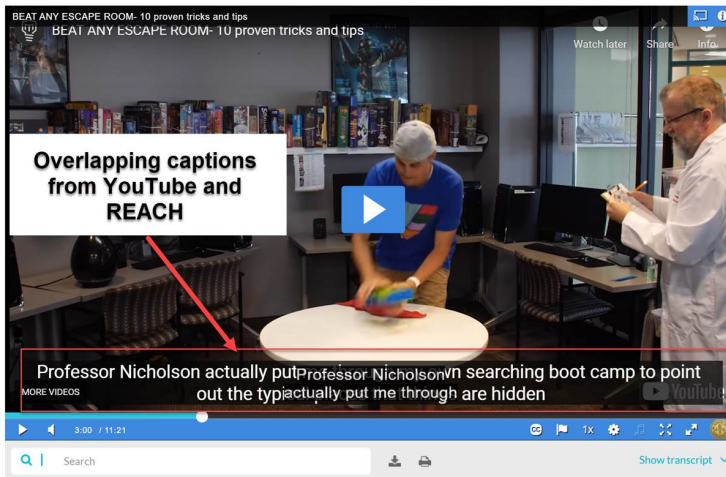


Overlapping YouTube Captions

Your viewers may experience multiple caption overlaps. See the following example in which YouTube is displaying captions in the stream *and* the Kaltura player is displaying REACH captions.



This overlap happens because of the following scenario:

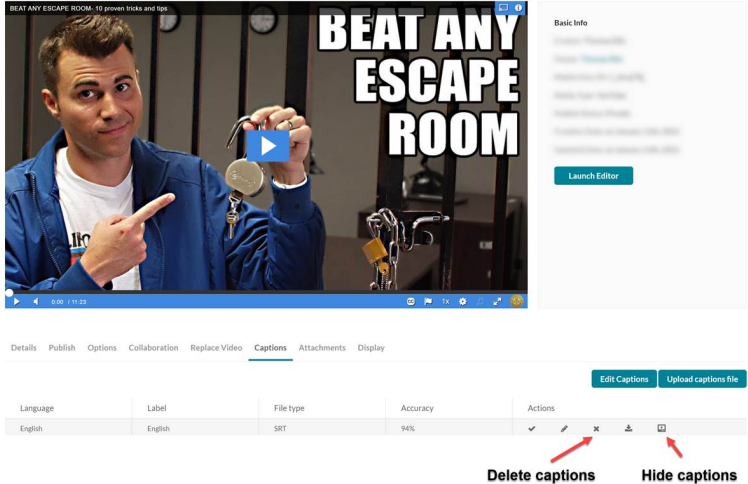
- The YouTube video they are watching has captions available,
- The viewer has turned on captioning in a YouTube video they have watched (YouTube "remembers" this setting),
- A REACH caption exists, *and*
- The Kaltura player is set to show captions automatically.

Fix 1: You can instruct your **viewers** to click the CC button in the Kaltura player to turn off REACH captions, *or* (while logged into their YouTube account and as the video is playing) turn off captions in the YouTube player (again, YouTube will "remember" this setting).

Fix 2: You, as the **Entry Owner**, can make the following setting adjustments:

- Delete or hide REACH captions via the Captions tab on the Edit Entry page.

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Language	Label	File type	Accuracy	Actions
English	English	SRT	94%	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Delete captions
Hide captions

- Use a different Kaltura player that is not set to show captions automatically or has captions disabled.

This would depend on a mixture of an available configured player when using BSE v7 (see [Using the Kaltura Browse, Search, and Embed Feature](#)) and/or the EntryDesign module with an available configured player (see [Customizing the Media Entry Display](#)).

⚠ Fix 2 is only applicable to users who have captioning turned on in YouTube. For those who do not have captioning turned on in YouTube, Fix 2 would result in *no* captions displaying.

[template("cat-subscribe")]