



## A Short FAQ

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## Overview

In this document, you will find answers to most commonly asked questions about CPC software. If your questions are not answered here, please contact us at 301-738-8487 or [info@cpcweb.com](mailto:info@cpcweb.com).

You may also check our forum: [www.cpcweb.com/forums](http://www.cpcweb.com/forums) for more updated information.

For CaptionMaker, there is another document titled as *Tips and Suggestions for CaptionMaker* at [www.cpcweb.com/TechSupport/CapMaker/Caption-Tips.pdf](http://www.cpcweb.com/TechSupport/CapMaker/Caption-Tips.pdf)

You will find many technical documents addressing many topics of CPC software at [www.cpcweb.com/knowledge\\_base](http://www.cpcweb.com/knowledge_base)

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## Open captions vs. Closed captions

Open captions are simply closed captions that have been opened up by a closed caption decoder. Therefore, when captions are visible on the screen, open and closed captions look exactly the same.

The difference between them is that closed captions will not be visible unless they are opened up by a closed caption decoder, while open captions are always visible, and cannot be turned off. Therefore, closed captions are more versatile, since the viewer can choose whether to view them or not. While open captions have the advantage that they can be seen even on devices that do not have a closed caption decoder, such as many front projection video devices.

## Closed caption decoder requirements

**Are all video monitors and projectors offered for sale in the U.S.A. required to have a closed caption decoder built-in?**

No. Only monitors that are 13" and larger, plus have a built-in tuner are required to have a decoder built-in. Note that many front video projectors do not have built-in tuners, so they are not required to have a built-in decoder. External hardware decoders (TV Guardian) are available from CPC and can be used with devices that do not have built-in decoders.

## Captions vs. Subtitles

Closed Captions and Subtitles are directed towards different populations.

Closed captions are targeted to people with hearing impairments, while subtitles are directed towards people with normal hearing, but cannot understand the language that the actors are speaking in.

Closed captions are placed under or above the person speaking to let the hearing impaired person know who is speaking. Also, sound effects, such as thunder or a gunshot will be placed in captions to alert the hearing impaired audience. Additionally, if the person speaking is off-screen, the captions will be placed in italics, to make the hearing impaired listener aware of this. Closed captions can be turned on or off. On videotape, subtitles are always turned on and cannot be turned off. But on DVD, subtitles can be turned off and on. So for DVD, subtitles and closed captions are almost the same, except the character styles.

Subtitles will be placed in the center bottom of the screen. Many more fonts and colors are available for subtitles than are available for closed captions.

## Film subtitling/captioning

Does CPC software support subtitling/captioning for film?

No. The film format is so different than the video format (e.g. film is not magnetic) that no CPC captioning or subtitling software will support film captioning or subtitling.

## Tech Support

What kind of tech support can I expect when I buy the software?

**Five hours** of free tech support via our toll free line is provided for the first year after purchase of the software.

You will be able to speak to a **real expert in person**, not just someone thumbing through a manual. Our support experts answer 75% of the calls immediately. We wrote the software, we know how to support it.

### Does CPC offer on-site tech support or training?

Yes. CPC's captioning software is so user friendly, that most clients will be able to quickly and efficiently start captioning their videos by simply following our User Manual, which is provided with the software. The answers to most questions can be found in the User Manual, which we recommend our users consult first, avoiding unnecessarily wasting valuable free phone support that could otherwise be conserved for more problematic questions. Additionally, if you insist that on-site training be provided, we will gladly provide it, at an additional cost. Please call for pricing of on-site training.

**Extended customer support** packages are also available. Please check the document:

<http://www.cpcweb.com/support/supportagreement.pdf> for the costs.

## Software Updates

Are they free? How often are they released? How can I get them?

CPC has made **hundreds of improvements** to the software over the years, and yes, updates are provided for **free to our users**. To view a list of the free updates, when each one was released, and to download them, check the following link:

[http://www.cpcweb.com/whats\\_new/#Software%20Updates](http://www.cpcweb.com/whats_new/#Software%20Updates)

## Software Upgrades

**I want to upgrade my current CPC software to more expensive CPC software. Do you offer any discount?**

You simply pay the difference in price between the version of the software you purchased, and the price of the more expensive software that you want to upgrade to. For example, if you currently own MacCaption-DV (\$5,995), and want to upgrade to MacCaption-NLE (\$6,995), you only pay the \$1,000 difference.

## Running software on multiple computers

Can I install and run CPC closed captioning software on multiple computers?

You can install the software on as many computers as you like. However, the software will only run on the computer that has the dongle plugged into it. This means that only one copy of the software can be run at any given time, under one license.

For example, if you buy one software, you can run the software on computer #1 (e.g. a computer in your office) from 9am to 5pm, and then run the software on computer #2 (e.g. your home computer) from 5:01pm to 11pm. But you cannot run the software on computer #1 from 9am to 5pm and on computer #2 from 9am to 5pm).

In other words, if you need to run the software on two computers at the same time, you must buy two licensed copies of the software.

## **CaptionMaker vs. MacCaption**

CaptionMaker and MacCaption are a series of closed caption and subtitling software products for Windows and the Mac, respectively. The software will allow anyone in need of closed captioning and subtitling to bring the entire process in house, without the need for expensive peripheral hardware or outsourcing. Whether you're a closed caption/subtitle service company, post-production house, religious organization, corporate video facility, university or broadcaster, the CaptionMaker and MacCaption series of software packages will support your closed captioning and subtitling needs.

### **What are the advantages of a software encoder over a hardware encoder?**

**No Generation Loss** - with our patented software technology, your first-generation video printed from your computer will be closed captioned. Whether you're working with uncompressed video, DV video, or MPG2, our software has the technology to render closed captioned content without the need for hardware encoders.

**Save Time**- By saving a generation during the closed captioning process, you are also saving time, which as we all know, is money. You no longer have to master to tape, *THEN* begin the closed captioning process. CPC closed captioning software allows your video projects to be closed captioned before the final master of the program is output to tape from your NLE program, eliminating the time wasted exporting your program to tape for closed captioning.

**Save Money**- By using CPC's closed captioning software, you are able to further reduce production costs by an estimated \$1,200 to \$10,000, by eliminating the need for a stand alone hardware based closed captioning encoder.

### **Does CPC software support different languages? If so, which ones?**

This depends on whether you are doing closed captioning or subtitling:

**Closed Captioning**- we support all languages that the FCC allows on American television sets, including English, Spanish, French, Portuguese, Dutch and Italian.

**Subtitling** – all languages that are supported for closed captioning are supported for subtitling. Due to differences in the operating systems, MacCaption is far superior to CaptionMaker for subtitling because OS X has all the international characters built into the operating system, while Windows does not. Additional language support files can be downloaded from the internet to supplement the languages native to the Windows operating system. Consult your operating system software documentation for further information.

## Are there any benefits to working with Windows vs. Mac, or vice versa?

Although our CaptionMaker and MacCaption software try to stay equal to their corresponding software (700DV to MacCaption DV), there are some differences in functionality between these software series.

### CaptionMaker (Windows)

- is more versatile when it comes to interfacing with external closed caption encoders, because it can interface with all of them, while the MacCaption software can only interface to select encoders (Link, EEG etc.).
- uses Windows Media Player to play back digital media. Therefore, if you are captioning using files in the Windows Media Video (.wmv) or avi formatted video files, CaptionMaker is superior.

### MacCaption (Mac)

- handles subtitles in all languages, while CaptionMaker is limited to only Western languages (English, Spanish, French, etc.). This is due to differences between the OS X and Windows operating systems
- has more abilities when it comes to closed caption encoding in different fields (CC1, CC2...)
- uses QuickTime to playback digital media. Therefore, if you are captioning using QuickTime and some other professional codecs, MacCaption is superior.

## Will MacCaption/CaptionMaker-NLE software work with your NLE system?

Our NLE uncompressed encoding technology works with all major NLE systems, including Final Cut, Avid and Premiere. NLE compatibility also depends on the type of video card you are using.

For compatibility information, please check the following link:

<http://www.cpcweb.com/nle/nle-hardware.htm#Compatibility%20Check%202>

## Is there a DEMO version of your software that I can try out? What are its limitations?

You can download DEMO versions of CPC closed captioning software by going to our downloads page here: <http://www.cpcweb.com/download/>

For **CaptionMaker**, download the licensed version of the software, but during the installation, you must CHOOSE to install the DEMO VERSION. Otherwise, it will not work.

For **MacCaption**, simply download the demo version of the software and install.

Neither of the demo software products are time locked. Both demo versions have all the capabilities of the licensed versions. They are only limited to

- small file size
- no save option
- Random characters are replaced by question marks in AutoSync and Export modes.

## **When I purchase the software, what exactly do I receive? Can I download the software?**

When you purchase CaptionMaker or MacCaption, you will receive the following:

- Software CD
- USB Dongle (The dongle is our anti-piracy protection)
- Software Manual
- Captioning Key (Guidelines and Techniques for Captioning)

The latest versions of CaptionMaker and MacCaption are always available to download from our website, [www.ppcweb.com/download/](http://www.ppcweb.com/download/), but they will not run without the software security key (dongle). The dongle is not needed to run the demo version of the software.

## **Transcription**

There is no special trick to transcription. It is by far the most time-consuming aspect of the closed captioning/subtitling process. But, there are methods that ensure that you are transcribing in the most efficient way possible. Below are a few methods to transcribe a video.

### **Use a Video File**

If you are not already doing so, make sure that you are using a video file, and not videotape, as your video source. Trying to transcribe from a tape can wear out your tape deck, and you'll spend too much time starting and stopping the tape.

### **USB Foot Pedal.**

A very popular tool for transcribing is a **USB Foot Pedal**. The [VPedal](#) is a tool that allows you to control QuickTime, Windows Media Video, and a number of other types of digital media. You can start, stop, rewind, and fast-forward your digital video, while typing directly into your word processor. What makes the foot pedal method so efficient is that you never have to take your hands off the keyboard. Eventually, you're able to get into a rhythm with your hands and foot so that you are constantly typing.

### **Speech Recognition Software**

Speech Recognition Software has advanced greatly in the past few years, and has become a reliable transcription tool. The transcription method using speech-recognition employs "shadow speaking", whereby the user repeats what he or she hears in the video into a microphone. Before you use any type of speech-recognition software, such as [Dragon Naturally Speaking](#) or [IBM ViaVoice](#) or [MacSpeech](#), you'll need to train with the software. This usually consists of reading stories provided by the software. After you've read a story, the software analyzes your voice and compares it to the text in the story. You'll also need to practice the technique of shadow speaking, which isn't difficult but takes time to get good at.

### **Transcription Service**

Often, it is more cost-effective to simply **pay a service to transcribe** your material. There are many online services that allow you to upload an .mp3 and they will provide you with a text transcription within a day. Ideally, you should be able to find a local individual whom you can trust for quick and accurate transcription. You could find high-quality transcription for as low as

\$1 per video minute, but be prepared to pay up to \$5 per video minute, depending on the volume of dialogue.

## USB Dongle (Hardware Protection Device)

There are a number of reasons why a software dongle may not work properly:

### If the dongle is NOT lit

If it is not lit, this simply means that the dongle drivers are not installed, or became uninstalled. To download the latest dongle drivers, go to the [Downloads page](#) on our website and search for the drivers.

### If the dongle IS lit

There are a number of possible problems:

- Are you sure you are looking at the correct dongle? A number of other high-end video software packages use similar dongles. Make sure the dongle you are looking at has a CPC key chain on it.
- Is the dongle plugged into a USB hub? Some hubs create problems for dongles, so it's best to plug the dongle directly into your computer.
- When installing CaptionMaker on a PC, you are asked which level software you would like to install (CPC-500, CPC-700DV...). If you accidentally install a level that is higher than what your dongle is programmed for, then the dongle will appear as if it's not working. Double check that you have the appropriate software installed for your dongle.
- Often, all you need to do is unplug your dongle from the computer, wait about 5 seconds and plug it back in. This works surprisingly often.

## Automated captioning using speech recognition

### Can CPC software caption video using speech-recognition software?

Yes. All CPC software, with the exception of the encoding only version, can be used for speech recognition based captioning.

On the Windows side, the **CaptionMaker** series works with two speech recognition software engines: Dragon's Naturally Speaking®, for automatic captioning in English, Spanish and French; and IBM's ViaVoice® for English automatic captioning.

On the Mac side, MacSpeech® is the speech recognition engine used for **MacCaption**.

An external hardware encoder is required for automatic speech recognition captioning. The **CaptionMaker** series interfaces to all brands of closed caption encoders. Mac software interfaces to Link & EEG closed caption encoders only as of 11/07.

Accuracy rates in the 90% - 95% range can be expected after a couple of hours of training. Note that the software can only recognize one person's speech at a time.

For more information, click on: <http://www.cpcweb.com/cpc-500>

## Closed Captioning DVD

The video on a DVD can be demuxed and then re-encoded with closed captions without any quality loss. You can use free software like [MPEG Streamclip](#) to demux your DVD, use CaptionMaker or MacCaption to prepare the closed captions, and then use a DVD authoring software like [DVD Studio Pro](#) or [Adobe Encore](#) to re-encode it with closed captions.

Unfortunately, during the demuxing process, menus and navigation are not retained. Only the video and assets are recovered. Therefore, if you need to create closed captioning for a DVD and retain all menus and navigation, you will need to have the original DVD authoring file to add the closed captions.

### What do I need to create a closed captioned DVD from tape or video?

Only high-end DVD authoring software, such as DVD Studio Pro, Adobe Encore and Scenarist support closed captioning.

Our software has the ability to create a .scc file, which is a standard DVD closed caption file supported by the above softwares. The file is usually only about 50KB in size and imports very easily into these DVD authoring softwares.

## DV/NLE/HD Software

### What is the difference between the 700DV and 700NLE?

The 700DV and 700NLE both have all the same features when it comes to caption preparation and formatting. They also have all the same features when it comes to encoding.

The difference is that the 700NLE has the ability to produce closed captions for uncompressed NLE video.

### I want to do webcast captioning. Which is the best software for me?

There are three software products that we offer for webcast captioning:

**CaptionMaker 700DV/NLE/HD** – this software can do post-production captioning for Windows Media Video, Real Video, Flash, Google Video, and QuickTime. All webcast files that are produced by CaptionMaker are LINKED caption files, meaning the files are specially formatted caption files that need to be linked to the original video within the HTML. The caption information is NOT encoded directly onto the video file.

**MacCaption DV/NLE/HD** - this software can do post-production captioning for Windows Media Video, Real Video, Flash, Google Video, and QuickTime. All webcast files that are produced by MacCaption are LINKED caption files, meaning the files are specially formatted caption files that need to be linked to the original video within the HTML. The caption information is NOT encoded directly onto the video file.

For QuickTime, you also have the ability to export a “QuickTime Text Track”, which is a small .mov file that contains both the caption information and links to the original video file. If you have QuickTime Pro installed, you can then save that Text Track .mov as a self-contained movie.

**WebCaption** – this software can do post-production captioning for Windows Media Video and Real Video. For Real Video, you can only produce a LINKED caption file that gets embedded into the HTML. For Windows Media Video, you can produce a linked caption file, and you have the ability to encode

captions directly onto a WMV. This process will make a copy of your original .WMV file, with closed captions embedded.

This software can also do LIVE captioning for Windows Media Video. This can be done remotely, or at the same computer where the video is being fed.

## If you print the captioned DV video via Firewire and don't see captions on your TV

Although nearly every DV deck supports closed captioning while recording to tape, not all decks support closed captioning while playing through to a television. This means that some decks, while converting the DV video information to a standard video signal, do not account for the closed caption information sitting within the DV file.

If you do not see captions played from your DV deck, it probably means that the tape IS closed captioned, but the deck cannot read and convert the captions.

## Do I need a powerful computer to run CaptionMaker & MacCaption?

No, these software lines are not terribly taxing on your computer system.

### **System Requirements:**

For **CPC-700DV and above**, we recommend at least:

- Pentium 4, 2 GHZ Processor
- 1 GB RAM
- 256 MB Video RAM
- 200 GB available hard drive space

For **CPC-700 and below**, we recommend at least:

- Pentium 3, 700MHz Processor
- 256 MB RAM
- 32 MB Video RAM
- 100 GB available hard drive space

For **MacCaption**, we recommend at least:

- G4 800MHZ Processor
- 256 MB RAM
- 32 MB Video RAM
- 200 GB available hard drive space

## Does CPC software support a tapeless (MPG2) workflow?

Yes! Both CaptionMaker and MacCaption have MPG2 encoding capabilities. Also, check with your MPG2 encoding hardware or software. Many of these systems have the ability to import a caption file (.scc) prior to conversion, so that your first encoded MPG2 is closed captioned.

## Which software should I buy if I want to do subtitling in many languages?

Both CaptionMaker and MacCaption support subtitling.

Languages that use similar characters to English, such as Spanish, French, and German, work well on both Windows and Mac.

For other languages, such as Bengali, Hindi, Japanese, Hebrew and Arabic, MacCaption is far superior. This is due to the fact that the Mac operating system, OSX, has all the international characters built-in. Windows does not. As mentioned previously though, additional language

support files can be downloaded from the internet to supplement the languages native to the Windows operating system. Consult your operating system software documentation for further information.

## **CAP Files – different variations**

### **Why do some .cap files work with my software, but others won't?**

There are a number of closed captioning software products that use the .cap extension for their caption files, including CPC, NCI and Cheetah. CPC software has the ability to import both CaptionMaker and Cheetah .cap files. Make sure you choose the correct format when importing the .cap file.

If you can't open the file in CaptionMaker or MacCaption, open the file in Notepad or a text editor and see whether it shows CaptionMaker near the top of the screen.

## **Webcast Caption – WMV, RM, QuickTime, Flash etc.**

### **Am I able to directly embed closed captions in a webcast video, or is the caption file linked within the HTML?**

You have the ability to do both, depending on the type of webcast video you are working with.

**Windows Media Video** – you can both embed and link the closed captions. In **CaptionMaker** and **MacCaption**, you can produce a .smi file, which is the WMV caption file. You then link the video and caption file in the html, so when the viewer clicks to view the video, it automatically initializes the caption file (.smi).

With our CPC-800 software, you can import a .WMV file, prepare the closed captions, and then create a copy of the video with the closed captions embedded. The benefit to doing it this way is that the viewer is not limited to viewing the video with captions in a web page. **Real Video** – you can only link the closed captions. Real Video uses a combination of a SMIL file (.smi) and a Real Text file (.rt). The SMIL file is similar to an HTML file and it links the Real Text file to the Real Video. The Real Text file contains all the captioning information.

**Flash** – you must embed the captions. Our software creates a “Flash XML” file that you must then import into a third-party software called [Captionate](#). This software, in conjunction with Adobe Flash Encoder, will allow you to produce a captioned FLV file.