

Segmenting Guide

 nssacademy.weebly.com/segmenting-guide.html

I. THE BASICS

A. THE SEGMENT TIMER

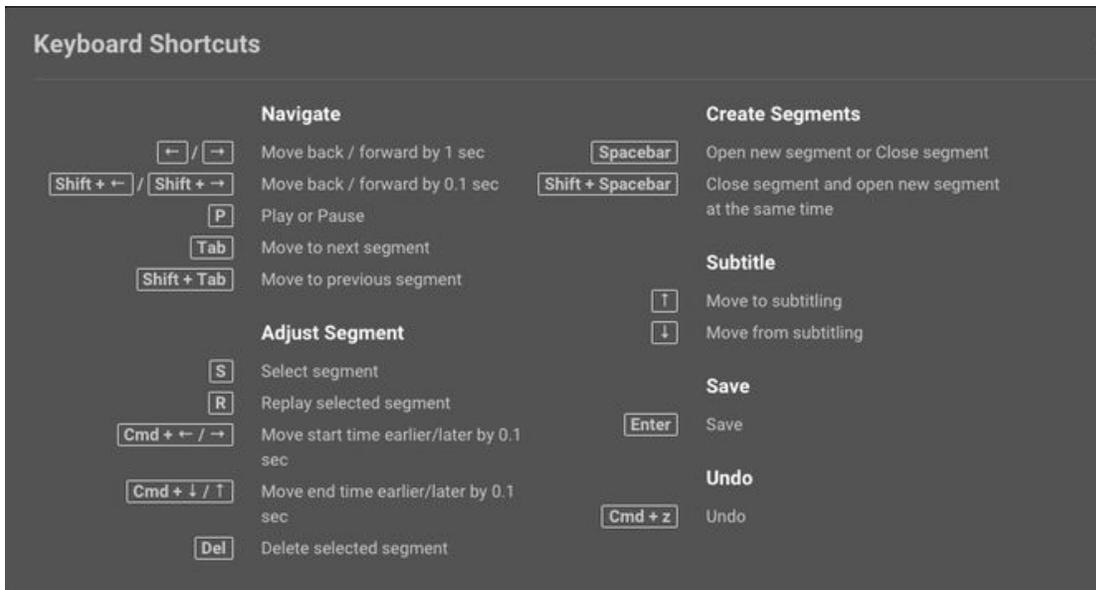
To become familiar with the Segment Timer, check out this video from Viki:

<http://www.viki.com/videos/1000577v-viki-u-intro-to-segmenting-episode-3?start=0>

SHORTCUT KEYS

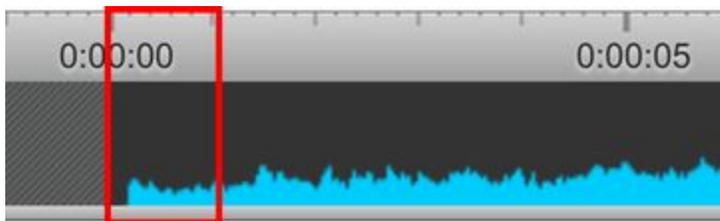
The Segment Timer's shortcut keys are incredibly valuable and will help you segment both quickly and accurately. These are the keys most frequently used by segmenters:

1. Spacebar: Opens or closes a new segment
2. Shift + Spacebar: Closes and opens a segment simultaneously (useful for segmenting without the video pausing)
3. S: Selects a segment
4. Ctrl/Cmd +
5. ← / →: Moves the start time of a segment earlier/later by 0.1 second.
6. Ctrl/Cmd + ↓ / ↑: Moves the end time of a segment earlier/later by 0.1 second.
7. F or P: Plays or pauses a video
8. Del: Deletes a selected segment



You can access Keyboard Shortcuts to see the full set of shortcut keys by clicking the question mark in the lower righthand corner of the segment timer.

MEASURING TIME



On a segment timer, 5 increments = 1 second.

| ` ` ` ` ` | = 1 second

Therefore, the gap between one set of ` ` is 0.2 seconds, and half of the gap is 0.1 seconds.

B. DIFFERENT SEGMENTING TECHNIQUES

BASIC METHOD

The most basic method of segmenting is opening a segment (*spacebar*) when voice begins and closing the segment (*spacebar*) after voice ends, then rewinding and checking the accuracy of the segment's starting time. To see an example of the basic segmenting method, check out how AmyPun creates the first two segments in this video. The remainder of the video is primarily segmented using the XXL method (discussed later):

<https://youtu.be/SdXI3XlvO0I>

CONTINUOUS SEGMENTING

The next method of segmenting is "continuous segmenting," which is achieved by pressing *shift + spacebar* to close a segment and open a new segment at the same time without the video pausing. Using this method, you can segment an entire section/part before rewinding the video to edit the segments. Continuous segmenting usually creates tiny gaps between segments, which should be closed for better appearance by adjusting the ends of the segments.

Continuous segmenting is useful when you have a waveform as a guideline (in licensed channels only) or when you are able to expect when there will be breaks in speech.

To see a video primarily cut using continuous segmenting, check out this video of Pablo Escobar by luzclarita81:

<https://youtu.be/RAUP6q4U0og>

XXL SEGMENTING

Another method is the "XXL" segmenting method. This is the easiest method to prevent the tiny gaps caused by the other techniques. The basic idea is to create a giant XXL segment and then cut the giant segment into smaller appropriate segments, deleting any unnecessary empty segment areas along the way. The step-by-step procedure to this method is:

1. Press spacebar to cut at the beginning of voice.
2. Press the right arrow or drag the time bar to extend the segment to the end of the scene/part. This will create a large "XXL" segment. Press spacebar to end the segment.
3. Press the R key (or manually rewind) to replay the XXL segment.
4. Cut the XXL segment into smaller segments by using the F/P key to pause at voice and then pressing spacebar to cut. Check the timing of each segment.
5. If there are empty areas that do not contain any voice/text, cut out those areas so that you are only left with relevant and necessary segments. Be careful not to forget to delete the empty segments.

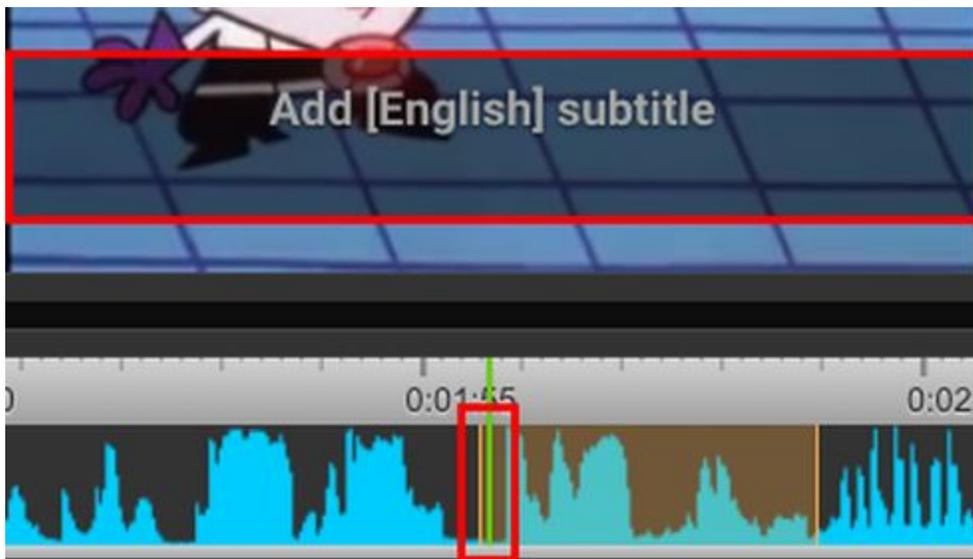
As you segment more and get a consistent reaction time in cutting segments, you may develop a method of your own. There are many ways to segment, so you just have to decide which way is most comfortable for you! Check out the beginning of this video to see the XXL method in action:

<https://youtu.be/jemtEhYX9Lo>

II. THE STANDARDS

A. ACCURATE TIMING

Subtitles should begin at the same time as voice or on-screen text. In order for a subtitle to appear on the screen, the green line must pass the beginning boundary line of a segment (see image below).

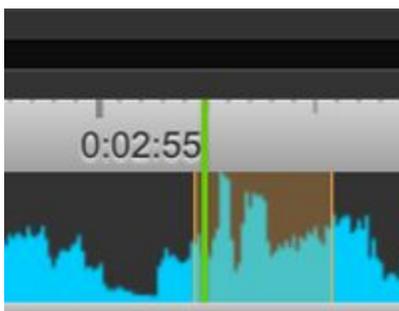


The subtitle box appears as soon as the green line passes the start of the segment (yellow line)

How can you tell that a segment is timed well? Because the green line must pass the beginning of a segment for the subtitle to appear, the segment must be timed so that the voice or on-screen text can be heard/seen as soon as the green line passes the start of the segment.

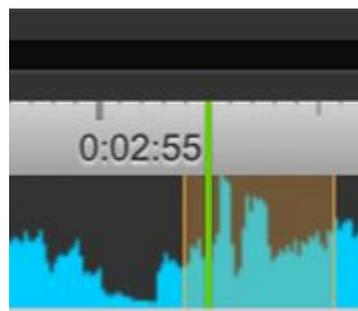
Following are a few images to illustrate on-time, early, and late segments. The green line is paused at the first hint of voice (i.e. when the very first sound of a word is heard):

Segment is on time:



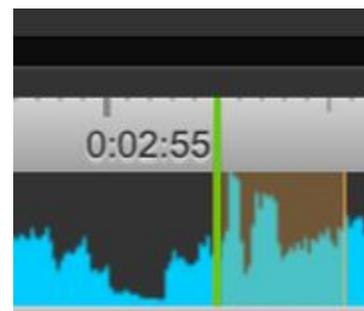
This segment is on time because the green line is completely past--but not too far past--the yellow line.

Segment is early:



This segment is early because the green line is too far past the beginning of the segment (more than 0.1s).

Segment is late:

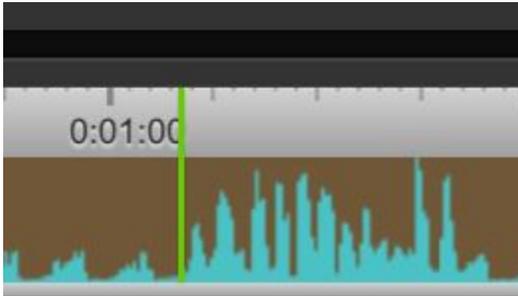


This segment is late because the green line is not past the yellow line. Rather, the green line is overlapping the yellow line. The subtitle has not appeared by the time the voice starts, so the segment is slightly late.

CREATING A WELL-TIMED SEGMENT

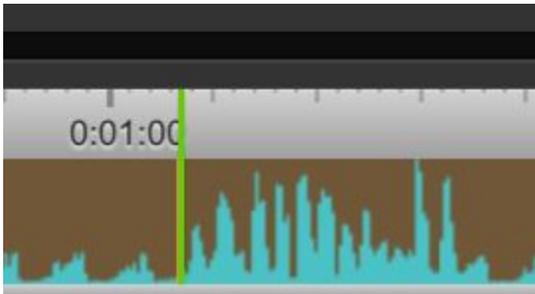
How can you create a segment that is timed well? An easy way is to follow these steps:

Note: An XXL segment has been created in the example below to simplify the steps. This method is also possible using other segmenting methods.



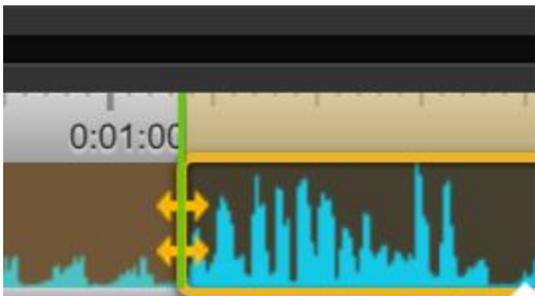
Step 1:

Pause at the first hint of voice you hear.



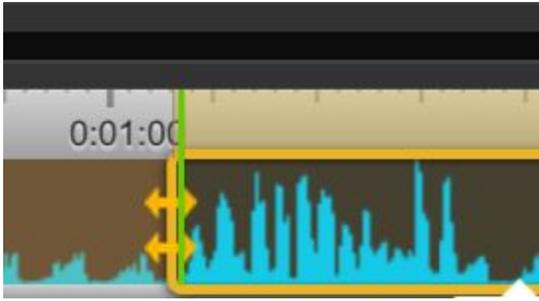
Step 2:

Tap the *spacebar* to cut. At this point, the segment is slightly late, because the first hint of voice can be heard before the subtitle box appears on the screen. Therefore, we need to adjust the segment to start earlier.



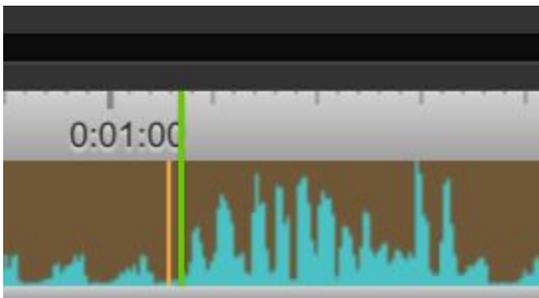
Step 3:

Select the segment by clicking the segment or tapping the S key.



Step 4

Move the beginning of the segment 0.1 seconds earlier by pressing *Ctrl/Command + Left Arrow* one time.



This is what you would see if the segment was not highlighted. There is a small gap between the beginning of the segment and the green line indicating the first hint of voice. The segment is timed to ensure that the sub “fades in” by the time the speaker begins talking.

CHECKING THE TIMING OF A SEGMENT

Now that you know how to create a well-timed segment, let’s learn how to check the timing of a segment. To check timing, pause at the very first hint of voice and then ask yourself these questions:

1. Is the green line overlapping or to the left of the yellow line? If yes, the segment is late.



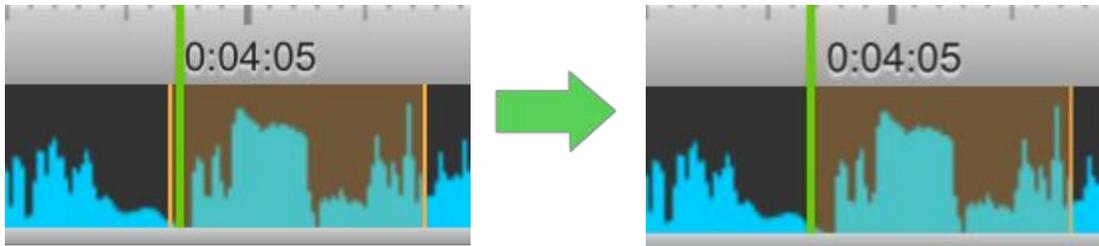
The green line is overlapping the yellow line. The segment is late.



The green line is to the left of the yellow line. The segment is late.

2. Is the green line to the right of the yellow line? If yes, the segment is either on time or early. To determine whether the segment is on time or early, press *Shift + Left Arrow* one time.

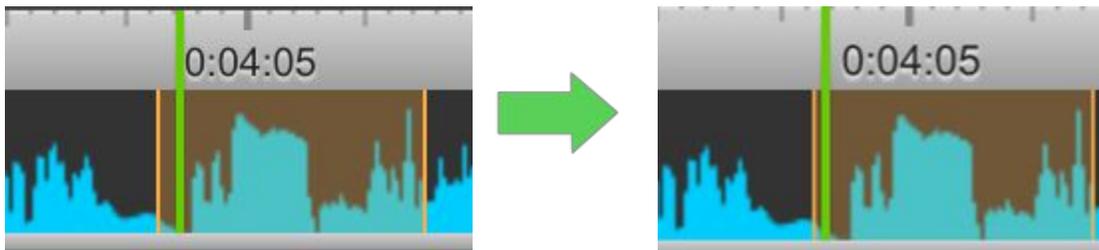
a. Does the green line now overlap the yellow line? If yes, the segment is on time.



The green line is to the right of the yellow line.

After pressing Shift + Left Arrow, the line overlaps the yellow line. The segment is on time.

b. Is the green line still to the right of the yellow line? If yes, the segment is early.



The green line is to the right of the yellow line.

After pressing Shift + Left Arrow, the line is still to the right of the yellow segment is early.

ALTERNATIVE WAY TO CHECK FOR LATES

There is another method to help you check for late segments. The method is useful when you are not sure or are still learning to hear "hint of voice". When you think you might be late on a segment, select the previous segment by clicking on it or tapping the S key. Replay the previous segment by tapping the R key. At the end of the previous segment, you will either hear the beginning of the next speaker, or you will hear nothing. Nothing means you are not late. However, if you hear the next speaker's voice or "hint of voice", then the segment is late and will need to be adjusted. After adjusting, you will need to replay the previous segment again to see if you no longer hear the next speaker's voice. One caution here though, you can also cause the segment you are checking to be early, so you need to make sure that you are not adjusting the segment to be earlier than necessary.

B. SEGMENT LENGTH FOR DIALOGUE

There is no perfect length for all segments. When cutting segments, segmenters must take into account the subtitle character limit of 120 characters and try to imagine how the subtitle will appear. For example, will the subtitler likely include `
` multiple times to break between two or more speakers or lines? The image below shows a subtitle that runs onto three lines, but this takes up too much video space. So, a maximum two-line subtitle is preferred.

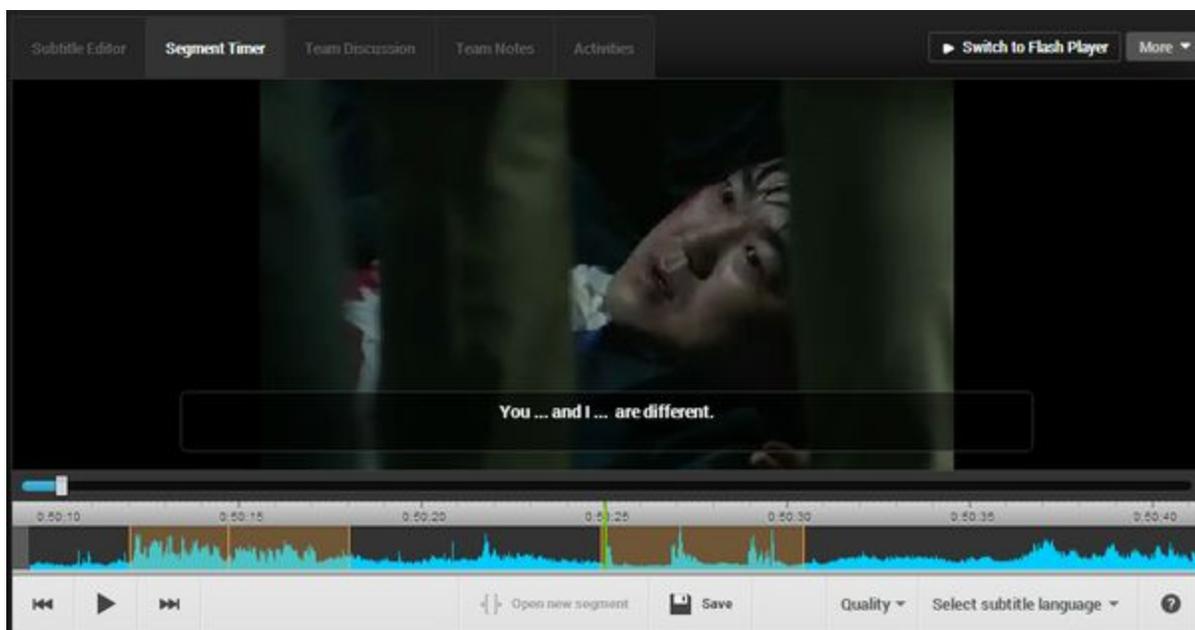


As a guideline, segments that are 3.5 to 6 seconds long, including any [1-second extension](#) before "empty" sections, are generally safe. This is to ensure the subtitles will not exceed the character limit. In addition, segments should not be less than 1 second long or else the audience may not have enough time to read.

However, segment length should be adjusted depending on the situation. Always think about speed and flow:

SLOWER SPEECH

For slower speech, such as when people are hesitant, slowly asking a question, or saying their last words on their deathbed, a longer segment is often preferred. Here are two examples of longer segments that are able to fit complete subtitles due to the rate at which the person is speaking:



Because this person is speaking slowly with frequent pauses, a longer segment is acceptable in order to fit the entire line.



Because this person is speaking relatively slowly, his entire line is able to fit into a long segment.

When a speaker is talking very slowly with pauses, it disrupts the mood and understanding of the translation to give every word its own segment. Instead, you should combine the whole sentence into a single segment, even if the segment is longer than 6 seconds. In the following example, a speaker is drawing out his sentence. Even though there are pauses between words, it is better to keep the entire sentence in one segment so that the viewer has an easier time comprehending the sentence.

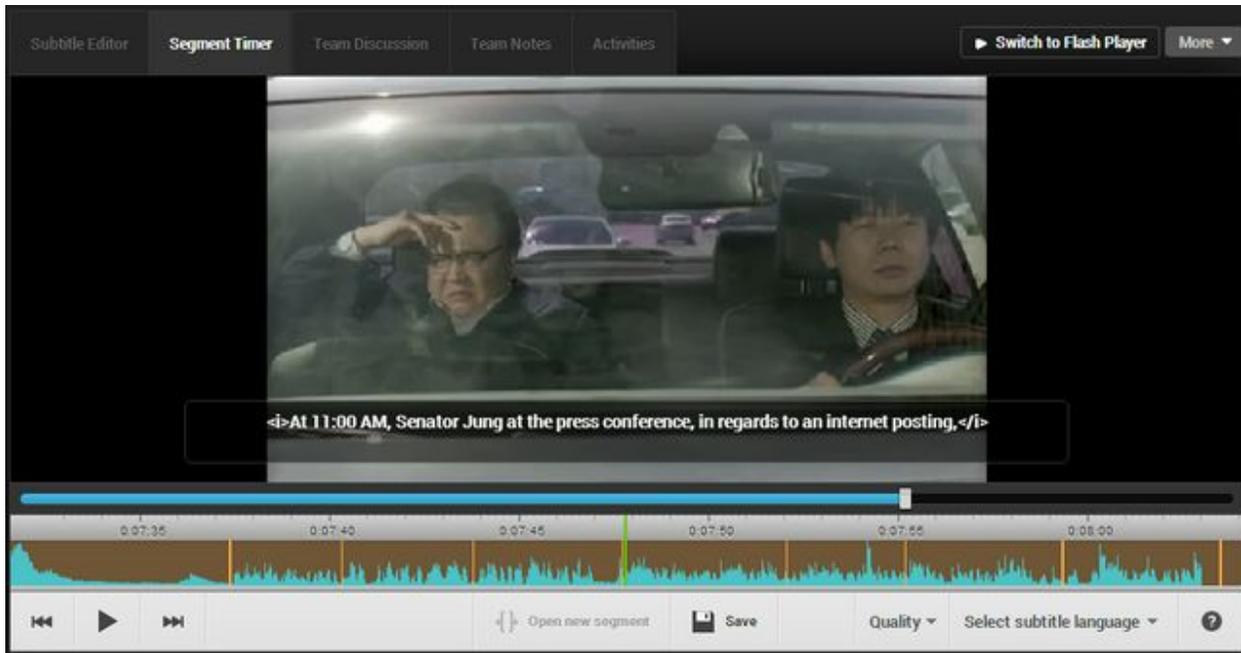
- Speaker: “Aarooonnn (1 second)...(1.5 seconds of silence) pleaseeee (1.5 seconds)...(1 second of silence) doooon’t betray (1.5 seconds)...father (.5 seconds).”

Furthermore, the recommended maximum length of 6 seconds can and will be disconsidered if the speaker is repeating the same word or phrase (e.g., chanting, repetitive cheering, repetitive singing). We keep the repetitions together because:

- The audience will not see the subtitle change if each repetition is given its own segment. For example, “Stop! Stop! Stop!” will appear to the audience only as “Stop!”
- The emotional impact would be lost

FASTER SPEECH

For faster speech, which may occur during a quarrel or a news report, segments can be shorter to accommodate a lot said in a little amount of time. For example:



Here, the characters are listening to a radio broadcast. Because the reporter is speaking rapidly, the segmenter chose to create a shorter, 4 second segment.

INTERJECTIONS/EXPRESSIONS AND SEGMENT LENGTH

Meaningless Expressions

Meaningless interjections and expressions that are generally recognized worldwide should not be segmented. Examples of these interjections or expressions are “um”, “uh”, “eh”, “hm”, and “ah”. Likewise, Korean expressions such as “aigoo” and “aish”, and Chinese expressions such as “ayoo” or “ayaa” are usually omitted from segments/subtitles because they are difficult to translate in order to convey the original feeling.

Segments should start from the very first word we would actually be translating; however, there are special circumstances in which we do start from interjections, including:

1. When adding extra segment length is necessary to give the audience enough time to read the subtitle.
2. When adding extra segment length is the only way to prevent placing two people in a segment.

Let's say there are three people speaking named Adam, Becky and Charles.

Adam: I don't like this at all! (2.5s)

Becky: Aigoo, true! (including “aigoo”, length is 1s; excluding “aigoo”, length is 0.6s)

Charles: Well, what can we do about it? (3.5s)

If we do not start the segment at “aigoo”, thereby following the rule of excluding such interjections and expressions, then we would absolutely have to combine Becky’s speech with the previous segment, because its length of 0.6s does not allow it to stand alone, since there is not enough time to read the subtitle.

In cases such as this where the speaker’s response is too short, we have the option of starting from the “aigoo”. This will add extra length to Becky’s segment and give each person his/her own segment.

In order to give each subtitle ample time to read and prevent placing two speakers in one segment, we shall divide the segments like so:

A: “I don’t like this at all!” (2.5s) / **B:** “Aigoo, true!” (1s) / **C:** “Well, what can we do about it?” (3.5s)

In the above example, Becky’s segment (B) is immediately followed by another speaker, so we are not able to add a 1-second extension to Becky’s dialogue. If, however, the segment is followed by silence instead of dialogue, a 1-second extension is added after Becky speaks. With this extension, Becky’s segment is long enough to read without including “aigoo”:

Adam: I don’t like this at all! (2.5s)

Becky: Aigoo, true! (excluding “aigoo”, length is 0.6s; with an extension, length is 1.6s)

Therefore, we shall divide the segments like so:

A: “I don’t like this at all!” Aigoo (by Becky, left in the extension) / **B:** “True!” (0.6s + 1s extension)

Meaningful Expressions

Not all interjections and expressions are meaningless. When expressions are relevant to the dialogue, they should be included. Following are some examples of expressions that should be segmented regardless of whether they are isolated or immediately preceding speech:

- Huh?/Eh? (Meaning: “What?”)
- Oh my! (“Oh” is part of the phrase and should not be excluded)

Segmenters must be careful not to exclude relevant words. Sounds that do not carry meaning in one language can carry meaning in another language.

- For example, the Korean “eo” (어), can mean “yeah”. To an English speaker, “eo” sounds like the interjection “oh”, so segmenters must apply reason in determining whether the expression should be segmented.

Remember that all words spoken must be segmented even if they are partial words. Thus, stuttering is also included in the segment of the speaker who is stuttering.

- “D-d-don’t come any closer”
- “Wha--what did you say?”

However, if the person is interrupted by another person, two segments may be needed for each speaker. In this case, read the section on handling [multiple speakers](#).

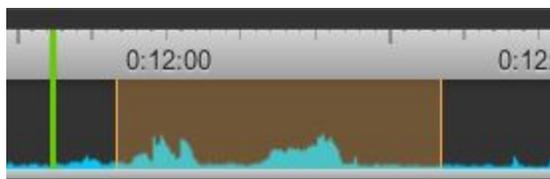
If you are not sure whether an expression should be segmented, please include it in the segment to be safe.

GENERAL SEGMENT LENGTH RULES (SUMMARY)

- Always try to divide your segments by person and by sentence, avoiding placing two people in a segment at all costs. If it is not possible to include an entire sentence in a segment, try to split the segment according to breaks in speech.
- Avoid creating segments that are less than 1 second long as they are too short for an audience to read.
- Combine shorter segments by the SAME speaker, but keep in mind that generally the maximum recommended length is 6 seconds.
- In general, segments should be no longer than 6 seconds; however, there are some exceptions. Always take into consideration how much, how fast, and what is being said. For example, the recommended length of 6 seconds can and will be disconsidered in certain cases, such as when the speaker is talking very slowly or the speaker is repeating the same word/phrase.
- You do not need to segment meaningless interjections/expressions (e.g., um, uh, hm). However, if a interjection/expression is followed by a speaker's line, then it can be combined in the same segment (e.g., "Hm... I understand now.") in order to give the segment additional reading time or to prevent placing two people in a segment.

C. EXTENSIONS AND GAPS

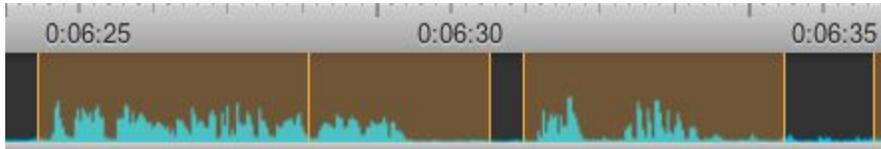
When you create a segment before an area where there is no dialogue or text (called an "empty section"), do not end the segment right at the end of the voice. Instead, extend the segment approximately 1 to 1.2 seconds after the voice ends so that viewers have enough time to read the subtitle.



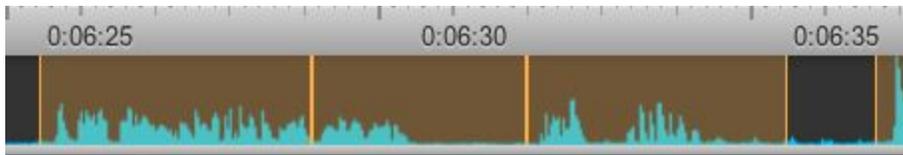
Voice ends around 12:025, so segment should extend to around 12:035.

In order to get a perfect 1-second extension every time, pause the video after the last word of your segment, then tap the right arrow key once. This fast-forwards exactly one second, which is where you should close the segment.

In the case of continuous dialogue, you want to minimize the amount of “flashing” subtitles. To do this, avoid gaps of 0.5 seconds or less between segments. For example, you can see a gap of less than 0.5 seconds in the image below, between 6:30 and 6:31:



Even though the segment already has a 1-second extension after voice ends, the segment should be extended an additional 0.5 seconds in order to close the gap. Close the gap by extending the end of the 6:30 segment:



D. HANDLING MULTIPLE SPEAKERS

Segmenting can be difficult when there are two or more speakers talking at the same or nearly the same time. The general guideline is to always try to have a separate segment for each speaker. However, there are times when separate segments will not be the best course of action or even possible. For example, two speakers can be in the same segment when:

1. The speakers' lines are overlapping, so there is no way of splitting between them.
2. The segment for a speaker is under 1 second long and thus too short to exist on its own. For example, there are times when a speaker says a word between two longer segments:
 - a. Speaker A: Do you know that math can be very hard? (5.5s)
 - b. Speaker B: Yes (0.4s)
 - c. Speaker A: Then you had better prepare yourself for a lot of extra hours working out problems (5.0s)
3. In a case like this, you should add Speaker B's line to the first segment because it is a response to the question.
4. The speakers are exchanging short greetings (hi/bye, yes/no, thanks/you're welcome, etc.).

What about when there are more than two speakers talking at the same time? When a scene contains more than two overlapping voices, segment to the loudest voice. If no voice is louder than the others and there isn't a line that stands out (i.e. jumbled voices), it is not necessary to cut a segment. If you are in doubt that something should be segmented, cut a segment for it just in case.

E. SEGMENTING TEXT

Cut segments for important text in the video (e.g., titles, episode numbers, signs, cell phone text), even when the text is in English or consists of numbers (e.g., 123). All text that is focused on should be included in a segment.

Segments for text should begin right when the text appears on screen just as segments for dialogue start right when voice can be heard. Time segments so that the on-screen text and the subtitle box appear at precisely the same time:

- Start the segment when the camera first focuses on the text
- Start the segment when the text starts to fade-in on screen, even if it's not fully readable yet
- If the text is appearing one character at a time, start the segment at the appearance of the first character

Unlike the extension requirements for dialogue, the extension requirements for text segments vary depending on the amount of time the text is on screen and the wordiness of the text. If the segment for the on-screen text is long and can be read in enough time without an extension, then no extension is needed. End the segment so that the on-screen text and the subtitle box disappear at the same time. However, if the text is wordy and the time on screen is not sufficient, then add an extension.

Sometimes text will come with dialogue at the same time. In this case, we include the emphasized text and speech together when possible. Although there are many different situations in which you may encounter text and speech occurring at the same time, here are some general guidelines to follow:

- When text and speech begin at the same time, segment from the beginning of the text/speech
- If text begins before speech (more than 1 second prior) create a separate segment for the text and for the dialogue
- If the speech begins before text, synchronize the start of the segment to the voice

If you have on-screen text and voice together in one segment, the translation of the text will always have its own line (separated by a
 break). The subtitles for the dialogue should fit on one line and the text on another.

F. SEGMENTING SONGS

WHEN SHOULD SONGS BE SEGMENTED?

The table below summarizes when songs should generally be segmented. These are the most basic situations you will encounter. Some channel managers may have different preferences regarding when songs should be segmented, but this is what is typically expected:

Situation	Segment it?	Comments
Lyrics are as loud as the dialogue	Yes	When songs are at the same volume as the dialogue, the lyrics serve a purpose and should be subtitled to allow all viewers to have the full experience.
Lyrics are audible and continue for 30 seconds or longer	Yes	When a song with audible lyrics plays for at least 30 seconds, the lyrics are often an important part of the scene and have been placed to enhance the emotional impact.
Lyrics are hard-subbed	Yes	Lyrics that have been hard-subbed indicate the song has a purpose and should be translated.
Song is played quietly in the background	No	Songs that are used as background noise (i.e. elevator music or piped music), do not need to be subtitled.

SONGS AND DIALOGUE/TEXT

Segmenting becomes tricky when a scene includes a song at the same time as dialogue or important on-screen text. In these cases, try to combine the dialogue and lyrics together when possible (i.e. when the start of the lyric and speaking/text coincides). However, if this is not possible, focus on the dialogue/text. Then, if there is no speaking or text, change your focus to the song.

Please view the video below for an example of speech and lyrics combined together. In particular, check out the segment at 44:15 (1:05 in video below). The line, "Soo Wan, you're home," starts at approximately the same time as the lyric, so the segmenter cut the segment with both speech and song in mind. The segment extends seconds past the end of speech to include the entire line of the song:

<https://youtu.be/yartAkF9owk>

The next video demonstrates switching the focus between speech and lyrics. The segmenter used this method because attempting to include both speech and lyrics in the same segment would be too difficult, and the viewer would have a hard time reading the subtitles.

<https://youtu.be/oOuW4zoXxiM>

LENGTH OF SEGMENTS FOR LYRICS

For songs, segments can often be longer than for regular speech—between 6 to 8 seconds long—because the words tend to be lengthened. However, there will be times when the song is fast-paced (e.g., rap) and needs to have shorter segments. In addition, segment length can depend on the language.

If you don't understand the language you are segmenting, cutting songs at all the right times can be a huge challenge. The best way to become comfortable segmenting songs in a particular language is to practice and find examples. If your segmenting project has a soundtrack with a frequently recurring song, it's a good idea to check out how someone else previously segmented the song so you have a better idea of how the lyrics fit when the song plays in your part. If there aren't any examples available to you, try the following tips:

- Hum along with the song to find the rhythm. This will help you figure out the length of the lines and which part is the chorus.
- Listen for pauses and intonation in music. Those natural pauses will alert you that a new musical sentence is about to start. Then cut when the singing begins. Just as you can hear when a verbal sentence ends, so too you can listen for when a musical sentence ends.
- If you are lucky to have the OST in hard subs, the hard subs can often give you a hint when the musical sentence begins and ends.

It is often preferred that songs be segmented so that each segment contains a complete line or sentence. This means that segments for songs do not need to end at every pause.

Following are examples to demonstrate well-segmented songs in various languages:

- **ENGLISH** - Notice that the segments are longer in the first video than the second video because of the speed of the lyrics:
 - Example 1: Parenthood <https://youtu.be/gNK459jv6Fo>
 - Example 2: Robin Hood <https://youtu.be/HhkYAuPtLYI>
- **SPANISH** - Notice that the segments are not cut at every pause. Instead, the segmenter waits until each thought is complete:

- Example 1: Unforgettable <https://youtu.be/hfRpv51j-TU>
- **TAIWANESE** - Notice that the segments are shorter in the first example because the lines are faster. Compare to the longer segments in the second example:
 - Example 1: Tie the Knot <https://youtu.be/sXMOpDM-Hec>
 - Example 2: Love Family <https://youtu.be/waPXT-SYKuU>
- **KOREAN** - Notice that this song is slower, so the segments are longer:
 - Example 1: Healer <https://youtu.be/E4DumkN1MAk>
- **JAPANESE** - Notice the segments are not cut at every pause:
 - Example 1: The New Adventures of Kimba the White Lion https://youtu.be/YaTC_3ib41M

III. SEGMENTER RESPONSIBILITIES

A. COMMON COURTESY

Please follow these common courtesy guidelines while segmenting in channels:

- **GAINING PERMISSION:** Before segmenting in a channel, you need to gain permission from a Channel Manager or Moderator. If accepted, you will be added to the channel as a designated segmenter. As a courtesy, Power Segmenters should also ask channel staff for permission before working on videos.

***Note from Viki:** You can segment on News, Music and Classics Channels without having to be added by the Channel Manager. You may segment freely on all channels managed by Viki, but as a courtesy, please contact the channel manager if he/she is a Viki community member.*

- **RESERVING PARTS:** Please do not reserve parts. We define "reserving" as simultaneously creating segments in two or more parts (in the same or different channels) with the intention of locking other segmenters out of the timer, thereby saving the parts for oneself. Reserving parts is unfair to other segmenters and makes the segmenting process slower. Once you finish your part, if there is another part available and no free segmenter around to segment it, you may segment that part.
- **UNPLIT EPISODES:** In on-air projects, please do not segment a video before it is split into parts. If you discover a video that is not split into parts, please PM the Channel Manager or Moderator so they can contact Viki in order to get the video divided.
- **SLOW SEGGRERS:** If you are a relatively slow segmenter working on a live project, choose a later part of the episode to segment so that subtitlers can start subbing the beginning of the

episode as early as possible.

- **UNFINISHED PARTS:** Try to segment an entire part in one sitting. If you must take a break or leave, comment in the Team Discussion tab so other team members are aware and can finish segmenting the part if necessary. If you discover that a section of another user's part is not segmented, you may complete the missing segments.
- **FINISHED PARTS:** Once you finish your part, comment in the Team discussion indicating which part you segmented.
- **SEGMENTING LAST EPISODE PART:** If you are the last segmenter to finish a part in an episode and there is no moderator or other instructions given, please unlock the video so that the subtitlers can begin to work. (To unlock a video, click **More > Unlock Video.**)
- **SEGMENTING PERFORMANCE:** The Chief Segmenter of a channel is a quality checker (QC) who reviews the accuracy of segments and edits them when necessary. In many cases, the Chief Segmenter can give you advice if you begin to feel unconfident in your segmenting abilities. Sometimes the Chief Segmenter may notice consistent errors in your segments and will message you to let you know how to improve. If this happens, take advantage of their advice and make an effort to prevent the noted errors in the future, also fixing the specified part if necessary.

If you notice that a part is segmented very poorly, please let the Channel Manager, Moderator, or Chief Segmenter know so that the part can be corrected before subtitles are inserted.

B. ADDING TEAM CREDITS

A common practice on Viki is to place a team credit in every part of an episode, so the credit segment requires some thinking on where best to place it. The credits are typically in the format: *<i>Timing and Subtitles brought to you by The _____ Team @ Viki.com</i>.*

1. Each part requires one 5-10 second segment for team credits. Never insert more than one credit per part.
2. Team credits should be placed depending on the episode/movie part:
 1. For the first episode/movie part, try to place the credit in the beginning
 2. For the middle episode/movie parts, try to place the credit somewhere in the second half
 3. For the final episode/movie part, try to place the credit towards the end
 4. However, if the part does not have an area to place the credit based on the above rules, use your better judgment to place the credit in an alternative appropriate location.
 5. If a movie has not been cut into parts, place a team credit at the beginning, middle, and end of the video.
3. Team credits should be inserted where they will be least distracting. For example:
 1. During a scene without dialogue or eventful actions, preferably during a background setting or scenery transition (e.g., from day to night, from office to the street).

2. Before a new scene change (i.e., the credit should not be visible across two different scenes).

IV. COMMON TECHNICAL ERRORS

A. OVERLAPPING SEGMENTS: "A segment is overlapped with other segments."

Overlapping segments are some of the most common errors that segmenters encounter. There are a variety of reasons someone may receive this error, but a typical cause is trying to extend a segment too quickly while closing a gap. To resolve the error, try the following steps:

1. Refresh the page.
2. If the error occurred while closing a gap, try to close the gap again, but this time manually save before and after the first segment touches the next segment.
3. Try a different computer or browser.
4. Leave the timer for a few hours and try again later. If you are segmenting in an on-air project and none of the above steps work, write a comment in the team discussion so that others can try to finish the part.
5. Contact the Viki Help Center.

B. SAVING FAILURE: "Save failed for the segments in red. Please try again."

Saving failures occur when an error prevents segments from saving. Sometimes the error causing a saving failure is clear (e.g., segments are overlapping), but other times the segments are unable to save because of an unknown Viki bug. To resolve this error, try manually saving by pressing "Enter" or the "Save" button in the timer. It is good practice to always manually save while segmenting in order to prevent the loss of segments when there is an error or after leaving the segment timer.