

Order translations

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 This article is designated for all users.


About

Translations convert the spoken language in a video into another language and appear as subtitles. These subtitles provide viewers with the dialogue in their preferred language while keeping the original audio intact.

The process for creating translations involves two steps:

1. **Ordering professional captions:** Start by ordering professional captions for the video's spoken language (the source language). This step ensures captions meet the required **99%+ accuracy** for quality translation.
2. **Ordering machine translations:** After the professional captions are delivered, proceed to order machine translations.

If you already have your own captions file (SRT, DFXP, XML) in the source language, you can start directly with **Step 2**. It's essential, however, that the source captions are **99% accurate**. To achieve this, you can manually edit the machine-generated captions to reach this accuracy level before proceeding with translation. To learn how to edit captions, check out our article [Edit captions](#).

 These instructions are for non-Theming users. If you have [Theming](#) enabled on your account, please see our article [Order translations - Theming](#).

Step 1: Order professional captions

1. Navigate to the [media page](#) of the desired video, and select **Caption & Enrich** from the **Actions** menu.



The Entire History of the NFL

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From Louise Szmolsz March 04, 2024

Details Share 🔍

No description provided

ACTIONS ▾

- ✎ Edit
- 📄 Publish
- ➕ Add to playlist
- 📊 Analytics
- 👁 Add to Watch List
- + Caption & Enrich

The **Order Captions & Enrichment Services** window displays.

Existing Requests

No requests were found ✕

Order Captions & Enrichment Services


Order Captions

Service: Source Media Language:

Feature:

2. 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.

 Please note that captions must always be ordered in the **same language as the video's source language**. For example, if the video is in English, you can only order English captions.

- **Feature** - Select **Captions**.
- **Turnaround time** - Select the turnaround time 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.

Order Captions & Enrichment Services

Order Captions

Service: Source Media Language:

Feature: Turnaround Time:

Instructions & Notes:

3. Click **Submit**.

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

Your request has been received. Your video will automatically be updated upon completion. ✕

The order displays at the top of the window.

Existing Requests + Order

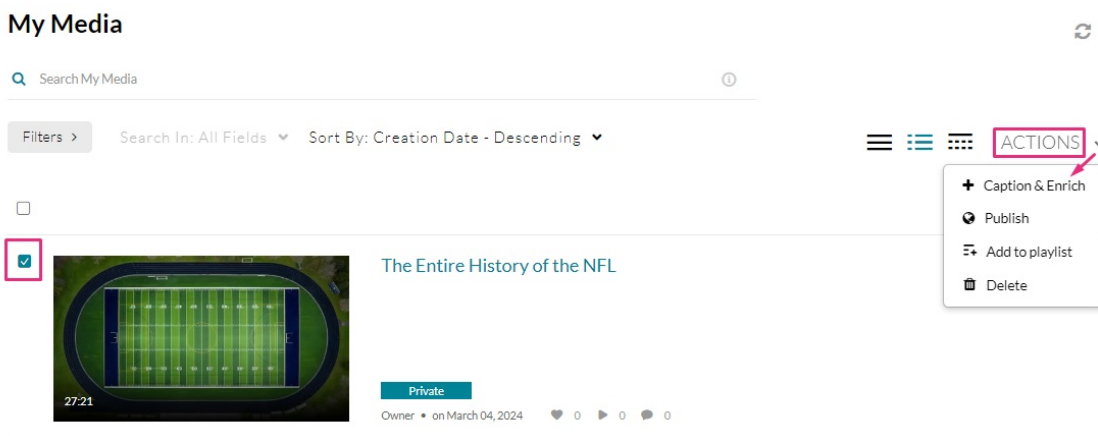
REQUEST DATE ▼	SERVICE	FEATURE	LANGUAGE	STATUS	
March 04, 2024	Professional	Captions	English	● Pending	🗑️ >

When the captions are ready, they are automatically added to the video.

✔ You can set up an automatic email notification to be alerted when the professional captions are ready. This is configured by your administrator in the [Reach module's](#) notifiedUsers field.

To order captions for multiple videos:

Navigate to the [My Media](#) page, and check the boxes to the left of the desired videos. Then select **Caption & Enrich** from the **ACTIONS** menu.



Follow [steps 2-3](#) above.

Step 2: Request translations

1. Once the professional captions are ready, go to the **Order Captions & Enrichment Services** section and complete the following fields:

- **Service** - Select 'Machine'.
- **Source Media Language** - Select the source media language (in this case,

English) 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.

Order Captions & Enrichment Services

Order Captions

Service: Source Media Language:

Feature: Target Translation Language:

German

Italian

Spanish

2. Click **Submit**.

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

Existing Requests

[+ Order](#)

REQUEST DATE	SERVICE	FEATURE	LANGUAGE	STATUS	
March 05, 2024	Machine	Translation	Spanish	Pending	>
March 04, 2024	Professional	Captions	English	Ready	>

When the translations are ready, they are automatically added to the video.



The Entire History of the NFL

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From Louise Szmoisz March 04, 2024

If you already have a captions file

If you already have a captions file of 99% accuracy in the source (spoken) language of the video, you can skip Step 1 and go straight to [Step 2](#). After completing the fields in the **Order Captions & Enrichment Services** section, you'll see a button labeled 'Upload Captions File'. Continue with the steps below:

1. Click **Upload Captions File**.

Order Captions & Enrichment Services

Order Captions

Service: Source Media Language:

Feature: Target Translation Language:

Choose Captions File:

A captions file is required to perform translation. Please upload a captions file.

The **Upload Captions File** window displays.

2. Click **Browse**.

Upload Captions File

Select a file


Label

The captions file should be in English, SRT type and with an accuracy rate of 99% or higher

3. Browse to the file on your computer (the file must be SRT, DFXP, or XML) and click **Open**.

File name: SRT File

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.

4. 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).

Upload Captions File

Select a file

3.5 KB / 3.5 KB

Upload Complete!

Label

The captions file should be in English, SRT type and with an accuracy rate of 99% or higher

5. Click **Save**.

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

6. Click **Submit**. (Note the **Submit** button is clickable only after the file has uploaded.)

Order Captions

Service: Source Media Language:

Feature: Target Translation Language:

Choose Captions File:

The captions file uploaded successfully.

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

Your request has been received. Your video will automatically be updated upon completion.

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

Existing Requests

REQUEST DATE	SERVICE	FEATURE	LANGUAGE	STATUS
March 05, 2024	Machine	Translation	Spanish	● Pending

When the translations are ready, they 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](#).