

Live Captions

 This article is designated for all users.


About

Kaltura Webcasting supports two main types of live captions for webcasts: live captions that are ingested with the original stream, and live captions that are produced through Kaltura's Reach services and added onto the stream.

Using the Kaltura Live Captioning Service

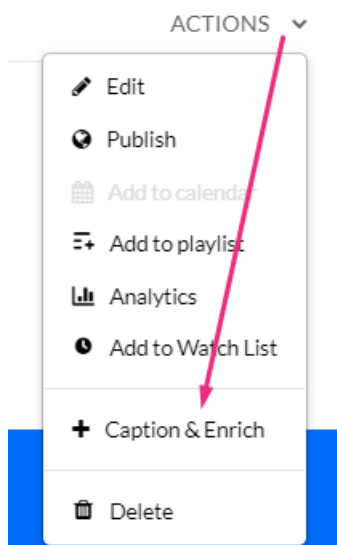
Kaltura's Live Captioning service offers both **Machine Generated Live Captions (ASR)** as well as **Human Generated Live Captions (Professional)**. This service is currently available only in the English language; additional languages will be added later.

Once Live Captions are enabled on your account, any webcasting event will allow ordering a live captioning task through the scheduled event entry page in KMS or via the KMC edit entry window. This article will walk you through the ordering process of live captions via both applications.

 In case the Live Captions option is not available to you, please contact your Kaltura representative to have it enabled on your account.

Ordering Live Captions via MediaSpace Video Portal


1. Select **Caption & Enrich** option from your live event **Actions** drop-down menu




The captions and enrichment services screen displays. It is divided into two sections:


Requests and Order Captions & Enrichment Services.



The **Requests** section lists existing captions requests.

 If there are no existing captions requests this section will be left empty.

Details Share Attachments 

ACTIONS ▾

Captions Requests 

REQUEST DATE ▾	SERVICE TYPE	FEATURE	LANGUAGE	STATUS ▾	
10/07/17	Professional	Translation	English	● Completed	 >
05/07/17	Machine	Captions	English	● Processing	>
13/06/17	Professional	Captions	Spanish	● Pending Approval	 >
24/05/17	Professional	Captions	German	● Rejected	>

The **Order Captions & Enrichment Services** section is used to add Reach services to the Live Event:

Order Captions & Enrichment Services

Service:

Professional

Source Media Language:

English

Feature:

Live Captions

Turnaround Time:

Best Effort

Live Captions Start Time:

At the beginning of the event

Live Captions End Time:

At the end of the event

We recommend to extend the live captions scheduling to avoid disconnections before the event ends

Instructions & Notes:

Submit

2. Use the following fields to order live captions for the live event:

- **Service**
 - Machine - for automated captioning process
 - Professional - For human captioning
- **Source Media Language** - Select the spoken language of the live stream (currently only English is supported).
- **Feature** - Select Live Captions
- **Live Captions Start Time** - Select a time interval in case you'd like the captions service to start before the scheduled start time of your event - Recommended value is 15 minutes.
- **Live Captions End Time** - Select a time interval in case you'd like to keep the captions service running if the event runs longer than expected.

✓ We recommend to extend the live captions scheduling to avoid disconnections before the event ends.

3. Click **Submit**.

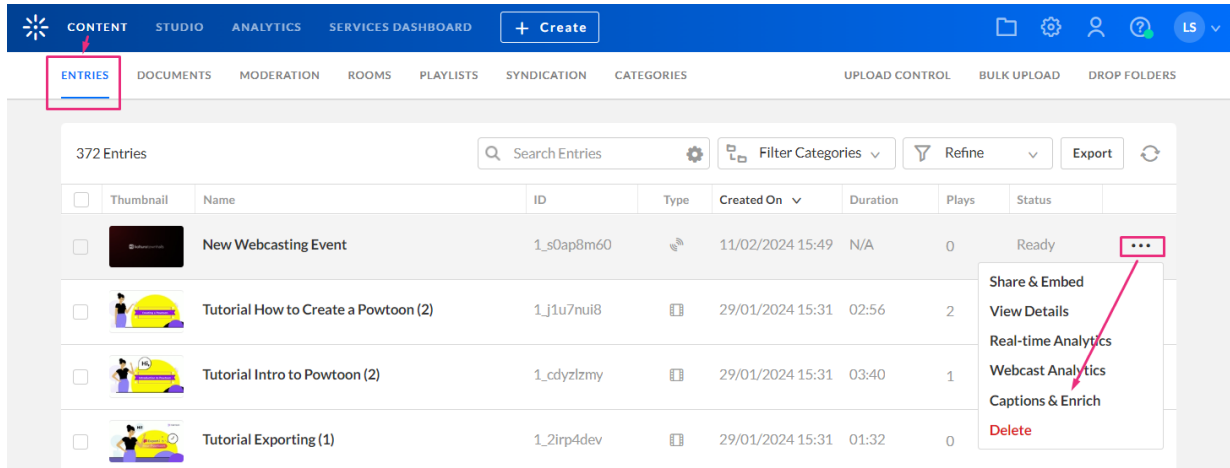
Ordering Live Captions via KMC

1. Log into your KMC.

The **Entries** page displays.

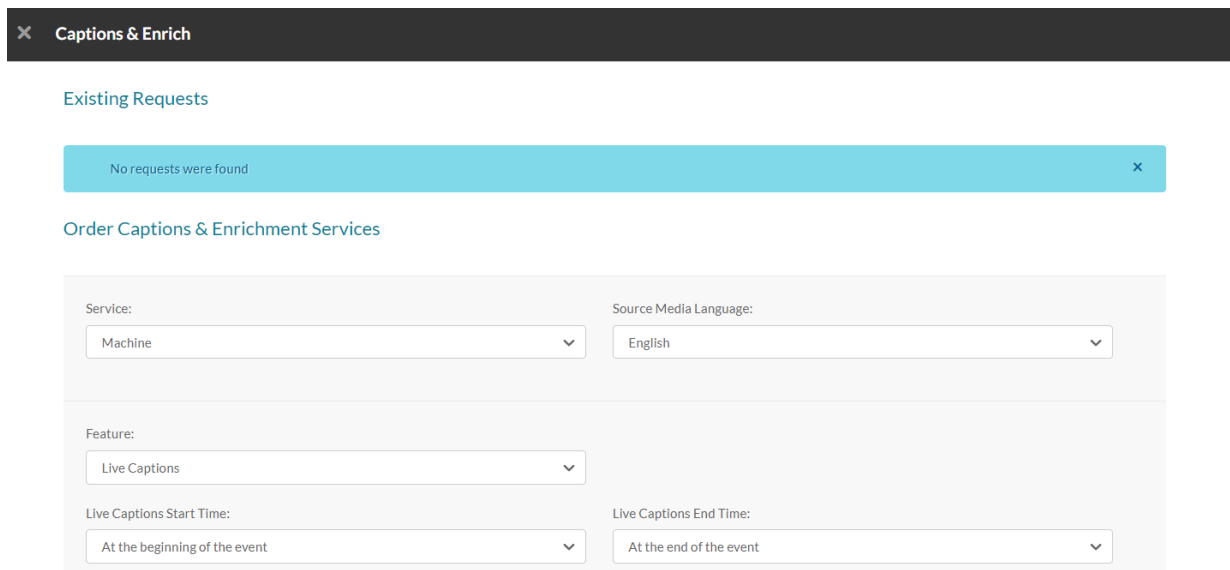
2. Locate the webcasting entry and click the 3 dots menu to the right.

3. Select **Captions & Enrich** (or choose the Captions tab from within the specific entry page).



Thumbnail	Name	ID	Type	Created On	Duration	Plays	Status
	New Webcasting Event	1_s0ap8m60		11/02/2024 15:49	N/A	0	Ready
	Tutorial How to Create a Powtoon (2)	1_j1u7nui8		29/01/2024 15:31	02:56	2	
	Tutorial Intro to Powtoon (2)	1_cdyzlmzy		29/01/2024 15:31	03:40	1	
	Tutorial Exporting (1)	1_2lrp4dev		29/01/2024 15:31	01:32	0	

The **Captions & Enrich** page displays.



Captions & Enrich

Existing Requests

No requests were found

Order Captions & Enrichment Services

Service: Machine

Source Media Language: English

Feature: Live Captions

Live Captions Start Time: At the beginning of the event

Live Captions End Time: At the end of the event

4. On the **Captions and Enrichment Services** screen follow steps 2 and 3 as described in the KMS section above.

TIPS

- Ensure your content starts streaming a few minutes before the scheduled event to guarantee captions cover the entire session.
- Live caption sessions last up to 8 hours.
- For machine captioning, order at least 15 minutes prior to the event; for human captioning, allow 5 working days.
- Cancel machine-generated jobs anytime before the session; human captioning requires cancellation at least 2 days before.
- Rescheduling an event with live captioning requires canceling and setting up a new job.
- VOD captions ordered for a live event will replace live captions.
- Reach live captions are available only for the primary stream; failover to a backup stream won't display captions.

Ingesting captions with your video stream

Kaltura supports live captions carried over the ingested stream using the CEA/EIA-608 and CEA/EIA-708 standards (aka embedded captions).

When setting up your encoder, make sure to annotate the caption track's language so it will be represented correctly in the Captions Selector menu in the player.

NOTES

1. When using special character sets like Asian languages with CEA/EIA-708 captions, set the "extract_closed_captions_feature" admin tag. However, note this tag does not support captions on backup video streams during failover, and should NOT be set when Reach live captions are enabled.
2. For live captions to be ported to the session recording with the right labels, set a container for each caption stream using the `liveStream.updateAPI` as follows:
 - a. For CEA/EIA-608 tracks set track ID to: CC1-CC4
 - b. For CEA/EIA-708 tracks set track ID to: SERVICE1-SERVICE63 Examples:
 - a. `id=cc1 language=eng label=english type=closedCaptions>`
 - b. `id=service2 language=jpn label=japanese type=closedCaptions`
 - c. `id=service3 language=chi label=chinese type=closedCaptions`

See [Kaltura VPaaS API Documentation](#) for further details about Kaltura's API.

[template("cat-subscribe")]