

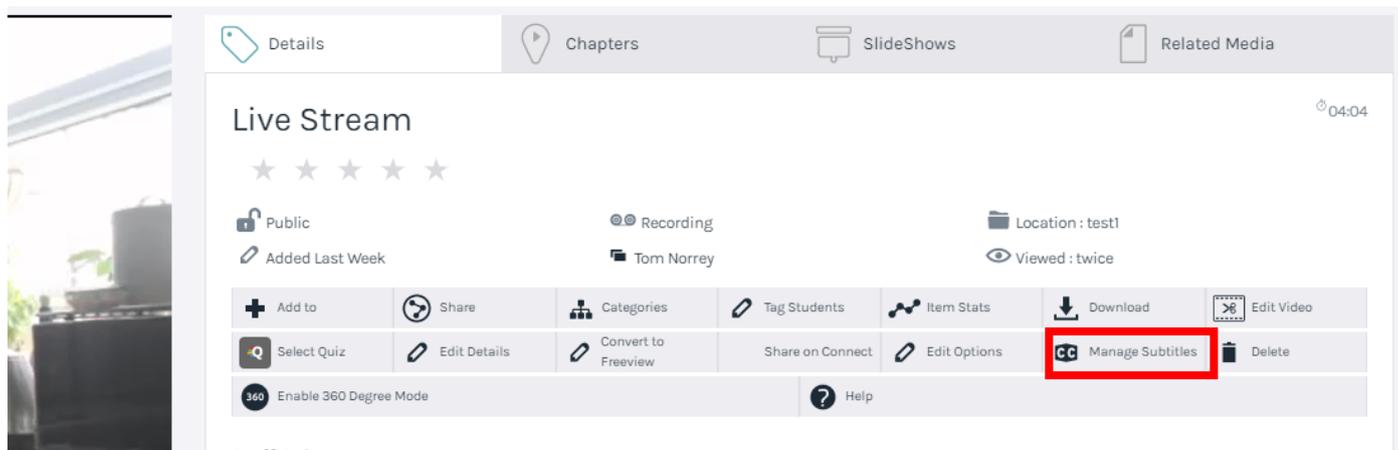


Automatic Transcription Services

Planet eStream includes Automatic Transcription Services to support customers in ensuring their Planet eStream video content is accessible. Please note that this requires configuration by your Planet eStream site administrator.

Step One – Accessing the Automatic Transcription Services

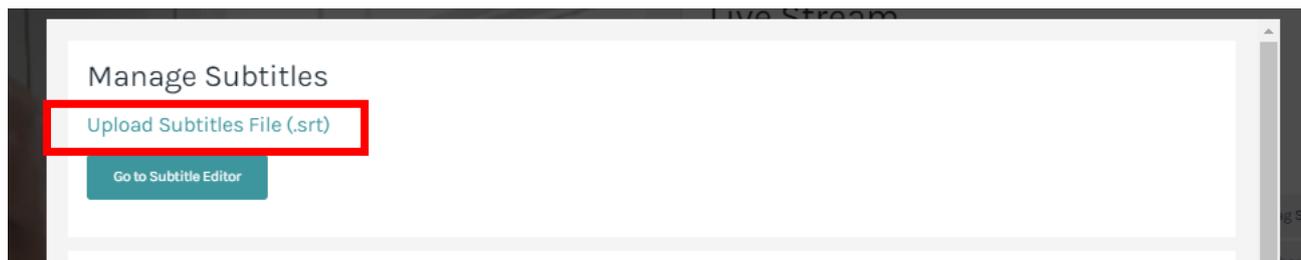
Navigate to a video that needs captions and select **Manage Subtitles**. This will most commonly be used on videos that users have uploaded or created using the Web Recorder or Encoder application. Most Freeview TV content will already include subtitles.



Step Two – Select a Relevant Transcription Service

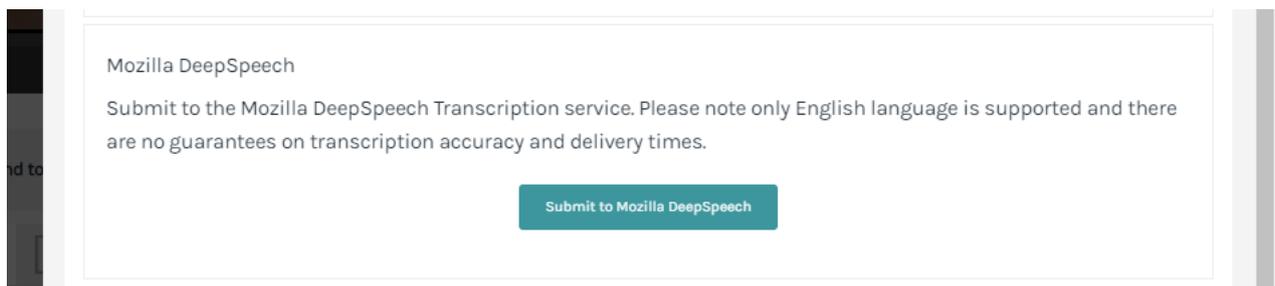
There are several ways that subtitles can be added to content in Planet eStream.

Firstly, it is possible to simply upload a subtitle file in SRT format to video content in Planet eStream.



Underneath this option, there are three further options. Working bottom upwards, the first option is to use Mozilla DeepSpeech. This is free option and provides a machine-based service, whereby artificial intelligence is used to detect the words that are being said and convert these to text.

DeepSpeech transcription is available in English only and accuracy is not guaranteed.



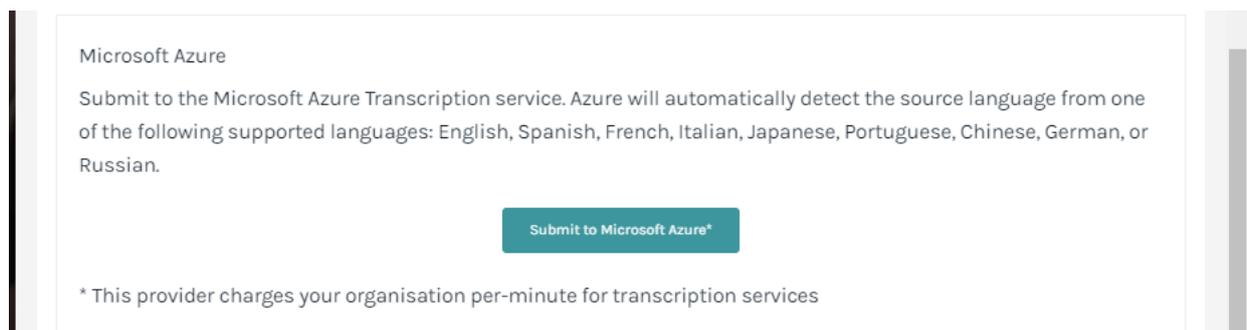
Mozilla DeepSpeech

Submit to the Mozilla DeepSpeech Transcription service. Please note only English language is supported and there are no guarantees on transcription accuracy and delivery times.

[Submit to Mozilla DeepSpeech](#)

The next option is to use Azure transcription services. This also uses machine-based transcription but is more accurate than DeepSpeech.

To use the Azure transcription services your organisation must have an account with Microsoft Azure. These services are also chargeable and therefore it is likely that when you submit to Azure, approval must be given by your site administrator. If this is not required, please note that your organisation will be billed directly by Microsoft for each minute of transcription.



Microsoft Azure

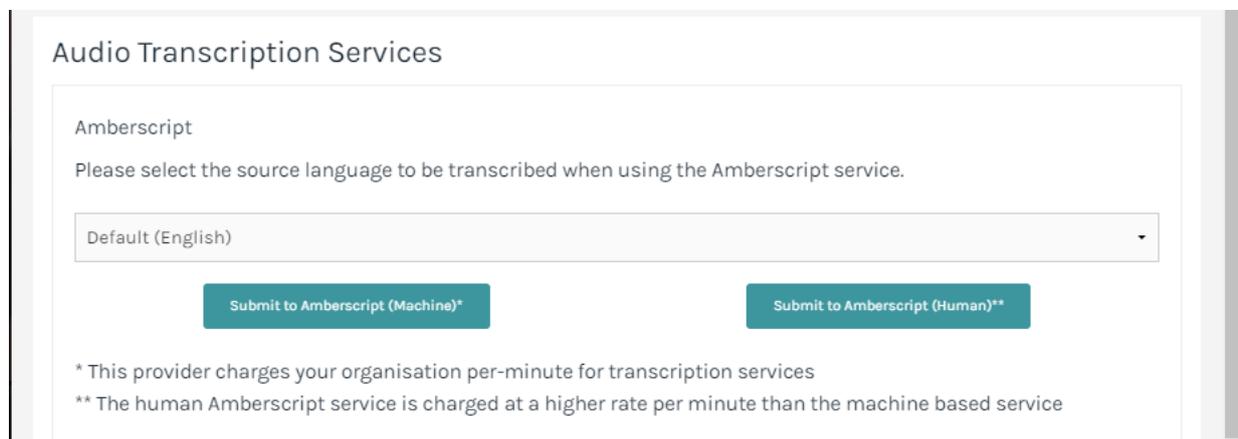
Submit to the Microsoft Azure Transcription service. Azure will automatically detect the source language from one of the following supported languages: English, Spanish, French, Italian, Japanese, Portuguese, Chinese, German, or Russian.

[Submit to Microsoft Azure*](#)

* This provider charges your organisation per-minute for transcription services

The final option is to use Amberscript which is a dedicated transcription service. This is another chargeable service and your organisation must contract directly with Amberscript to use the service and for billing.

There are two levels of transcription available. A machine-based service, similar to DeepSpeech and Azure and human-based service whereby your video is submitted to a human for manual transcription. The human-based service is more expensive than the machine-based service and again it is likely that your organisation will require approval to use these services.



Audio Transcription Services

Amberscript

Please select the source language to be transcribed when using the Amberscript service.

Default (English) ▾

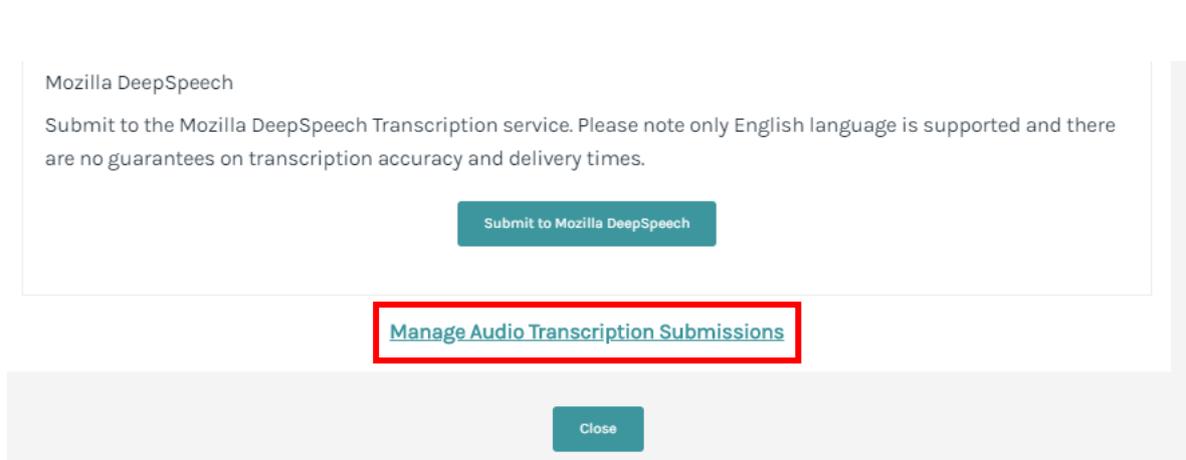
[Submit to Amberscript \(Machine\)*](#) [Submit to Amberscript \(Human\)**](#)

* This provider charges your organisation per-minute for transcription services

** The human Amberscript service is charged at a higher rate per minute than the machine based service

Step Three – Manage Transcriptions

To view progress and manage transcriptions select **Manage Audio Transcription Submissions** at the bottom of the list of available options.



You will be presented with several options such as view pending, processing or completed submissions.

