

Live translation and live captions for everything a real person says in your building.

THE SITUATION

Your audio guide handles the permanent collection in eight languages. Fine. But none of it covers the parts where a person is talking: the curator’s tour, the exhibition opening, the school group, the artist talk, the guided highlights walk at two o’clock every afternoon.

Those run in one language. Sometimes two, if you have the staff. Visitors who don’t speak it get a leaflet. And separately, your accessibility obligations are growing — the European Accessibility Act has been in force since June 2025, and live captions are on the list.

WHAT KOINE DOES

Translates a live human, live	A curator, a docent, a guest speaker — spoken into a phone or lapel mic, out into 64 languages on visitors’ own phones.
Live captions in the original language too	On visitors’ phones or on a screen in the room. No separate captioning vendor, no loop install.
No handsets	Nothing to buy, charge, clean, sanitise or replace.
Built for the recurring programme	Daily highlight tours, school visits, openings, lectures, members’ evenings, behind-the-scenes days.
Every talk becomes an asset	Recorded, transcribed in each language, exportable as text or subtitles for your website and channels.
Visitors keep what they heard	With their own notes, to revisit later.

ONE ASSISTIVE LISTENING STATION	KOINE, WHOLE VENUE
~€4,500	€3,000
per station — and it translates nothing	per year, every talk, every language, no handsets

WHAT IT REPLACES

Audio guide handset fleet	Capital, plus daily charging, cleaning and loss
Assistive listening station	~€4,500 per station
Live captioning vendor for events	Per event, per hour
Extra language staff for tours	A day rate, per language

SETTING IT UP

- 1

Give each room a permanent QR and a saved language preset — the code doesn’t change between events.
- 2

The speaker uses a phone or lapel mic. Larger rooms: take a feed from house sound.
- 3

For screen captions, point any display at the room URL and it picks up the saved defaults.
- 4

Staff press start. There is no per-event configuration once the room is set up.

WHO RUNS IT

Front-of-house or the docent.

WHO BUYS IT

Visitor experience, head of learning, or operations — and increasingly the accessibility budget rather than the tech budget.

PRICING

	SINGLE VENUE	STANDARD	GROUP / NATIONAL
Per year	€3,000–5,000	€6,000–12,000	Quote
Rooms	1	Several	All sites
Languages	Up to 8	Unlimited	Unlimited
Screen captions	—	Included	Included
Recording & export	—	Included	Included

Per venue per year, tiered by visitor volume and room count. Unlimited visitors always.

Recommended pricing — not yet available for self-serve purchase.

WHAT TO DEMO

Stand in the room where the tour actually happens, at the time it actually happens. Have the docent talk for two minutes and hand phones to staff in three languages. Then show them the caption screen and say the words “European Accessibility Act” once.

HONEST LIMITS

- This is not a replacement for a pre-recorded audio guide. Self-guided visitors walking the permanent collection are served by the vendors you already use. Koine covers the live, spoken moments those tools don’t. Say it before they ask — it is the main objection and it is fair.
- Connectivity is required throughout the visitor route. Thick stone, basements and historic buildings are real wifi problems; survey before you quote.
- Gallery acoustics and ambient noise degrade phone-mic capture. Budget for a lapel mic per active guide.
- Procurement in public museums is slower than the operator-level pitch suggests. Expect a budget cycle, and get in before it closes.