

How-To Tutorial: Captioning Brightcove videos with CaptionSync

CaptionSync is integrated with the Brightcove video platform to provide users with a simplified workflow for adding captions and subtitles to videos hosted on Brightcove. After uploading videos to your Brightcove account, you can log in to CaptionSync, select Brightcove videos to caption, and submit the caption job with just a few clicks. When the captions are complete CaptionSync will post the caption files to a designated location and update the Brightcove metadata so that your Brightcove players know where to retrieve the captions.

CONFIGURE YOUR CAPTIONSYNC ACCOUNT:

1. Log into your [CaptionSync](#) account. If you do not yet have a CaptionSync account, you can sign up for one at the [Getting Started](#) webpage on the AST website.
2. Log into your Brightcove account and copy an API read token with URL access. This can be found in the Brightcove Studio under [Account Settings -> API Management](#).
3. Paste the read token into the appropriate field on your AST account under [Settings -> Brightcove Settings](#) (see screenshot below). This token allows AST to retrieve media files from your Brightcove account for captioning.
4. On your Brightcove account copy a write token, then paste it into the appropriate field on your AST account. This token allows AST to update the metadata for your videos after they have been captioned.
5. On the same screen in your AST account you will also need to set the “[Base URL to Captions](#)” and the “[Callback URL for Captions](#).” These fields indicate where the caption files will be stored after they are created. Note also that AST can host the caption files for you if you do not have a hosting location on your own server. If you choose to use CaptionSync hosting, you can accept the default values for the Base URL and Callback URL fields.
6. After completing these steps, click [Update Settings](#) on the [Brightcove Settings](#) screen.

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AUTOMATIC SYNC TECHNOLOGIES
 User: Art Morgan
 Org: Automatic Sync Technologies, LLC
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Brightcove Settings

Brightcove Read Token *
 Brightcove Write Token *
 Base URL to Captions *
 Callback URL for Captions *

[Update Settings](#)

* is a required field

[AST Home](#) [Contact AST](#)

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If the **Brightcove Settings** screen shown above does not appear in your CaptionSync account, contact AST to have your account enabled for the Brightcove integration by submitting a support ticket when logged into your CaptionSync account (click **Help**, in the upper right, then “**Submit a support ticket**”).

CONFIGURE YOUR BRIGHTCOVE ACCOUNT:

Your Brightcove account also needs one configuration update before you can use caption and subtitle files with your videos. The Brightcove Accessible Player reads the location of the caption file for each video from a custom metadata field that you must add to your account. Here are the steps to add the custom field:

1. In your Brightcove account, navigate to **Account Settings -> Video Fields**.
2. Click **Add Custom Field**, and create a new custom field with an internal name of `dfxppath` and type **text**. The Display Name that you use for this field can vary, but we suggest using “Caption URL.”#
3. Save your settings. This new metadata field will now be available for all videos that you upload, and will be used by the CaptionSync integration to set the complete URL for the caption file when the caption job is complete.

SUBMIT VIDEOS FOR CAPTIONING:

1. In your CaptionSync account, click on **New Brightcove List for Captioning**, from the **Caption/Transcribe** tab.

The screenshot shows the 'List of Brightcove Videos for Captioning' form in the CaptionSync interface. The form is divided into three numbered sections:

- 1 List Description ***: A required text input field.
- 2 Transcription Options**: A section with a note: "The Brightcove videos will be transcribed as part of the transcription and captioning bundle." It includes a checkbox for "Rush (transcript in 1 business day; additional charge applies)" and a plus sign icon for "Add Guidance for Transcriber".
- 3 Tag(s) to Match for Captioning**: A text input field with a note: "Multiple tags separated via a comma (no spaces) will be treated as a logical OR, e.g. intro,advanced will get videos tagged either intro or advanced." Below the field is the text "(No tag gets all videos)".

A "Submit List" button is located below the form. A yellow warning box at the bottom of the form area contains the text: "All outputs and settings are taken from your defaults on the New Captioning Submission page. Please make sure you have the correct settings in place before submitting a list of URLs to be captioned." The interface also shows a navigation menu with "Caption/Transcribe" selected, and user information "User: Art Morgan, Org: Automatic Sync Technologies, LLC" in the top right.

2. Enter a short description for your list, and add any optional transcription notes.
3. On the next screen you will be presented with a list of videos that have not already been captioned. You can select or deselect videos before submitting your job.

When your captions are complete they will be posted to the location specified in the Brightcove Settings on your CaptionSync account, and the Caption URL metadata field will be updated for each video. You will also receive email notification of completion of the captioning job, unless you have disabled the notification feature.

PREPARING YOUR PLAYERS:

To display captions or subtitles from a Brightcove player you need to add one or more plug-ins to your players. At a minimum, you should add the following plug-in to your players:

<http://admin.brightcove.com/viewer/plugins/ClosedCaptionsModule.swf>

You may wish to customize your players further using the Brightcove Player APIs or BEMML. For a description of player customization for accessibility requirements, see:

<http://support.brightcove.com/en/docs/accessible-video-player-template>

If you have questions, first see our **CaptionSync Support Wiki** under the 'Help' link in your account. It has answers to many of your queries about the workflow associated with CaptionSync.



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