

Ordering Translations

This article is designated for all users.

About

Translations provide a translated text representation of the spoken language in a video. They incorporate time information so that they are presented in relative sync with the audio or video.

Kaltura provides two translation options:

- **Professional** - This service provides a translation of the source language along with captions of the source language.
- **Machine** - This service provides a translation of the source language, and is available if you already have a captions file (SRT, DXFP, XML) of the source language.

Access 'Caption & Enrich' services

Single order

Select **Caption & Enrich** from the Actions menu on the [Media Page](#).

Multiple orders

On the **My Media** page, check the box(es) next to the desired video(s), then select **Caption & Enrich** from the **Actions** menu.

Professional translations

Step 1: Order captions

1. In the **Order Captions & Enrichment Services** screen, complete the fields as follows:
 - **Service** - Select Professional.
 - **Source Media Language** - Select the source media language from the drop-down menu (this is the spoken language in the video). The options in the menu are dependent on your REACH plan.
 - **Feature** - Select Captions.
 - **Turnaround time** - Select the Turnaround time (TAT) from the drop-down

menu. The turnaround time options available in the menu are dependent on your REACH plan.

- **Speaker Names** - (Optional) Check to add the speaker's name(s) at the beginning of the captions. This feature must be enabled by your system administrator.
- **Instructions & Notes** - (Optional) This box is used for adding notes for the attention of the editors and reviewers.

2. Click **Submit**.

A confirmation message displays: 'Your request has been received. Your video will automatically be updated upon completion.'

The order displays at the top of the screen.

Step 2: Request translations

1. In the **Order Captions & Enrichment Services** section, complete the following fields:

- **Service** - Select Machine.
- **Source Media Language** - Select the source media language from the drop-down menu. The options in the menu are dependent on your REACH plan.
- **Feature** - Select Translation.
- **Target Translation Language** - Select the desired language from the drop-down menu. The options in the menu are dependent on your REACH plan.

2. Click **Submit**.

A confirmation message displays: 'Your request has been received. Your video will automatically be updated upon completion.'

The new request displays in the the **Existing Requests** section.

The subtitles are automatically added to the video when they are ready.

Machine translations


1. Access the **Caption & Enrich** services page ([see above for steps](#)).

2. In the **Order Captions & Enrichment Services** section, complete the following fields:
 - **Service** - Select Machine.
 - **Source Media Language** - Select the source media language from the drop-down menu. The options in the menu are dependent on your REACH plan.
 - **Feature** - Select Translation.
 - **Target Translation Language** - Select the desired language from the drop-down menu. The options in the menu are dependent on your REACH plan.
3. Click **Upload Captions File**.

The **Upload Captions File** window displays.

4. Click **Browse**.
5. Browse to the SRT file on your computer and click **Open**.

The captions file uploads.

 The system can't verify the accuracy rate of the selected file, and therefore assumes it's 99+%. If it's lower, the captions will upload but won't appear on the player.

6. If you'd like to give the file a label for the source language, type it in the **Label** field (this name displays in the player captions menu).

7. Click **Save**.

A success message displays: 'The captions file uploaded successfully.'

8. Click **Submit**. (Note the **Submit** button is enabled only after the file has uploaded.)

A success message displays: 'Your request has been received. Your video will automatically be updated upon completion.'

The new request appears in the **Existing Requests** section.

When the translations are ready, the captions and translations are automatically added to the video.



To learn more about how captions display on the Kaltura player, visit our articles [Captions and Audio Tracks](#) and [Accessibility](#).

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