

User Guide for Transcriptions



Amberscript

Login and Upload



Step 1: Log in to your Amberscript account



Welcome back

Email

Password

Login

or

Login with SSO

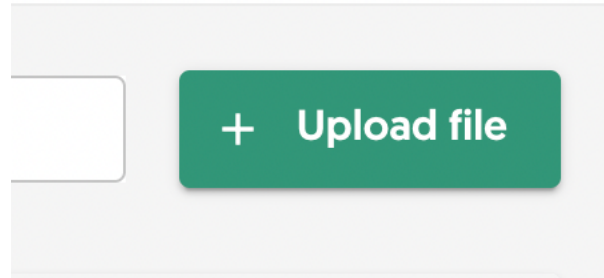
<https://app.amberscript.com/login>





Step 2: Click 'Upload' to upload a file

jeroen@amberscript.com ▾







Step 3: Uploading files


1. Select the source language and the number of speakers
2. Upload up to 20 files at the same time.
3. Set the language and speakers per file or for all


Supported file formats: mp3, mp4, wav, m4a, m4v, mov, wma, aac, opus, flac, mpg, mpeg, mpa, and more.



Drag and drop files here, or import from:






My Device


Dropbox


Link

Files uploaded: 2/2 Total size: 5.9 MB/6GB

Apply to all 2 files

	43525AG.mp4 00:00:10 • Upload complete	<input type="text" value="Select a language"/>	<input type="text" value="Number of speakers"/>	
	33925DW.mp4 00:02:00 • Upload complete	<input type="text" value="Select a language"/>	<input type="text" value="Number of speakers"/>	

Note: the maximum per upload is 6GB



Step 4: Select Service



1. Select the service you need and click next

The screenshot shows a four-step process: 1. File Upload, 2. Select service, 3. Select quality, and 4. Additional Options. Step 2 is active. It contains two options: 'Transcription' (selected with a radio button) and 'Subtitles' (unselected). Each option includes a description of the service. At the bottom, there are 'Back' and 'Next' buttons.

1 File Upload 2 Select service 3 Select quality 4 Additional Options

2 Select service
Choose the service you need

TT **Transcription**
Get a transcript of your audio, edit & export in multiple formats.

XA **Subtitles**
Create subtitles for your video and export them in multiple file formats.

[Back](#) [Next](#)

Note: for users part of an organisation, what you see depends on the services contracted



Step 5: Select Quality



1. Select the the quality you need:

Machine-Made is generated by our intelligent Speech Model and provides **>85% accurate transcript within 1 hour**

Human-Made is generated by our intelligent Speech Models and then shared with one our expert transcribers.

2. Click next

The screenshot shows a four-step progress bar at the top: 'File Upload' (checked), 'Select service' (checked), 'Select quality' (active, circled in 3), and 'Additional Options' (circled in 4). Below the progress bar is a 'Select quality' section with an information icon. Two options are presented: 'Human-made' and 'Machine-made'. The 'Human-made' option is currently unselected (radio button is empty) and features a pencil icon. Its description states: 'Let our professional transcribers check your files and perfect them to make them >99% accurate. Best for businesses or individuals who need high accuracy.' It lists '>99% accuracy' and '3 - 5 business days' turnaround. The 'Machine-made' option is selected (radio button is filled with green) and features a gear icon. Its description states: 'Let our software transcribe the file and make any necessary changes in our editor. Best for people who don't need perfect accuracy or are looking for affordable solutions.' It lists '85% accuracy' and '5 minutes' turnaround. At the bottom of the form are 'Back' and 'Next' buttons.

Quality Type	Accuracy	Turnaround
Human-made	>99%	3 - 5 business days
Machine-made	85%	5 minutes



Step 6a: Select Additional Options - Machine Made



1. If you selected Machine-Made

Use the optional and free dictionary feature to add names, words, abbreviations and terms. Our intelligent Speech Model uses the dictionary to improve the accuracy.

- One dictionary per upload
- Dictionaries are saved and can be used for future uploads
- Accounts can have multiple dictionaries saved
- Dictionaries can not be shared with other accounts

File Upload Select service Select quality Additional Options

4 Additional Options ⓘ

Choose additional services. You may be able to select more than one. Some are free, and others may require additional payment (see price overview on the right).

Free

Use dictionary

Create a dictionary collection to tell us how to spell specific words, e.g. names, acronyms, industry/company terminology.

[Create new collection](#)

Back



Step 7: Check-out - Machine-Made



In case the balance is insufficient please select your purchase:

- **Hourly Credit** - just pay for the duration of the uploaded files. Duration is rounded up to the next full hour. Any unused minutes stay on the balance.
- **Monthly/Yearly Subscription** - make use of lower prices per hour to get Monthly or Yearly hours to the balance

Upon clicking check-out the page redirects to a payment page and select the preferred payment method.

File Upload Select service Select quality Additional Options **Select plan**

5 Pick the right plan for you
Choose a plan that fits your needs

Hourly Credit	Monthly Subscription*	Yearly Subscription
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perfect for one-time projects (ideal for event organizers / conferences, students, and filmmakers)	Get 5 hours of credit per month (ideal for journalists, podcasters, YouTubers, and marketing agencies)	Get 60 hours of credit annually (ideal for journalists, podcasters, researchers, post-production, and marketing agencies)
<input type="text" value="1"/> hour		
€15 / per hour	€10 / per hour	€8 / per hour

All plans include

- Ready within minutes
- Edit with the online editor
- 90+ languages available
- Automatic speaker identification
- GDPR-compliant file storage on EU-servers
- ISO27001 & ISO9001 certified
- Export transcripts in Word, JSON, TXT, CSV
- Export subtitles in SRT, VTT, EBU-STL and more

[Explore our pricing & plans](#)

Back



Step 6b: Select Additional Options - Human-Made



1. If you selected Human-Made

- Check Rush order to have files delivered faster. (Surcharge may apply)
- Check Anonymization to have your transcript anonymized. (Surcharge may apply)
- Check Dressing&Pehl to have the transcript according to D&P guidelines, only for Clean-Verbatim and Verbatim. (Surcharge may apply)
- Check Use dictionary to add names, words, abbreviations and terms. (Free of charge)

*Additional Options are applied to ALL files in the upload.

File Upload Select service Select quality **Additional Options**

4 Additional Options

Choose additional services. You may be able to select more than one. Some are free, and others may require additional payment (see price overview on the right).

Transcription Style
Clean Verbatim

Paid

Rush order
The file will be delivered within 1 business day.
Conditions:

- File duration must be less than 90 minutes
- Audio must be uploaded before 16:00 CET and of good quality

Anonymization
Ensures that no information in the transcript can be traced back to a specific individual. The guidelines can be found in the Helpdesk.

Dressing & Pehl
Detailed transcription following academically established guidelines.

Free

Use dictionary
Create a dictionary collection to tell us how to spell specific words e.g. names, acronyms, industry/company terminology

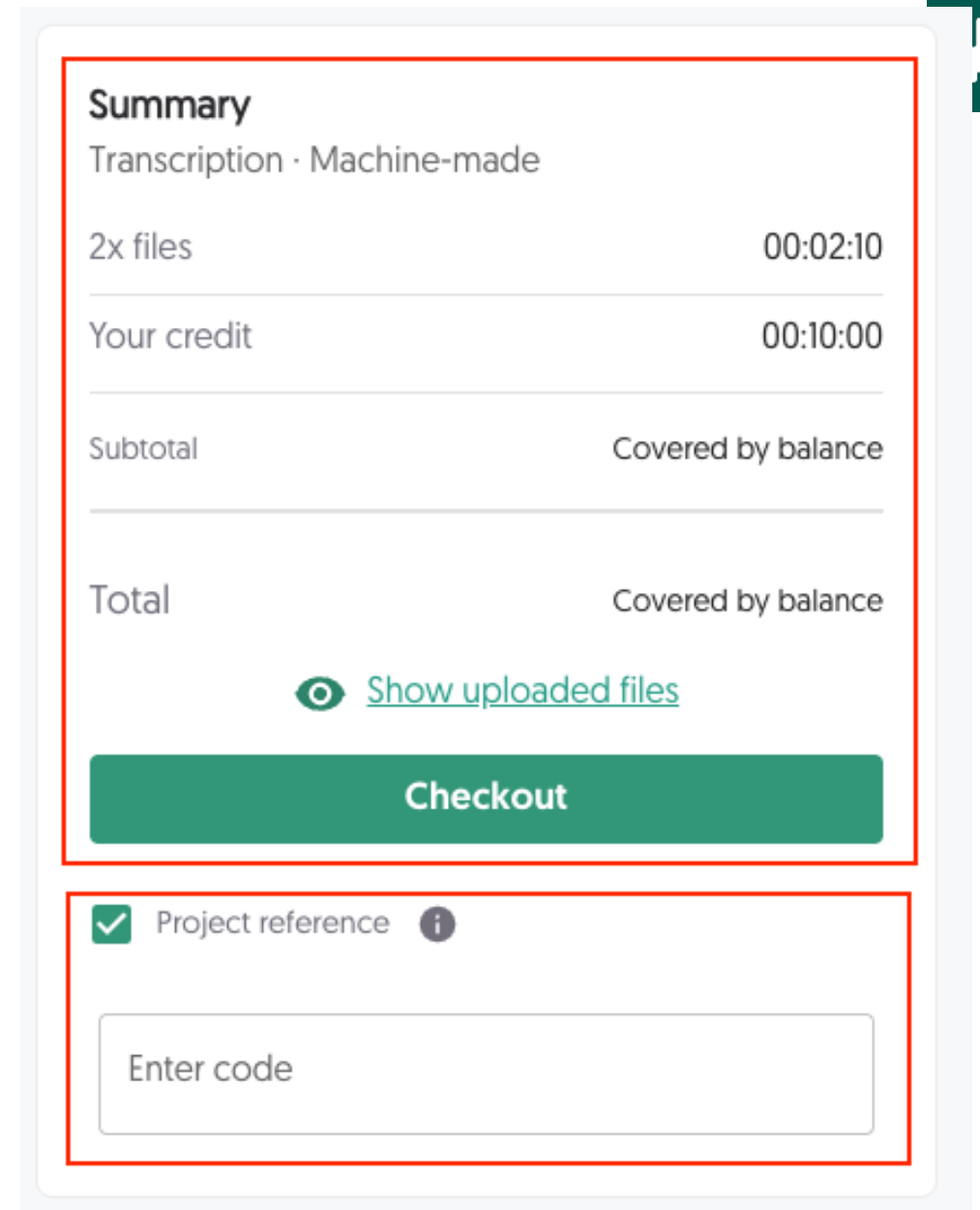


Step 7: Check-out

Throughout the steps the Summary is shown; it shows service and quality selected, number of files uploaded, total duration of the files.

In case of purchased balance the subtotal shows “Covered by balance” upon clicking checkout the page will redirect to the dashboard. (Go to page 25 to see balance)

Check “Project reference” to leave a PO number, reference or other identifier.



The screenshot shows a checkout summary page with a red border. At the top right, there is a dark green square with a white letter 'A'. The main content is a summary table with the following items:

Summary	
Transcription · Machine-made	
2x files	00:02:10
Your credit	00:10:00
Subtotal	Covered by balance
Total	Covered by balance

Below the table, there is a green circular icon with a white eye and the text [Show uploaded files](#). At the bottom of the summary section is a large green button labeled "Checkout".

Below the summary section, there is a section for "Project reference" with a green checkmark icon and an information icon. Below this is a text input field with the placeholder text "Enter code".



Order completed



Once your order is placed an email will be sent to your email address. Once your file is ready you will receive another file confirming the file is ready.

Automatic Transcriptions files are usually ready within 1 hour. Automatic Transcriptions can be edited by you in the online editor.

Manual Transcriptions are usually ready within 5 business days. Unless rush is selected. Manual Transcripts are >99% perfect and just need to be downloaded by you to be used where you Want.

Transcriptions can be edited by you in the online editor.



Dashboard and Editing



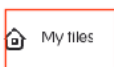
Access the Dashboard



- Click “My files” in the top left corner
- All files are shown, including what was ordered
- On the right the status is shown, this updates automatically. Automatic emails are sent if a file is ready.
- Use the checkbox above the file names to export or delete multiple files at once. (Note; only completed files can be deleted.)
- Use the three dots on the right hand side to: Upgrade Machine-Made to Human-Made, Request translations (free of charge) or remove a single file.

Amberscript

Balance **00h 07m 50s** | jeroen-onebrand@amberscript.com | English



My files

Search [+ Upload file](#)

<input type="checkbox"/>	File name	Length	Date created	Deadline	Status
<input type="checkbox"/>	4525AG.mp4 Transcription • Automatic • English (all accents)	00:00:10	04-09-2025		In the queue
<input type="checkbox"/>	4525DW.mp4 Transcription • Automatic • English (all accents)	00:02:00	04-09-2025		In the queue
<input type="checkbox"/>	demo_english_tinal.wav Transcription • Automatic • English	00:01:54	29-08-2025		Complete ⋮

Rows per page 10 | 1-3 of 3







Open editor

- Hover in the row of the file you wish to edit
- Click export to directly export (see page 18)
- Click Open in editor to open the editor to edit the transcript (opens in new screen)

My files

+ Upload file

<input type="checkbox"/>	File name	Length	Date created	Deadline	Status
<input type="checkbox"/>	 33925DW.mp4 Transcription • Automatic • English (all accents)	00:02:00	04-09-2025		Complete 

Open in editor **Export**





Edit your transcripts

In the online editor you can easily edit your transcript.

- Edit
- Adjust Speed
- Change the start time
- Add/Edit speaker names
- Auto-Save
- Export

The screenshot displays the Amberscript online editor interface. At the top left, there is a 'Your files' section with an 'Export' button. The main header shows the file name 'demo_english_final.wav' and the user profile 'jeroen+onebrand@amberscript.com'. Below the header, there is a metadata bar with 'Created 29-08-2025', 'Start time 00:00:00', 'Length 00:00:00 / 00:01:54', and 'Speed' with a slider set to 1. The main content area shows a transcript for the file, with a single entry for speaker 'spk1' at 00:00:00 - 00:00:02 saying 'Hi, welcome at Amberscript.'



Export your transcripts



Click Export and select the output

Export transcript



Format

Word

Export options

- Include timestamps
- Include speakers
- Include highlights
- Export only highlights

Styling

- Standard
- Academic

Download audio file

Export text

Intelligent Export

- Summary
- Anonymization
- Clean Read



Select outputformat

Export transcript



Format

Word

JSON

Text

CSV

RTF

include speakers

Export only highlights

Select export options

Export options

- Include timestamps
- Include speakers
- Include highlights
- Export only highlights

Styling

- Standard
- Academic

Export your transcripts: additional options



Additional options

Export transcript ×

Format

Word

Export options

- Include timestamps
- Include speakers
- Include highlights
- Export only highlights

Styling ⓘ

- Standard
- Academic

Download audio file

Export text

Intelligent Export

Summary

Anonymization

Clean Read

Download video: you will download the video to your local device.

Intelligent export:

- **Summary:** summarizes your transcript based on a pre-set prompt
- **Anonymization:** Anonymizes all personal data in your transcript on a pre-set prompt.
- **Clean Read:** Makes your transcript clean-read based on a pre-set prompt.





Additional services

- Click “My files” in the top left corner or click your account on the top right and select “My files” from the menu
- Click on the 3 little dots on the right hand side
- A menu shows where you be able to request additional services:
 - For automatic transcripts or captions you can request an upgrade to Human Made - surcharges apply
 - For all files you have the ability to request translation of the file* - this always machine-made.

The screenshot shows a file named "demo_english_final.wav" with a duration of 00:01:54 and a date of 29-08-2025. The file is marked as "Complete". A context menu is open, showing three options: "Upgrade to human-made", "Add translations", and "Remove". The file is also labeled as "Transcription • Automatic • English".

*Please note that your file leaves the Amberscript environment to be machine translated. Data is processed in the EU.



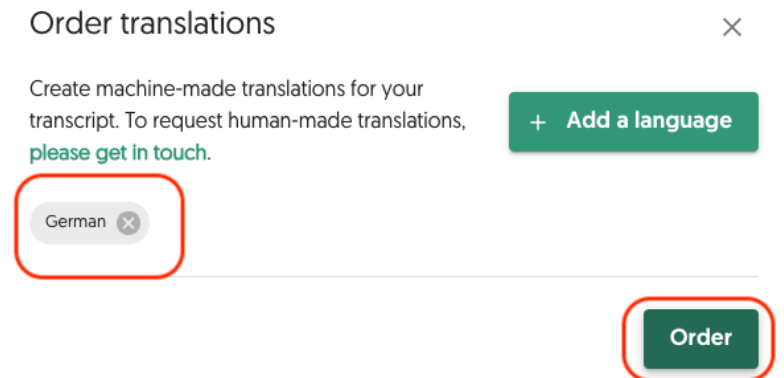
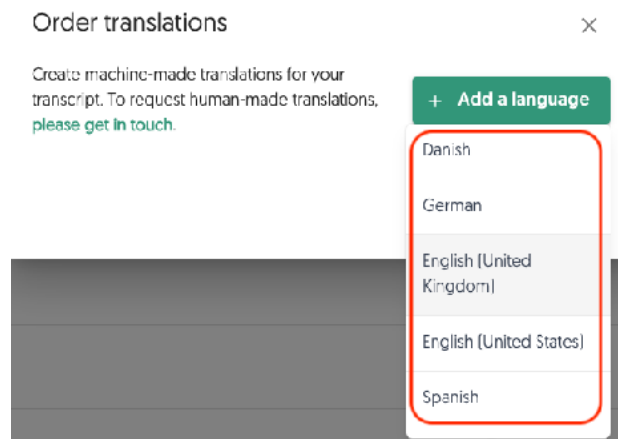
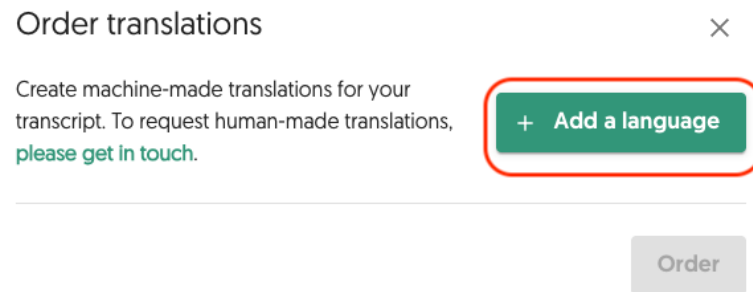
Requesting translations*



Select “Add a language”

Select languages (multiple is possible)

You will see which languages you ordered, click order when ready



*Please note that your file leaves the Amberscript environment to be machine translated. Data is processed in the EU.

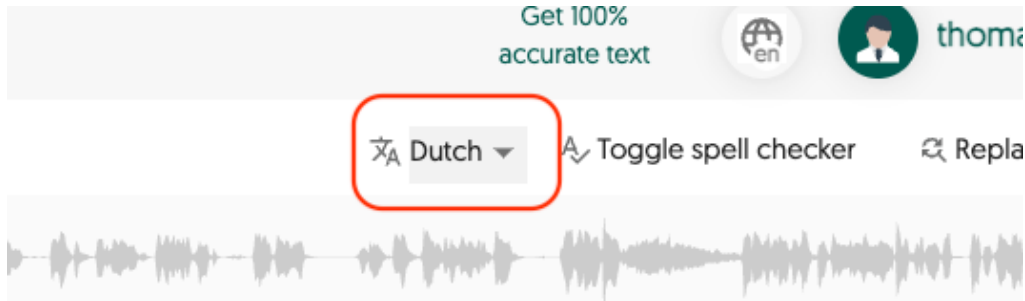




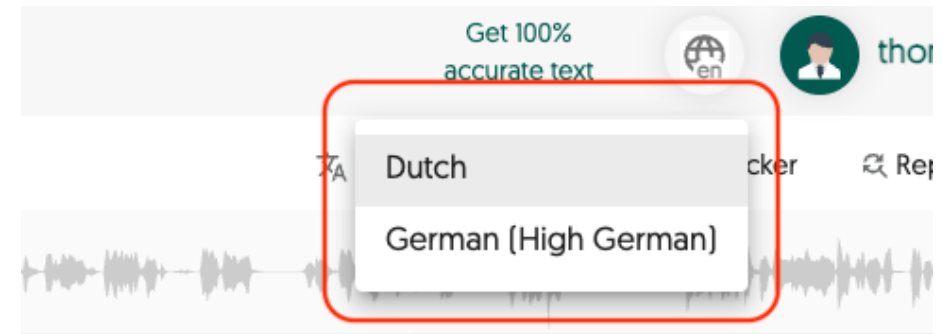
Editing translations*

- Translations are typically done within 1 hour. You can access the translation in the editor.
- Your translations are automatically available in the same format as your source language file.
- You can edit the translation just like you would edit a source language.

Click the dropdown to see the languages.



If the language is “black”, it is ready.



*Please note that your file leaves the Amberscript environment to be machine translated. Data is processed in the EU.







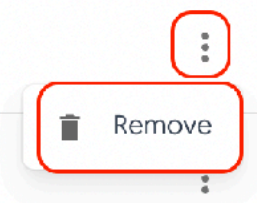


Delete files

In your Dashboard screen you can select to delete files you no longer need or wish to have on the platform. Just click the three dots at the end of the file line, and select “Remove”.

Please note that once files are deleted they are removed from our server and back-up server and can not be retrieved anymore.

Name	Status	Length	Last modified ↓	Created
 1 minute test JN.mp4 <small>Transcription • Automatic • English [United States]</small>	 Complete	00:01:00	05-05-2022	05-05-2022
 demo_english_final.wav <small>Transcription • Automatic • English</small>	 Complete	00:01:54	03-05-2022	19-10-2021



⋮
Remove



Balance



See your balance


In your Dashboard screen you can see your available balance per service. Just click on the dropdown arrow next to “balance” in the top right of the screen.

The dropdown menu appears if you have purchased Human-Made services.

Dictionary Balance **00h 00m 00s** ▾

1 Machine-Made Balance **00h 00m 00s**

[Top-up Machine-Made Balance](#)

2 Manual Balances 

Human-Made Transcription	01h 00m 00s
Human-Made Subtitles	02h 00m 00s
Translated Subtitles	00h 30m 00s

[Request more minutes](#)

Have a large project? We can help.



[Request a quote](#)



Account and Platform settings





Access Account Settings

- Click “Email address/account name” in the top right corner
- Click “Account”
- Click on “Account details” (left hand side) to see and edit account details.
- Scroll down to get the API key and change password. (Change password not available for SSO users)

Amberscript Balance 00h 07m 50s jeroen+onebrand@amberscript.com English

My files

Account Settings

Account Details Billing Details Integration Invoices

Account Details

Personal Information

Email: jeroen+onebrand@amberscript.com Phone: [empty]

First name: Jeroen Last name: [empty]

City: [empty] Country: Netherlands

Preferred language: English Sector: Other

Save details

Account Settings

Account Details Billing Details Integration Invoices

Integrations

Enable API

Change password

Current password: [Current password]

New Password: [New Password]

Repeat password: [Repeat password]

Upon successful password change user will be redirected to the login screen

Change password



Access Account Settings



- Click “Email address/account name” in the top right corner
- Click “Account”
- Click on “Billing details” (left hand side) to see and edit billing details.

Account Settings

Account Details **Billing Details** Integration Invoices

First name * Jeroen	Last name * Niessen
------------------------	------------------------

Address

Address * Herengracht 477	City * Amsterdam
Country Netherlands	Postal code * 117BS

Selected country will affect your payment options

Company details (optional)

Company	VAT number
---------	------------

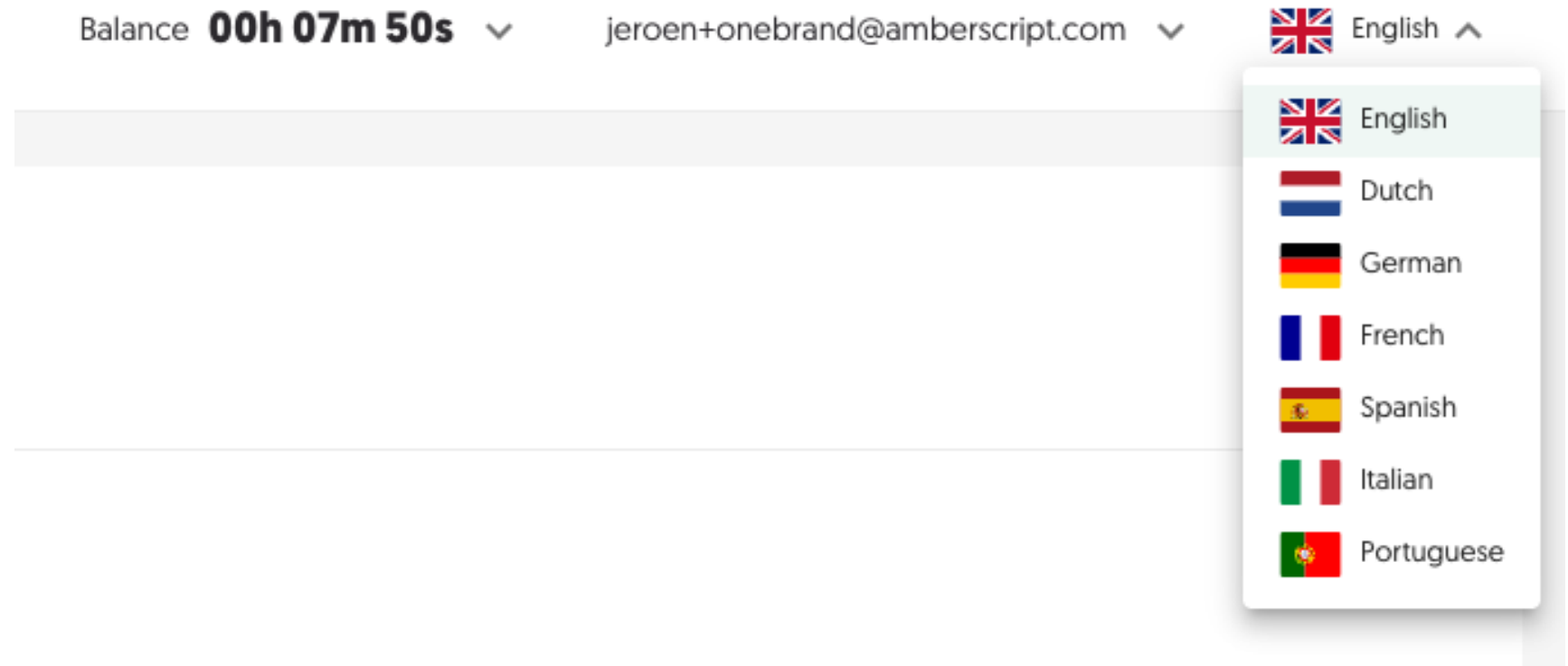
Save details



Change Platform language



- Click the dropdown next to the flag in the top right corner
- Select the preferred language - only applicable to the platform and dashboard language



Questions?
Check our Knowledge Base or contact info@amberscript.com

