

Cantonese Subtitles and Transcription not Accurate in Video Studio

Article Number

000090285

Description

In Video Studio, when uploading a Cantonese video in an Ultra course, the generated Subtitles and Transcript are displayed in Vietnamese and in some instances are not generated at all or are completely incorrect.

Some Cantonese video files show Vietnamese or Putonghua subtitles/transcription.

KB Product

Learn SaaS

Last Modified Date

Fri Sep 19 13:55:08 GMT 2025

Release (General)

SaaS

Service Packs

Learn 3900.110.0;Learn 3900.108.0;Learn 3900.112.0

Steps to Replicate

These instructions require Video Studio to be activated.

1. Log into **Blackboard Learn Ultra Experience** as an administrator
2. Access any Ultra course or create a new Ultra course
3. Access the course and select **Create > Document** under Course Content
4. Select **Audio/ Video > Upload from device**
5. Upload a Cantonese Video and Save
6. Wait approximately five minutes for the transcription to be generated
7. Access the video and enable the Subtitles and Transcription by selecting the button next to the progress bar at the bottom of the video

Observed Behavior:

The subtitles/transcript generated is in Vietnamese language instead of Cantonese.

Expected Behavior:

The subtitles/transcript generated should be in Cantonese (Traditional Chinese) Language.

Summary

When uploading a Cantonese video in an Ultra course the generated Subtitles and Transcript are displayed in Vietnamese and in some instances are not generated at all or are completely incorrect.

Target Release

Will Not Fix

Title

Cantonese Subtitles and Transcription not Accurate in Video Studio
