

Order live captions & live translations

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28 This article is designated for all users.

About

Kaltura provides machine-generated **live captions** and **live translations** through its REACH service. Once enabled on your account, these services can be ordered for any scheduled event via your Video Portal, Events platform or KMC.

Live captions and translations are only supported for <u>scheduled events</u> created using the Webcasting (kwebcast) setup. This is because REACH relies on scheduling data (like start and end times), which regular live entries created manually don't include.

If you don't see the Live captions or Live translations option, your event may be a regular live stream OR the feature may not be enabled. Please contact your Kaltura representative to check your setup or enable this feature.

Access the Captions & enrichment page

1. Open the event entry page and click the **three-dot menu** below the player.



2. From the drop-down options, select **Reach captions & enrich**.



≡ ╬ kaltura		Ask any	rthing Help Resou	urces + Create Q	Search 💄 EN 🗸 🗧
	03 HRS : 15 MIN Live event May 15th, 2025 4:30 PM - 5:30 PM IDT Add To Calendar A Share				
		Publish status		GUEST	
		Add to playlist Edit Add to watch list Analytics			
	Live event May 15th, 2025 • 4:30 PM - 5:30 PM IDT This is a test event	Public Expiry Link R Reach captions & enrich Delete	elated Media	oadmap Training Q3/202	1

3. The Reach captions and enrich screen displays.

ASR order is approved automatically, Pro Hun	nan requires mo	deration. reach@kaltura.com for questions.	
Feature		Service type	
Live Captions	~	Machine	~
Source media language English			
() We recommend to extend the live captions sc	heduling to avoid	disconnections before the event ends	
Live captions start time: At the beginning of the event	~	Live captions end time: At the end of the event	~

Order live captions

Make sure your event was created as a <u>scheduled</u> webcast. This option isn't available for regular live entries.

- 1. Complete the following fields:
 - Feature Select Live Captions
 - Service Choose Machine



• Source media language - Select the spoken language

Multiple languages are supported. Don't see yours? Contact your Kaltura rep to request it.

- Live captions start time Choose when the captioning service should start:
 - at the beginning of the event
 - 15 minutes before the event starts (recommended)
 - 30 minutes before the event starts
 - 60 minutes before the event starts
- Live captions end time Choose how long captions should run after the scheduled end time:
 - at the end of the event
 - 15 minutes after the event ends
 - 30 minutes after the event ends
 - 60 minutes after the event ends

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To avoid disconnects, schedule captions to start slightly before your event, and place the order at least <u>5 minutes</u> in advance.

2. Click Order at the bottom right.

To return to the order summary, click **Back**.

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Please note that if you reschedule the event, <u>the original order won't update</u> <u>automatically</u>. You will have to cancel it and place a new order.

Order live translations

Make sure your event was created as a <u>scheduled</u> webcast. This option isn't available for regular live entries.

- 1. Complete the following fields:
 - Feature Select Live Translation
 - Service Select Machine
 - Source media language Select the spoken language

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Multiple languages are supported. Don't see yours? Contact your Kaltura rep to request it.

• **Target translation language** - Select one or more languages from the dropdown. Captions can be ordered in parallel for multiple target languages.

eature Live Translation	tion Machine	
ource media language	Target translation language	
English	✓ German ×	^
We recommend to extend the live captions sch	eduling to avoid dis	
ive captions start time:	Spanish French	
At the beginning of the event	- Italian	

Live captions start time - Choose when the captioning service should start:

- at the beginning of the event
- 15 minutes before the event starts (recommended)
- 30 minutes before the event starts
- 60 minutes before the event starts

Live captions end time - Choose how long captions should run after the scheduled end time:

- at the end of the event
- 15 minutes after the event ends
- 30 minutes after the event ends
- 60 minutes after the event ends

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To avoid disconnects, schedule captions to start slightly before your event, and make sure there's at least a <u>5-minute</u> gap between placing the order and the caption start time.

2. Click Order at the bottom right.

To return to the order summary, click **Back**.

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Please note that if you reschedule the event, <u>the original order won't update</u> <u>automatically</u>. You will have to cancel it and place a new order.

Status definitions

- Pending The vendor has not yet opened the request
- Scheduled The request has been accepted and is being processed
- Completed The captioning job was completed successfully

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Only start streaming when all caption orders show **Scheduled**. If the status is **Pending**, wait and refresh the list manually.

Reach captions & enrich					
Language	Service type	Feature	Request Date	Status	Actions
English	Machine	Live Captions	May 15th, 2025	• Scheduled	6
Spanish	Machine	Live Translation	May 15th, 2025	• Scheduled	6
German	Machine	Live Translation	May 15th, 2025	• Pending	† 0
					Close + Order

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Best practices for live captioning

- Start streaming a few minutes early to ensure full caption coverage.
- Machine captions must be ordered at least 15 minutes before the event.
- You can cancel machine orders anytime before the event.
- Captions apply to the primary stream only backup streams aren't supported.
- Events must be at least 10 minutes long (600 seconds minimum).
- Captions can last up to 8 hours per session.

Ingest captions from your own encoder

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

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Do not combine REACH captions and ingested captions. If both are used, the ingested captions will be removed.

- 1. In KMC, go to the **Captions** tab of your event entry.
- 2. Choose User ingested captions.
- 3. If using special characters, switch on **CEA-708**.
- 4. For each track:
 - Select CEA-608 or CEA-708 protocol.
 - Choose a language.
 - (Optional) Customize the track label.
 - Remove unnecessary tracks with the red 'minus' button
- 5. Don't forget to save before leaving the tab.

Captions				
Reach car	ations			
	Stions			
User inge	sted captions			
	CEA-708 Special Chara	acters Support		
Captions	containers			
ID	Protocol	Language	Label	
CC1	CEA-608	✓ English	✓ English	Θ
+ Add	container			
	Ca	ptions tab in	KMC	

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When setting up your encoder, make sure to <u>annotate each caption track with the</u> <u>correct language</u>, so it appears properly in the **Captions Selector** menu in the player.

Advanced configuration

Display embedded captions in the live player

For **Asian language character sets** with CEA/EIA-708 captions, set the extract_closed_captions_feature admin tag.

This tag does not support backup stream captions, and should not be used with REACH captions.

Set up captions to display correctly in session recordings

To display captions correctly in session recordings, use the correct **container IDs**:

• CEA/EIA-608: CC1 to CC4 (use CAPITAL letters for container ids)

Examples

- id=CC1 language=eng label=english type=closedCaptions
- id=CC2 language=ger label=german type=closedCaptions
- CEA/EIA-708: SERVICE1 to SERVICE63 (use CAPITAL letters for container ids)

Examples

- id=SERVICE1 language=jpn label=japanese type=closedCaptions
- id=SERVICE2 language=chi label=chinese type=closedCaptions
- You can use **both CC (608) and SERVICE (708)** containers in the same session as long as each has a unique container ID.

Examples

- id=CC1 language=eng label=english type=closedCaptions
- id=CC2 language=ger label=german type=closedCaptions
- id=SERVICE3 language=jpn label=japanese type=closedCaptions
- id=SERVICE4 language=chi label=chinese type=closedCaptions



See Kaltura VPaaS API Documentation for further details about Kaltura's API.