From the Files menu, select the checkbox next to each file, then click 'Delete selected' button.**

If the user ticks the appropriate checkbox next to multiple files, more than one file can be deleted at the same time after confirming the intention.

- B. Click on the Delete button in the drop-down list of More on the file's details page.**

To be on the safe side, the system will still wait for a confirmation of the deletion before performing the deletion. Click OK to confirm. Once the deletion is confirmed, the uploaded file and the associated transcript and captions are permanently deleted.

In addition to manual deletion by the user, files are also automatically deleted from the system after a certain period of time. The automatic deletion schedule varies depending on the package within which the file was processed. Depending on this, automatic deletion occurs 7 days (Starter), 1 month (Lite) or 1 year (Plus, Prime, Premium and Professional) after upload.

The date of automatic deletion of files can be checked in the data sheet of each file, or in the list of files by clicking on the down arrow at the end of each line.

In addition, if the deletion date is approaching, an icon will appear in the Status column of the File menu item in the file row, warning 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.

46. Are the deleted files retrievable in Alrite?

The deletion of files is permanent, i.e. once deleted, neither the media files nor the text versions generated from them can be restored.

Live Stream

47. What is the Live Stream function for?

The web application made available to the general public (and the mobile application in this respect as well) is primarily intended for the transcribing and captioning of finished recordings. However, the algorithms of the Alrite speech recognition software solution not only allow this, but also the **real-time captioning** of audio and video material.

This type of use is demonstrated via the **Live Stream** menu item, which can be found in the header next to the main functions (Record, Upload, Social media).

By opening this menu item, you can watch live broadcasts of some public TV channels (e.g. Euronews) in real time with captions. Among them, you can watch English, German and Hungarian channels. The live broadcasts are captioned by Régens Zrt using Régens' Alrite software application, so the TV broadcast providers and radio stations are not responsible for the captions.

You can test the real-time captioning capabilities of the Alrite speech recognition application through the captioned channels. Real-time captioning of live speech in broadcasts supports **accessibility**.

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

If you are interested in real-time subtitling, please contact us for more information at support@alrite.io.

Profile

Managing users and accesses

48. Can an Alrite account be used by multiple users?

While private accounts (private *Starter*, *Lite*, *Plus*) can only be used by one user, business accounts (business *Starter*, *Prime*, *Premium* and *Professional*) can be used by **an unlimited number of users**.

Different accounts do not access each other's documents, but users in a shared company account can also restrict access to each other's documents by privilege levels (also known as roles) as follows:

- 1. The highest-level role is company admin, which allows you to access and manage all files and users associated with the account.**

The first user of each registered Alrite company account will be assigned a *company admin* role.

A *company admin* can edit, download and delete all files processed in the account, regardless of who uploaded them. Furthermore, a user with this authority can invite new users to the shared account, edit the details of existing users, including their role, or even remove them from the account if necessary.

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

- 2. The second level, the superuser, also has access to all files uploaded within the account but cannot manage other users and their data.**

A *superuser* can edit, download and delete documents, regardless of who uploaded them. However, a user with *superuser* rights does not have the possibility to modify user data or add new users or remove connected users from the account.

- 3. The lowest-level role is user, which only allows you view your own files and data.**

You cannot access documents uploaded by other co-users or modify the details of other members of the account, nor can you add a new user or remove an existing user from the shared account.

49. How can I add a new user to my company account?

You can connect **an unlimited number** of additional users to your Alrite corporate accounts, who can use the same time credit balance to create transcripts and captions from their files using the system.

Users can be invited (and subsequently managed) in the **Users** sub-menu under the Profile menu item (accessed by clicking on the user's own name in the header), but only for members of the company account with *company admin* role.

Here, to invite a new co-user to the account, the user with *company admin* role only has to **click on the 'New user' button** in the above-mentioned menu item and fill in the invitation form that opens in a new window.

In addition to the mandatory basic information such as first name, surname, e-mail address and language, the form also contains some optional information such as postcode, which can be left blank if you wish.

However, what is of great importance, and also mandatory, is the **role**, as this will affect the level of privileges of the user being invited.

Once the mandatory fields are filled in, the invitation **can be sent by clicking on the 'Save' button**. The invitation will be sent as an email message to the e-mail address you have entered. The new user will be notified of the invitation in this message.

Only one Alrite account can be used per email address, so an invitation to the company account can only be made to an email address that has not been previously invited to another company account or has had a private account created through it.

Managing the account

50. How can I change my password?

You can change your login password in the 'Change password' section of the Profile menu, first by entering your current password, then by entering a new password twice.

Change password

Current password
.....

New password
.....

Confirm new password
.....

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

Cancel Save

If you have created your Alrite account using one of your social network accounts (Apple, Facebook or Google) instead of the traditional registration via email, you will not be able to access this menu item as you do not need a password to log in.

51. How can I sign out from the application?

You can exit the application by clicking on the Exit button in the drop-down menu of the Profile menu (which can be accessed by clicking on the user's own name).

52. Where can I read more about data management?

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

53. How can I delete my profile?

If you feel you no longer want to benefit from the Alrite speech recognition app, you can close your Alrite account with a few clicks. To do this, follow the steps below:

1. Go to the **My info** submenu in the Profile menu (which can be accessed by clicking on the user's name in the header).
2. Click on the **bin icon** here.
3. In the pop-up window, confirm your intention to delete your account by clicking the 'Delete' button.

By deleting the profile, **the personal data and the files uploaded and saved in the application, as well as the associated text versions, will be permanently deleted.** However, after deleting your personal data, we will keep your registered e-mail address for a further 2 years for legitimate interest pursuant to Article 6(1)(f) GDPR. For more information, please see our [Terms of Use](#) and [Information about data processing](#) statements.

Notifications

54. What to know about the notifications?

Notifications allow the system to alert account members of **important developments or changes** affecting the account, documents or subscription, such as the approaching expiry of the subscription or account user activity.

Company 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:

- A.** Click on the Notification settings button in the Profile menu (accessible by clicking on the user's own name in the header).
- B.** Click on the notification bell in the header, then click on the ... button in the drop-down that opens, and select the Notification settings button that appears.

By selecting the Notification settings sub-menu item, the user can not only specify which events they wish to be notified of, but also specify how they would like to be notified of each event. Notifications can take one of two forms:

A. In-app notifications

In-app notifications will only be visible to the user within the app. In most cases, they will be in the form of an unread notification, the existence and quantity of which will be indicated by the number above the bell.

B. Push notifications

The push notifications can be received even if the user is not using the Alrite speech recognition application. Mobile devices are typically used to send this type of notifications, but browsers can also do this if the computer is turned on and the browser is running.

Push notifications should be enabled not only within the app, but also on your mobile device or in your browser settings. The first time you are asked whether you want to allow this type of notification, you will usually be prompted in a pop-up window. If you want to receive this type of notification, it is essential that you enable it.

Troubleshooting

55. What affects the quality of the transcript?

The Alrite speech recognition application can produce a transcript with **up to 95% accuracy** when uploading and processing high-quality audio or video files. So, if you have the opportunity, you should keep in mind when creating the source files that you want to create and upload a high-quality audio or video files.

The accuracy of the transcription depends, among other things, on the **articulation, the volume of the speaker, the amount of background noise, the distance between the sound source and the receiver**, and of course **the quality of the microphone**.

Furthermore, it should be stressed that before starting dictation, uploading a file or processing an online video, the **language selected** in the window that pops up must be the same as the **language of speech** in the audio or video material, otherwise the transcription will be unsuccessful.

56. How can I ask for assistance regarding Alrite?

If you have any questions about the Alrite speech recognition application, we recommend that you first visit and read through our [Frequently Asked Questions](#) or **this manual** for a quick answer to any difficulties or obstacles you may encounter.

If you cannot find the answer to your question in the above resources, we're happy to help - contact us via one of the options below:

- A. Ask our customer service for help by using **the form in the Contact Us** menu, indicating the reason for contacting us and by sending us your comments in the message section.
- B. Contact us directly at support@alrite.io with your question.

Telephone assistance is only available to our business subscribers, i.e. users with *Prime*, *Premium* and *Professional* accounts.

57. How can I report an error?

If you have noticed any anomalies with an uploaded and processed file, or with an audio recording you have made within the application, please report the error to us using one of the following options.

- A. **On the data sheet of the file** containing the error, **click on the 'Report an error'** option in the 'More' menu.
- B. In the **'Contact us'** menu in the header, select the **'Report an error'** option from the 'Reason for contact' options, then **select the file** you are experiencing the error with.

Whichever option you choose, our customer support team will be able to assist you most quickly and efficiently if they have access to the file, so please do not clear the checkbox if possible.