

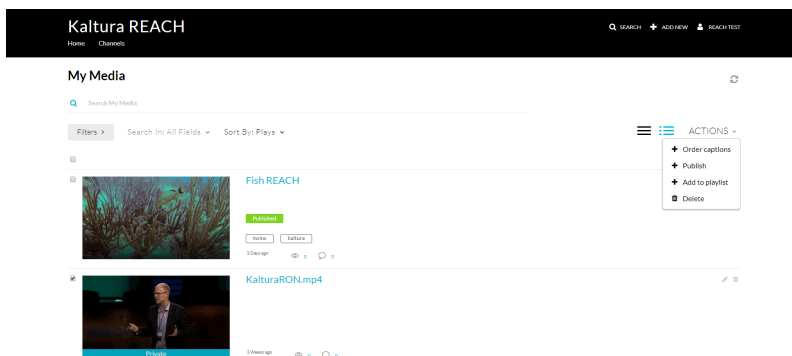
REACH - Ordering Captions For Media Per Entry

This article describes how to order Kaltura REACH captions and view captions' requests through Kaltura MediaSpace (KMS) and through Kaltura Application Framework (KAF) applications.

Ordering Captions

To order captions for a media entry

1. Select My Media and then select the media (click the checkbox to select). You may select more than one media entry.
2. Select Order Captions from the Actions menu.



The following screen is displayed:

Order Captions

Service: Machine

Source Media Language: English

Submit

3. Select the [Service Type](#) - Machine or Professional.
4. If you select Machine, select the Source Media Language from the drop down menu and click Submit.
If you select Professional, the screen is expanded.

Order Captions

Service: Source Media Language:

Feature: Turnaround Time:

Add Speaker Names

Instructions & Notes:

5. Select the **Source Media Language** from the drop down menu.
6. Select the **Feature**. Translation or Caption.

For Translation:

Select the Target Translation Language.

Select the Turnaround time (TAT) from the drop down menu.

The TAT options are set by your administrator.

For Caption:

Select the Turnaround time (TAT) from the drop down menu.

The TAT options are set by your administrator.

7. **Add Speaker Names**. This feature must be enabled by your system administrator.
8. (Optional) Add Instructions & Notes.
9. Click Submit. Captions' requests are sent automatically. You will receive a message that your request has been recieved. The captions will be uploaded when completed.

In case there is an identical request, the system will display a message that an order was already placed for this video. See [here](#).

Services

- Machine - 70-80 percent accuracy
- Professional ~90 percent accuracy

Speaker ID

Check to add the speaker's name(s) at the beginning of the captions.

Feature

- Captions
- Caption with Speaker ID
- Translation
- Translation with Speaker ID

Source Media Language

The following source languages are available:

- English
- Dutch
- English
- French
- German
- Italian
- Spanish
- Other (upon request)

Target Translation Language

The following languages are available for translation:

- English
- Arabic
- Chinese - Mandarin (Traditional)
- Chinese - Mandarin (Simplified)
- Chinese - Cantonese (Traditional)
- Dutch
- English
- French

- German
- Hebrew
- Hindi
- Italian
- Japanese
- Korean
- Portuguese
- Russian
- Spanish
- Turkish
- Other (TBD if necessary)

Turnaround Time (TAT)

The Turnaround Time for captions requests are configured by your system administrator. Only configured options are displayed on your MediaSpace instance.

- 3 hours
- 6 hours
- 24 hours
- 48 hours
- Best Effort (usually 7 days)
- 30 minutes
- 5 minutes

Viewing Captions' Requests

To View Captions' Requests (First time ordering)

1. Select My Media and click on the media thumbnail.
2. Select Captions Requests from the Actions drop down menu.

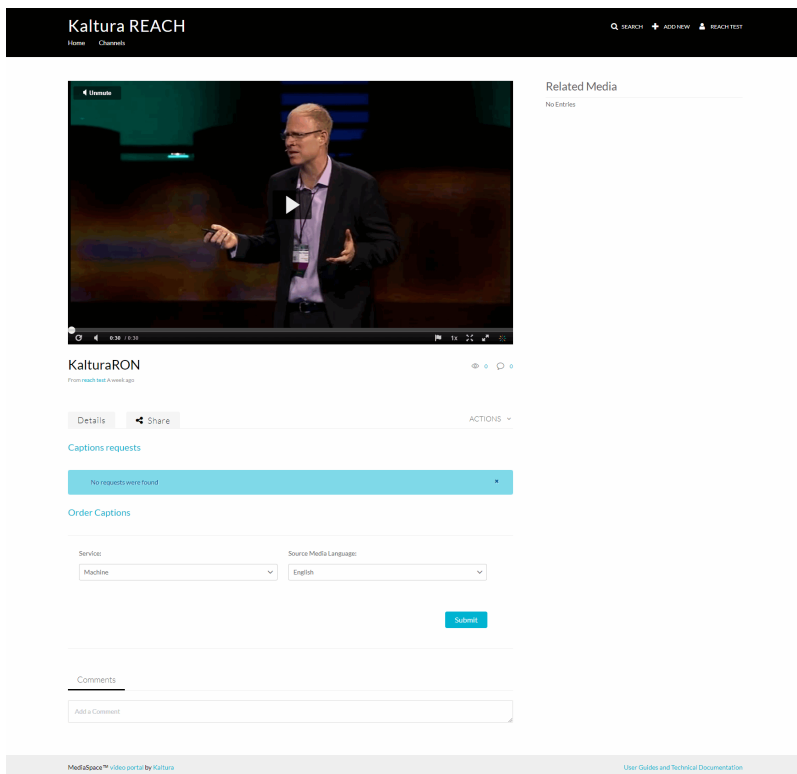
The screenshot shows the Kaltura REACH interface. At the top, there is a navigation bar with 'Kaltura REACH' and search, add new, and reach test options. Below the navigation bar is a video player showing a man speaking. To the right of the video player is a 'Related Media' section with 'No Entries'. Below the video player is the video title 'KalturaRON' and a 'Details' tab. Under the 'Details' tab, there is a 'Captions requests' section and an 'Order Captions' section. The 'Order Captions' section has a 'Service' dropdown set to 'Machine' and a 'Source Media Language' dropdown set to 'English'. To the right of the 'Order Captions' section is an 'ACTIONS' dropdown menu with options: Edit, Publish, Add to playlist, Analytics, Captions Requests (highlighted), Launch Editor, and Delete. Below the 'ACTIONS' menu is a 'Submit' button. At the bottom of the interface, there is a 'Comments' section with an 'Add a Comment' input field. The footer of the interface contains 'Mediaspace™ video portal by Kaltura' and 'User Guides and Technical Documentation'.

If there are no existing captions' requests, the following message is displayed:

Captions requests

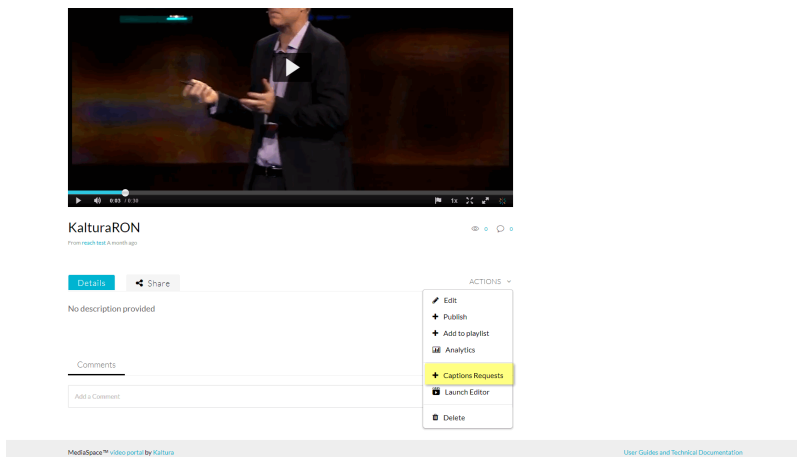
No requests were found

3. Scroll down to the Order Captions section and order captions as described in [Ordering Captions](#).



☰ To View Captions' Requests

1. Select My Media and click on the media thumbnail.
2. Select Captions Requests from the Actions drop down menu.



If there are existing captions' requests, the Captions' Requests table is displayed. See [Captions' Requests Statuses](#) for more information.

KalturaRON
From reach.blet.4.month.ago

Details Share ACTIONS

Captions requests + Order

REQUEST DATE	SERVICE	LANGUAGE	STATUS	
14/06/18	Professional	Spanish	Pending	>
14/06/18	Professional	Italian	Pending	>
14/06/18	Professional	Italian	Pending	>
14/06/18	Professional	English	Pending Approval	🗑️ >
14/06/18	Professional	French	Pending	>
14/06/18	Machine	Hebrew	Pending	>
14/06/18	Machine	Spanish	Pending	>
14/06/18	Machine	Russian	Pending Approval	🗑️ >
07/06/18	Machine	Spanish	Aborted	>
07/06/18	Machine	Russian	Aborted	>
07/06/18	Professional	Spanish	Aborted	>
07/06/18	Professional	Italian	Aborted	>
07/06/18	Professional	French	Aborted	>
07/06/18	Professional	English	Aborted	>
07/06/18	Professional	Arabic	Pending	>

Order Captions

Service: Source Media Language:

Submit

Comments

- Use the arrow at the side of the request to display more details. The order's details are displayed. Use the arrow to collapse the details information.

Captions requests + Order

REQUEST DATE	SERVICE	LANGUAGE	STATUS	
14/06/18	Professional	Spanish	Pending	⌵

Requester: ella @kaltura.com

Feature: Translation

Turnaround Time: 24 Hours

- If you want to delete a Pending Approval request, click on the Trash icon in the request line. A confirmation message is displayed to confirm your selection.
- Scroll down to the Order Captions section and order captions as described in [Ordering Captions](#).

6. If you submit and identical order to one that exists, the following message is displayed:

The screenshot shows the 'My Media' page in the Kaltura REACH application. At the top, there is a navigation bar with 'Kaltura REACH' and links for 'Home', 'Dashboard', 'SEARCH', 'ADD VIEW', and 'REACH TEST'. Below the navigation bar, the page title is 'My Media'. A prominent orange error message states: 'Captions were already requested for some of the associated media'. Below this message, the page indicates 'Order Captions - 1 Selected Media'. The form contains several dropdown menus: 'Service' (Professional), 'Source Media Language' (English), 'Feature' (Translation), 'Target Translation Language' (Spanish), and 'Turnaround Time' (24 hours). There is also a text area for 'Instructions & Notes'. At the bottom right of the form, there are 'Cancel' and 'Submit' buttons. The footer of the page includes 'MediaSpace™ video portal by Kaltura' and 'User Guides and Technical Documentation'.

Captions' Requests Statuses

The following statuses are available for captions' requests:

- Pending (NewRequest) - when generating new request
- Pending For Moderation - requests in approval queue
- Rejected - requests that were rejected on moderation. This status must include reject reason.
- Processing - sent to the vendor and vendor received request
- Ready - when caption was received back from the vendor
- Error - an error was sent from the vendor. This status includes the reason for rejection.
- Aborted