

Automatic Captioning Troubleshooting Guide

If your automatic captions fail to process please answer the following questions to help deduct why automatic captions may not be working for your video.

YouTube has the following list of reasons automatic captions may not work. Each number is a reason while the text in parentheses is what you can do to eliminate each reason from the list.

If you have failed to find the cause of the failure after answering questions 1-4 on your own, copy and paste the questions to an email. Replace the red blanks with the requested information. OAR staff will try to deduct the reason behind your issue. There is no exact data so these will be educated guesses.

Send the questions to David Beck dbeck@mvcc.edu and CC in Tamara Mariotti tmariotti@mvcc.edu. David should get back to you within two business days. If you need faster assistance Tamara will reach out to David who will respond sooner if time permits.

1. The video may still be processing. (Due to COVID automatic captioning processing times have increased substantially. Wait longer, this is usually the issue).
2. Auto captions do not support the language of the video (If your video is in English this should not be an issue. If it is in another language this may be the cause).
3. The video has poor sound quality or YouTube can't recognize the speech. (This should not be an issue as long as the speech in the video is clear and the audio is of decent quality).
4. There are multiple speakers whose speech overlaps. (This can happen if there is more than one speaker. How many speakers are there? Do their voices overlap at any point?)
5. The video is too long. (YouTube does not specify a length requirement for automatic captions to work. Please enter the length of the video here: _____).
6. There is a long period of silence at the beginning of the video. (This is the second most common issue. YouTube does not specify how long a silence they allow before deciding your video has no speech but it is not very long. Please enter the length of the time before speech occurs in your video here: _____).

We hope this troubleshooting guide proved useful in helping you get YouTube's automatic captioning feature to work. If there are any other issues you encounter please do not hesitate to contact David and Tamara at the email addresses listed above.