Transcript doesn't display or only as straight text without open / close buttons

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**Symptom**

- Transcripts don't display or appear only as straight text and don't show the open / collapse buttons

**Applies to**

- CONTENTdm

**Resolution**

First, confirm that you have the field you want to use for the Transcript set to a Full Text Search field and there is data in it. The field must be set to be a Full Text search data type for it be recognized as a transcript.

Second, the transcript open / close button feature works from the page or item-level data. When working with compound objects, be sure to include your transcript data at the page-level rather than at the object-level.

All the wizards in the Project Client will only put transcripts into the page level so if you use the wizards in the Project Client to ingest the transcripts, they will automatically go into the pages. If you copy/paste the full text into the object-level transcript field, though, your transcript will appear without buttons along with other straight text.

If you want the entire transcript as one blob of text that can be opened and closed, you can load these PDFs as single items. Since single items have only page-level data, the text would be at the same level.

What you don't was is to convert a PDF to a compound object then not put the transcript into the pages-level records.

**Additional information**

There is more on [working with Transcripts](https://help.oclc.org/Metadata_Services/CONTENTdm/Troubleshooting/Transcript_doesnt_display_or_only_as_str...) and [working with Full Text](https://help.oclc.org/Metadata_Services/CONTENTdm/Troubleshooting/Transcript_doesnt_display_or_only_as_str...).

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