Auto-Captions for Your Videos

My Videos · https://coreel.ai/help/auto-captions-for-your-videos/

Captions make your videos accessible to viewers in noisy environments, viewers who are deaf or hard of hearing, and people who watch with the sound off (which is most people, most of the time). coReel can automatically generate captions for every video you record.

This article covers turning auto-captions on, editing them, and the per-send override.

How auto-captions work

When you finish recording (or upload) a video, coReel transcribes the audio using AI and produces a caption track. The captions then appear on your watch page as the video plays — your recipient can toggle them on or off using the CC button in the player.

Caption generation usually takes **15-60 seconds** for a typical short video, and runs in the background after your recording uploads. You can send the video before captions are ready — they'll appear in the watch page as soon as they're processed.

Turning auto-captions on (account-wide default)

1. Go to **Settings → Captions**.
2. Toggle **Include captions on new videos** to **On**.

From now on, every new video you record will get captions automatically. You can override this per-send if you want (see below).

Pro tip: If you're on a team account, the **owner** sets the default. Individual users can toggle the per-send override but can't change the org-wide default.

Editing captions

The transcription is usually solid but not perfect. To edit captions on a video:

1. Go to **My Videos** and click the video.
2. Click the **Captions** tab (or the CC icon next to the video).
3. You'll see the transcript split into time-coded segments.
4. Click any segment to edit the text. Hit save.

Edited captions take effect immediately. Anyone who opens the watch page after you save will see the updated text.

Note: Edits only change the displayed captions. The original audio is unchanged.

Turning captions off for a specific send

Sometimes you want captions on most videos but not a specific one — for example, a short video where the audio matters more than the text, or a casual reply where captions feel formal.

To turn them off for one send:

1. Record or pick a video as normal.
2. On the **Send** screen, look for the **Include captions** toggle in the watch page options.
3. Switch it off for this send.

The video still has captions in your library (if auto-captions is on globally), but they won't appear on this particular watch page link.

Caption status

While captions are being generated, you'll see one of three states next to the video in your library:

- **Processing** — captions are being generated. Usually 15-60 seconds.
- **Ready** — captions are done and live on the watch page.
- **Failed** — something went wrong. Click the video to retry.

If you send a video before captions are ready, the watch page will show the video without captions; captions will appear automatically once processing completes.

"Send anyway" before captions finish

If captions are still processing when you click send, coReel will show you a warning:

> Captions are still processing. Send anyway?

You have two choices:

- **Wait** — the send button will activate as soon as captions are ready.
- **Send anyway** — the video goes out immediately. Captions appear on the watch page as soon as they finish processing (usually within a minute of the recipient opening the page).

For most prospect outreach, sending anyway is fine. The recipient won't even notice — captions will be there by the time they get to your video.

Languages

Auto-captions currently work best in **English**. Other languages may produce mixed results depending on accent, audio clarity, and background noise.

If you're recording primarily in another language, you can always edit the captions after the fact.

Troubleshooting

Captions never finished processing. If a video has been stuck on "Processing" for more than 5 minutes, click into the video and look for a **Retry captions** button. If that doesn't work, the audio may be too quiet or distorted for transcription — try re-recording with a better mic setup.

Captions are wildly wrong. This usually means background noise or audio clipping. Use a quieter environment, get the mic closer to your mouth, and avoid talking over loud music or HVAC. If the recording is already done, edit the captions manually.

My recipient says they don't see captions. Recipients need to click the **CC** button in the video player to enable captions. They're off by default for the viewer. (You can ask them to look for the CC icon in the bottom right of the video.)

Captions are on but I want them off entirely. Go to **Settings → Captions** and toggle the default off, or turn off the per-send toggle on individual videos. The caption track stays on the video but doesn't display on the watch page.