

Add human-generated captioning to a live event

The Webcast platform offers options for human-generated or computer-generated captions on an event. Human-generated captions allow for support in multiple language and have an increased accuracy compared to computer-generated captions but require additional steps in the booking and setup process. The computer-generated caption setup is seamlessly integrated directly into the Webcast platform but offers English only captions. Note that computer-generated captions have an increased possibility of transcription errors compared to human-generated captions.

To include human-generated captions, you must request captioning services, set up a Custom Tab with the StreamText embed code, and then invite the captioner as an attendee. On the day of the event, the captioner joins as an attendee and types the captions into StreamText, which are then displayed to the audience in the Custom Tab.

Note: Because live captioning is not a feature of this platform, Support is not able to set up, test, or manage captioning for self-service clients. If you would like someone to manage an end-to-end integration, contact your sales representative to arrange a consultation package.

Jump to: [Request captioning services](#) | [Example code](#) | [Set up the live captions tab](#) | [Preview your work](#) | [StreamText URL formatting](#)

Request captioning services

We can book live captioning for your event.

To request live captioning:

- If you have a Standard or Premiere plan, send us an email at GlobalReservations@webcasts.com.
- If you have an Essential, Professional, or Enterprise webcast plan, go to the [Professional Services Request site](#).

You can also use your own third-party captioning provider, as long as they use the StreamText platform.

When you request live captioning through us, we provide your event ID to the captioning provider, who uses it to identify your event in their StreamText account. When you set up the custom tab, include this event ID in the embed code. If you schedule your own captioner, we recommend that you give them your event ID to use as their StreamText event name (identifier); confirm the value they used and include it in the embed code. To learn more about the process for scheduling captioning services, contact Support.

Example code

Use the following example code to embed captions in the custom tab. In the code, find **event=1234567** in the code and replace **1234567** with the event ID for your event. If you're using your own captioning services, replace **1234567** with the event name provided by the captioner.

Important: If you requested captions in a language other than English, you must include an additional language parameter to the link for them to display correctly. For example, if you requested captions in Spanish, you must add **&language=es** to the link after the event ID or name. For more information, see [StreamText URL formatting](#).

```
<!DOCTYPE html>
<html>
<head>
  <title></title>
</head>
<body style="min-height: 405px;">
  <iframe id="stFrame" style="overflow: hidden; width: 100%; height: 130px;"
src="https://www.streamtext.net/text.aspx?event=1234567&chat=false&header=false&footer=false&c
ontrols=false&fs=12&ff=Arial&bgc=ffffff&fgc=000000" frameborder="0" scrolling="no" width="95%"
height="125"></iframe>
</body>
</html>
```

Set up the live captions tab

Sign in to the Webcast Admin portal and edit the Live event.

To add the live captions tab to an event:

1. On the left panel, click the **Event Content** tab.
2. Under Optional Content, expand the **Add Custom Player Tabs** section and click **Add Sidebar Tab**.

[image-1708430280724.png](#)

Image not found or type unknown

3. Enter a name for the captioning tab and set Load As to **Open**. Optional: The Q&A tab displays under the video player in your event by default. To have the captions display under the video player, use the Display Order field to change the tab order.

[image-1708430610973.png](#)

Image not found or type unknown

4. At the right side of the editor, click **</>** to switch to code view.

[image-1708430701236.png](#)

Image not found or type unknown

5. Delete all the placeholder code.
6. Copy the example code (see above) and paste it into the editor.
7. In the code, find **event=1234567** and replace **1234567** with the seven-digit event ID for your event or the event name.

Note: If your captions are in a language other than English, be sure to include the language parameter in the link.

Sidebar tab setup for live captioning

Image not found or type unknown

8. Click `</>` to switch out of the code view to review the setup. You should see a "!" icon in the lower right of the tab setup. This icon indicates that the captioner has not logged in for the event yet, but confirms that the captions have been setup correctly.

image-1708431541918.png

Image not found or type unknown

9. Click **Save Changes** to save the coding. Then click **Save and Continue** to save changes to the event content.

Preview your work

Always preview the tab setup before the Live event.

To test captioning for your event:

1. In the Webcast Admin portal, edit the event.
2. On the Event Content tab, edit the sidebar tab you created for captioning and replace your event ID or name with **ihaveadream**.

```
...src="https://www.streamtext.net/text.aspx?event= ihaveadream &chat=false...
```

3. Click **Save Changes** to save the coding. Then click **Save and Continue** to save changes to the event content.
4. Now preview the web player: click the **Event Summary** tab and at the top of the page, click **View My Event** .

Make any changes to the display. When ready, go back and place your event ID in the sidebar tab coding.

StreamText URL formatting

The captions can be visually controlled by passing various query strings (parameters) in the URL. Here are the options used in our example code; we hide various elements to ensure captions display well in a sidebar tab. For a complete list of options, see [this StreamText help article](#).

Query String	Purpose	Used in our example code	Result
--------------	---------	--------------------------	--------

language	<p>Required for displaying captions other than English. The ISO 639-1 code for the caption language.</p> <p>Examples: Chinese (Simplified) - &language=zh French - &language=fr German - &language=de Spanish - &language=es</p> <p>For a complete list of language codes, see this Google article.</p>	N/A	English captions
chat	Displays the chat box	&chat=false	Chat box hidden
header	Displays the title and the controls	&header=false	Header hidden
footer	Displays gray footer with copyright	&footer=false	Footer hidden
controls	Displays a toolbar that allows each attendee to change the font, sizing, and other formatting of the captions they're viewing	&controls=false	Controls hidden

fs	Font size	&fs=12	12 pt font
ff	Font family	&ff=Arial	Arial font
bgc	Background color	&bgc=FFFFFF	White background
fgc	Foreground color; sets the text color	&fgc=00000	Black text

Revision #16

Created 2 May 2022 19:01:46

Updated 22 February 2024 10:57:18 by Matt Engel