

# Order live captions for scheduled events in Video Portal

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 This article is designated for all users.

## About

Kaltura provides machine-generated **live captions** through its [Reach service](#). Once enabled on your account, this service can be ordered for any scheduled event via your Video Portal, Events platform or [KMC](#).

Live captions are only supported for [scheduled events](#) 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** 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.



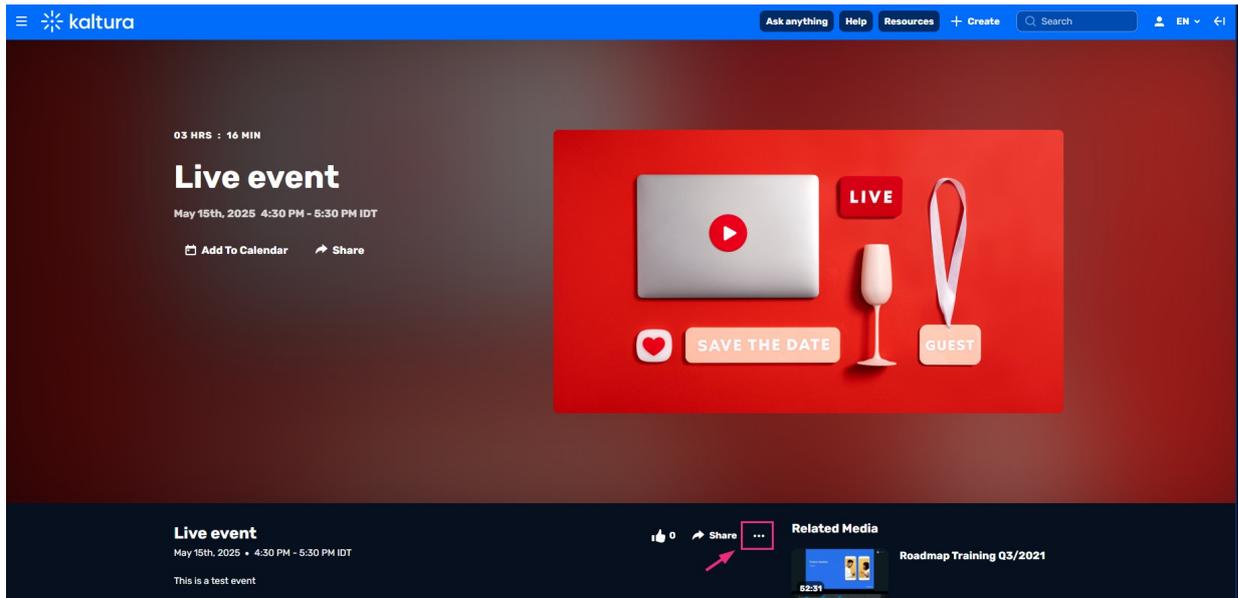
If you're using captions from your **encoder** instead of Reach, see [Ingest live captions \(encoder-based\)](#).



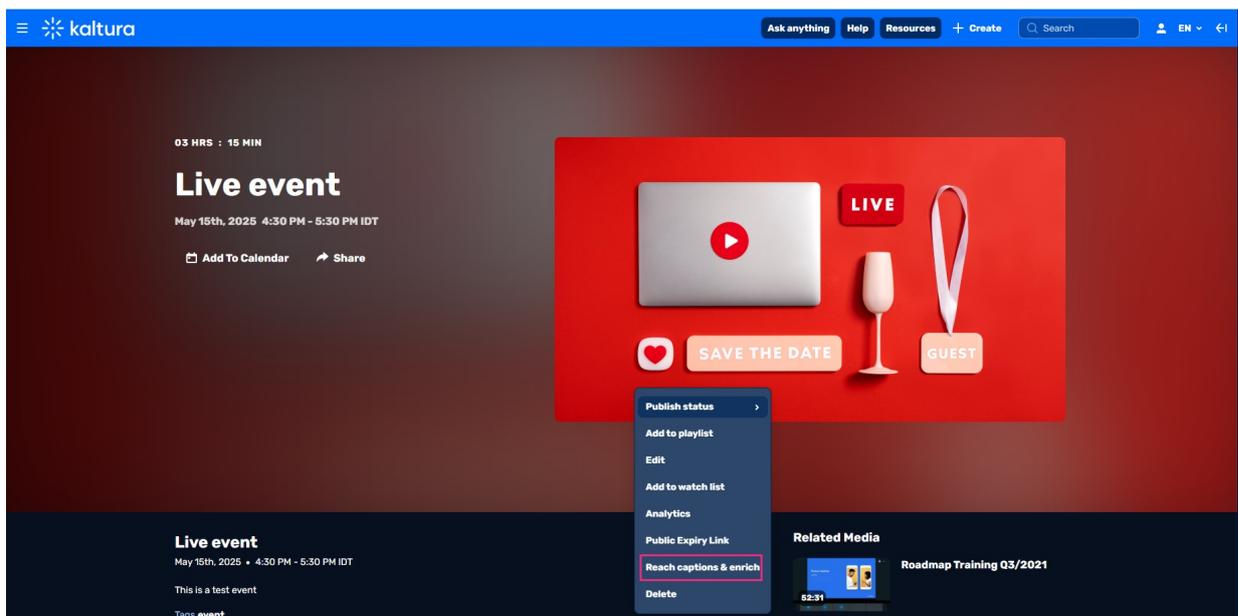
The instructions below show the Theming interface. If your site doesn't use Theming, see our article [Video Portal Theming tour](#) to learn more.

## Order live captions

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**.



3. The **Reach captions and enrich** screen displays.

### Reach captions & enrich

ASR order is approved automatically, Pro Human requires moderation. reach@kaltura.com for questions.

<b>Feature</b> Live Captions	<b>Service type</b> Machine
<b>Source media language</b> English	
We recommend to extend the live captions scheduling to avoid disconnections before the event ends	
<b>Live captions start time:</b> At the beginning of the event	<b>Live captions end time:</b> At the end of the event

Close **Order**

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

4. 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



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

- Click **Order** at the bottom right.

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



Please note that if you reschedule the event, the original order won't update automatically. 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



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	
Spanish	Machine	Live Translation	May 15th, 2025	● Scheduled	
German	Machine	Live Translation	May 15th, 2025	● Pending	 

Close [+ Order](#)

## Best practices for live captions

- 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.
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