

Kaltura REACH V2 KMS/KAF Administration Guide

Activating Kaltura REACH in Kaltura MediaSpace or in Your KAF Instance

Kaltura provides clients with full end to end caption, index and transcription services. You must have a provisioned REACH module before use. For information about getting your account setup, please contact your Kaltura representative.

The following tasks are described:

- [Configure the REACH Module](#)
- [Configure the Captions Module \(Optional\)](#)
- [Verify that REACH is Activated](#)

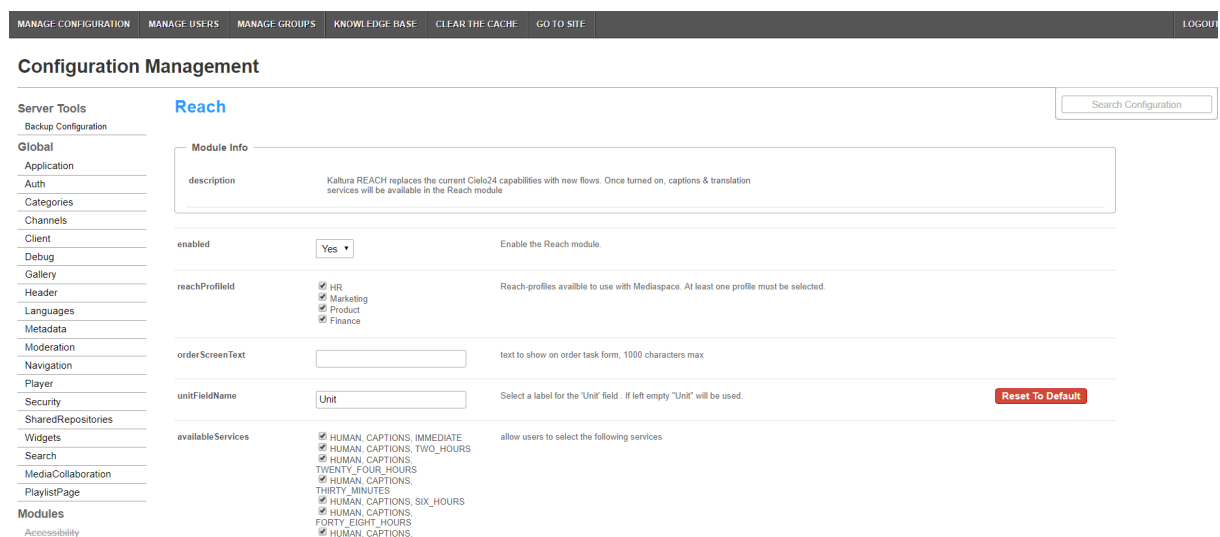
Configure the REACH Module in KMS or in the KAF Instance

The configuration page dedicated to REACH is accessed from the **Configuration Management** page under the ModulesCustom/core category.

To configure the REACH module in KMS or in the KAF Admin Console

1. Login to Kaltura MediaSpace or the KAF Admin Console and go to the Configuration Management window.
2. Scroll down and click the [REACH](#) module in the Modules section.

The REACH Administration page is displayed.



The screenshot shows the 'Configuration Management' page for the 'Reach' module. The page has a dark navigation bar at the top with links like 'MANAGE CONFIGURATION', 'MANAGE USERS', 'MANAGE GROUPS', 'KNOWLEDGE BASE', 'CLEAR THE CACHE', 'GO TO SITE', and 'LOGOUT'. Below the navigation bar, the page title is 'Configuration Management'. On the left side, there is a sidebar menu with categories like 'Server Tools', 'Global', 'Moderation', 'Navigation', 'Player', 'Security', 'SharedRepositories', 'Widgets', 'Search', 'MediaCollaboration', 'PlaylistsPage', and 'Modules'. The main content area is titled 'Reach' and contains a 'Module Info' section with a description: 'Kaltura REACH replaces the current Clab24 capabilities with new flows. Once turned on, captions & translation services will be available in the Reach module'. Below this, there are several configuration fields: 'enabled' (set to 'Yes'), 'reachProfileId' (with checkboxes for HR, Marketing, Product, and Finance), 'orderScreenText' (empty text field), 'unitFieldName' (set to 'Unit'), and 'availableServices' (with checkboxes for various captioning and transcription services like HUMAN_CAPTIONS_IMMEDIATE, HUMAN_CAPTIONS_TWO_HOURS, etc.). A 'Reset To Default' button is visible next to the 'unitFieldName' field.

- Addcontent
- Addtoplaylists
- Attachments
- Bootswitch
- Captions
- Channelplaylists
- Chapters
- Comments
- Contentpolicy
- Cssupload
- Customdata
- Customfavicon
- Disclaimer
- Downloadmedia
- Editor
- Emailnotifications
- Embed
- Embedplaylist
- Entrydesign
- Facebook
- Headermenu
- History
- Home
- Hotspots
- Importchannel
- Kalturacapture
- Kinsapi
- Embed
- Publish
- Reach
- Reorder
- Related
- Replacemedia
- Robots
- Saml
- Samlgrouppsync
- Scheduling
- Sidebarmedia
- Sideplaylists
- Sidegroupsync
- Staticpages
- Styling
- Thumbnails
- Twitter
- Userreports
- V2ui
- Modules/category
- Categoryembed
- Categorymembers
- Categorymoderation
- Categorytheme
- Modules/channels
- Channelcategories
- Channelembed
- Channelmembers
- Channelmoderation
- Channelsubscription
- Channeltheme
- Channeltopics
- Modules/entryTypes
- Audioentry
- Imageentry
- Liveentry
- Quiz
- Webcast
- Youtube

- BEST_EFFORT
- HUMAN_CAPTIONS_FOUR_DAYS
- HUMAN_TRANSLATION_TEN_DAYS
- HUMAN_TRANSLATION_BEST_EFFORT
- HUMAN_TRANSLATION_SIX_HOURS
- HUMAN_TRANSLATION_TWENTY_FOUR_HOURS
- HUMAN_TRANSLATION_TWELVE_HOURS
- HUMAN_TRANSLATION_THREE_HOURS
- HUMAN_TRANSLATION_IMMEDIATE
- HUMAN_AUDIO_DESCRIPTION_SIX_HOURS
- HUMAN_AUDIO_DESCRIPTION_THREE_HOURS
- HUMAN_AUDIO_DESCRIPTION_BEST_EFFORT
- MACHINE_CAPTIONS_BEST_EFFORT
- MACHINE_CAPTIONS_EIGHT_HOURS
- MACHINE_CAPTIONS_SIX_HOURS
- MACHINE_CAPTIONS_TWO_HOURS
- MACHINE_CAPTIONS_THIRTY_MINUTES
- MACHINE_CAPTIONS_IMMEDIATE
- MACHINE_CAPTIONS_TWELVE_HOURS
- MACHINE_CAPTIONS_FORTY_EIGHT_HOURS
- MACHINE_CAPTIONS_TEN_DAYS
- MACHINE_CAPTIONS_THREE_HOURS
- MACHINE_TRANSLATION_SIX_HOURS
- MACHINE_TRANSLATION_THREE_HOURS
- MACHINE_TRANSLATION_BEST_EFFORT
- MACHINE_ALIGNMENT_BEST_EFFORT

viewEntryRequestsRole	<input checked="" type="checkbox"/> privateOnly Role <input checked="" type="checkbox"/> admin Role <input checked="" type="checkbox"/> unmoderatedAdmin Role <input checked="" type="checkbox"/> Co-Editor <input checked="" type="checkbox"/> Owner	role required to access entry task requests screen
orderer	Specific Roles	who can order tasks?
orderRole	<input checked="" type="checkbox"/> privateOnly Role <input checked="" type="checkbox"/> admin Role <input checked="" type="checkbox"/> unmoderatedAdmin Role <input checked="" type="checkbox"/> Co-Editor <input checked="" type="checkbox"/> Owner	role required to order tasks
serviceTypeDefault	HUMAN	default service type
serviceFeatureDefault	CAPTIONS	default service feature
sourceLanguageDefault	EN	default source language
turnaroundTimeDefault	IMMEDIATE	default turnaround time
serviceSelectionRole	privateOnly Role	minimal role required for service selection
featureSelectionRole	privateOnly Role	minimal role required for feature selection
TatSelectionRole	privateOnly Role	minimal role required for TAT selection
speakerSelectionRole	privateOnly Role	minimal role required for requesting speaker ID
dashboardAccessRole	admin Role	minimal role required to approve task requests
requestApprovalRole	admin Role	minimal role required to approve task requests
notifiedUsers		
Select specific users who will receive email notifications about items pending moderation. To customize notifications go to email notifications config		+ Add "notifiedUsers"
trustedUsers		
Select users who do not need approvals for their requests		+ Add "trustedUsers"
categoryRuleOrderRole	<input checked="" type="checkbox"/> Channel Manager <input checked="" type="checkbox"/> Channel Owner	select who can order on category level
captionEditRole	<input checked="" type="checkbox"/> privateOnly Role <input checked="" type="checkbox"/> admin Role <input checked="" type="checkbox"/> unmoderatedAdmin Role <input checked="" type="checkbox"/> Co-Editor <input checked="" type="checkbox"/> Owner	role required to open captions editor
allowProfilePermissions	Yes	allow individual profile configurations
profilePermissions		
per profile configuration		+ Add "profilePermissions"

3. In the Enabled field, select Yes to enable the module.

4. Enter values for the relevant fields.

Field	Description	Values

reachProfileId	<p>ID of the REACH profile to use with Kaltura MediaSpace or KAF.</p> <p>The Reach profile includes the credit, and other parameters such as: moderation flow, file types etc.</p>	<p>Select from a pre-defined profile that your Kaltura representative has created for you. At least one profile must be selected. See REACH V2 - Department Level Billing and Moderation for more information.</p>
orderScreenText	Text to show on the order task form: 1000 characters max.	
unitFieldName	Select a label for the 'Unit' field. If left empty "Unit" will be used.	

5. Select the available services.

Field	Description	Values
availableServices	Allow users to select the following services.	<p>Combinations of all available services, features are TAT.</p> <p>For example:</p> <p>Combinations of all available services, features are TAT.</p> <p>For example:</p> <p>HUMAN, CAPTIONS, THIRTY_MINUTES</p> <p>HUMAN, CAPTIONS,</p>

		SIX_HOURS
		HUMAN, CAPTIONS, FORTY_EIGHT_HOURS
		HUMAN, CAPTIONS, BEST_EFFORT
		HUMAN, CAPTIONS, TWENTY_FOUR_HOURS
		HUMAN, TRANSLATION, TWENTY_FOUR_HOURS
		HUMAN, TRANSLATION, IMMEDIATE
		HUMAN, TRANSLATION, THREE_HOURS
		HUMAN, TRANSLATION, SIX_HOURS
		MACHINE, TRANSLATION, SIX_HOURS
		MACHINE, TRANSLATION, BEST_EFFORT
		MACHINE, CAPTIONS, THREE_HOURS
		MACHINE, CAPTIONS, SIX_HOURS
		MACHINE, CAPTIONS, THIRTY_MINUTES

6. Configure the additional Services and click Save.

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Field	Description	Values
viewEntryRequestsRole	Select the role required to access the entry task requests screen.	<ul style="list-style-type: none"> ○ privateOnlyRole ○ adminRole ○ unmoderatedAdmin Role ○ Co-Editor ○ Owner
orderer	Select who can order tasks.	<ul style="list-style-type: none"> ○ Specific Roles ○ Specific Users
orderRole	The minimal role required to order tasks.	<ul style="list-style-type: none"> ○ privateOnly Role ○ admin Role ○ unmoderatedAdmin Role ○ Co-Editor ○ Owner
serviceTypeDefault	Select the default service type.	<ul style="list-style-type: none"> ○ Machine ○ Human
serviceFeatureDefault	Select the default service feature	<ul style="list-style-type: none"> ○ Captions ○ Translation ○ Alignment ○ Audio Description
sourceLanguageDefault	Select the default source language.	See Source Media Languages .
turnaroundTimeDefault	Select the default turnaround time.	<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;"> <p>IMMEDIATE ▾</p> <p>IMMEDIATE</p> <p>BEST_EFFORT</p> <p>EIGHT_HOURS</p> <p>SIX_HOURS</p> <p>TWO_HOURS</p> <p>THIRTY_MINUTES</p> <p>TEN_DAYS</p> <p>TWENTY_FOUR_HOURS</p> <p>TWELVE_HOURS</p> <p>FORTY_EIGHT_HOURS</p> <p>THREE_HOURS</p> </div>
		<ul style="list-style-type: none"> ○ privateOnly Role

serviceSelectionRole	The minimal role required for service selection.	<ul style="list-style-type: none"> ○ admin Role ○ unmoderatedAdmin Role ○ Specific Users
featureSelectionRole	The minimal role required for feature selection.	<ul style="list-style-type: none"> ○ privateOnly Role ○ admin Role ○ unmoderatedAdmin Role ○ Specific Users
TatSelectionRole	The minimal role required for TAT selection.	<ul style="list-style-type: none"> ○ privateOnly Role ○ admin Role ○ unmoderatedAdmin Role ○ Specific Users
speakerSelectionRole	The minimal role required for speaker selection.	<ul style="list-style-type: none"> ○ privateOnly Role ○ admin Role ○ unmoderatedAdmin Role
dashboardAccessRole	The minimal role required to approve task requests.	<ul style="list-style-type: none"> ○ Specific Users ○ admin Role ○ unmoderatedAdmin Role
requestApprovalRole	The minimal role required to approve task requests.	<ul style="list-style-type: none"> ○ Specific Users ○ admin Role ○ unmoderatedAdmin Role
notifiedUsers	Select specific users who will receive email notifications about items pending moderation. To customize notifications, go to email notifications configuration.	Enter the user name. Existing users may be found using the autocomplete feature: type in the first three characters of the user's name.
trustedUsers	Select users who do not need approvals for their requests.	
categoryRuleOrderRole		<ul style="list-style-type: none"> ○ Channel Manager ○ Channel Owner

captionEditRole		<ul style="list-style-type: none"> ◦ privateOnly Role ◦ admin Role ◦ unmoderatedAdmin Role ◦ Co-Editor ◦ Owner
allowProfilePermissions	Allow individual profile configurations.	Select Yes and then configure values for each profile according the the values in this article.

Configure the Captions Module in KMS or in the KAF Instance (Optional)

The configuration page dedicated to captions is accessed from the **Configuration Management** page under the Modules category. Configure the [enabled](#) field to enable the Caption Editor button in the [Captions](#) tab.

To configure the Captions module in KMS or in the KAF Admin Console

1. Login to Kaltura MediaSpace or the KAF Admin Console and go to the Configuration Management window.
2. Scroll down and click the [Captions](#) module in the ModulesCustom/core section.
The Captions Administration page is displayed.

Configuration Management

Server Tools

- Backup Configuration
- Global**
- Application
- Auth
- Categories
- Channels
- Client
- Debug
- Gallery
- Header
- Languages
- Metadata
- Moderation
- Navigation
- Player
- Security
- SharedRepositories
- Widgets
- Search
- MediaCollaboration
- PlaylistPage

Modules

- Accessibility
- Addcontent
- Addtoplaylists
- Attachments
- Bootswatch
- Captions**

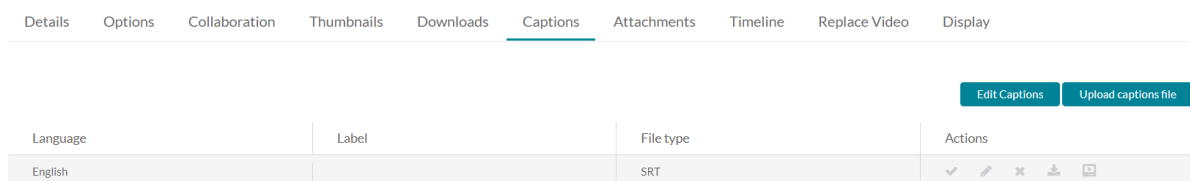
Captions

enabled	<input type="text" value="Yes"/>	Enable the Captions module.
thumbnailRotator	<input type="text" value="Yes"/>	Enable thumbnail image rotation on mouseover in captions search results
entriesPage Size	<input type="text" value="10"/>	How many entries are displayed as captions search results on each page? (The default is 10)
captionsPage Size	<input type="text" value="5"/>	How many caption lines are displayed for each entry in search results? (The default is 5)
allowToggleDisplayOnPlayer	<input type="text" value="No"/>	Select "Yes" to allow the user to decide whether to display the caption on the player
allowEditCaptions	<input type="text" value="Yes"/>	Select "Yes" to enable the caption editor button in the captions tab.

3. Select Yes in the **allowEditCaptions** field to enable the Caption Editor button in the Captions tab.
4. Click Save.

For the User

In KMS or the KAF instance, the Captions Editor button will be displayed in the Captions tab for the entry.



The entry will open with the latest captions and the option to switch between captions

The Edit Captions button is disabled if there are no captions for the entry.

If the allowEditCaptions field value is No, the button will not be available.

Verify that You Have Activated the REACH Feature in KMS or in Your KAF

Instance

☰ To verify that captions' services are activated

1. Login to Kaltura MediaSpace or your KAF instance.
2. Select a video.

Captions Requests should appear in the Actions drop down menu.

The screenshot displays the Kaltura REACH user interface. At the top, there is a navigation bar with the logo 'Kaltura REACH' and links for 'Home' and 'Channels'. On the right side of the navigation bar are icons for 'SEARCH', 'ADD NEW', and 'REACH TEST'. Below the navigation bar is a video player showing a man in a suit speaking. To the right of the video player is a 'Related Media' section with the text 'No Entries'. Below the video player, the video title 'KalturaRON.mp4' is displayed, along with a timestamp '0:38 / 0:38'. Below the video player, there are tabs for 'Details' and 'Share'. To the right of these tabs is an 'ACTIONS' dropdown menu. The 'Captions requests' section is expanded, showing a table with the following data:

REQUEST DATE	SERVICE	LANGUAGE	STATUS
26/06/18	Machine	Russian	Completed
26/06/18	Machine	Russian	Error
26/06/18	Professional	Spanish	Completed

Below the table is an 'Order Captions' section with two dropdown menus: 'Service:' set to 'Machine' and 'Source Media Language:' set to 'English'. A 'Submit' button is located below these dropdowns. At the bottom of the page, there is a 'Comments' section with a text input field labeled 'Add a Comment'. The footer of the page contains the text 'MediaSpace™ video portal by Kaltura' on the left and 'User Guides and Technical Documentation' on the right.