

Order translations - Theming

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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.

Translation options

You have three ways to get translations with REACH:

Option 1: Automatic translation - REACH will automatically create subtitles in another language based on your video's audio. Good for when you want a quick, simple translation and don't need perfect word-for-word accuracy.

Option 2: Upload your own captions file and have it translated - If you already have a captions file, you can upload it and REACH will translate it into another language. Your file must be at least 99% accurate for the translation to be reliable. Accepted file types: SRT, DFXP, or XML.

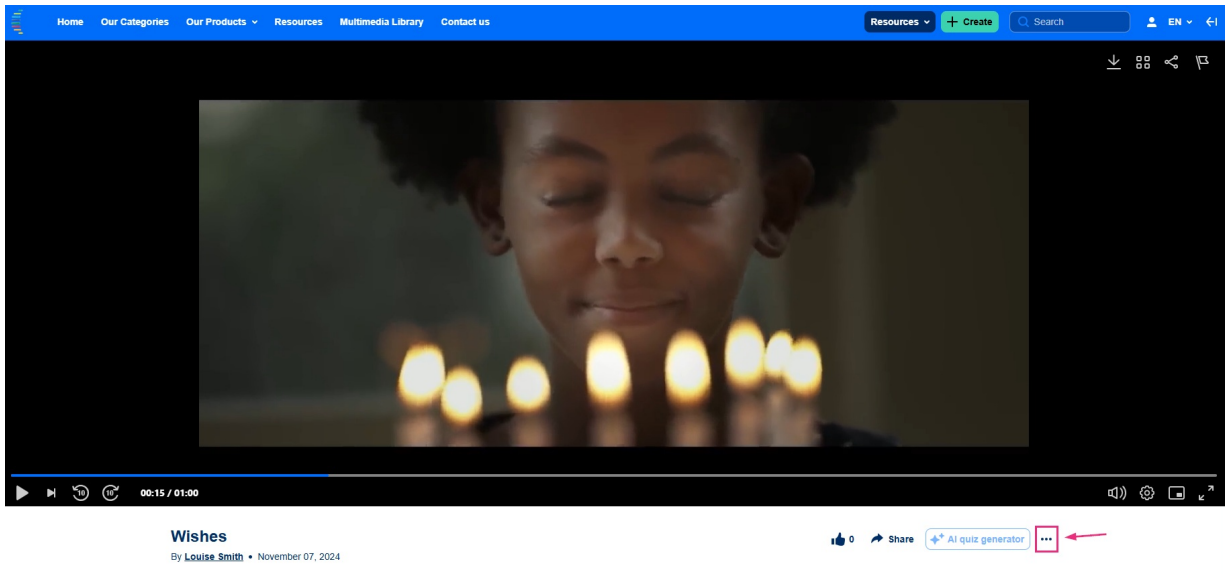
Option 3: Order professional captions first, then translate - If you want the best accuracy, use REACH to create professional, human-made captions, then translate that file into another language.



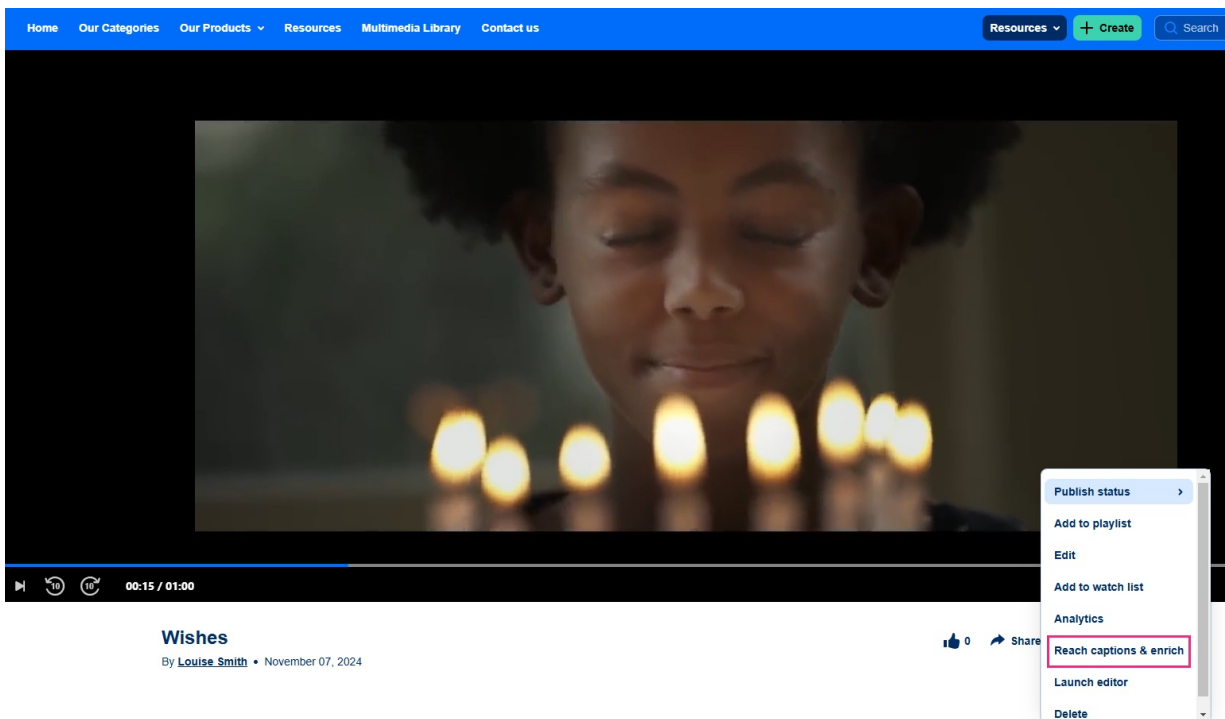
These instructions are for Theming users. If you don't have [Theming](#) enabled on your account, please see our article [Order translations](#).

Option 1: Automatic translation

1. Navigate to the [media page](#) of the desired video.



Click the **three-dot menu** under the player and select **Reach Captions & Enrich**.



The **Reach captions & enrich** window displays.

Reach captions & enrich

Order Captions

Feature

Captions

Service type

Machine

Source media language

English

Close

Order

2. Complete the fields as follows:

- **Feature** - Select 'Translation'.
- **Service type** - Select 'Machine'.
- **Source media language** - Select the source media language (in this case, English) from the drop-down menu. The options are dependent on your REACH plan.
- **Target translation language** - Select the desired language you want the translations in from the drop-down menu. The options are dependent on your REACH plan.

Reach captions & enrich

Order Captions

Feature

Translation

Service type

Machine

Source media language

English

Target translation language

Spanish X |

☐ German

☒ Spanish

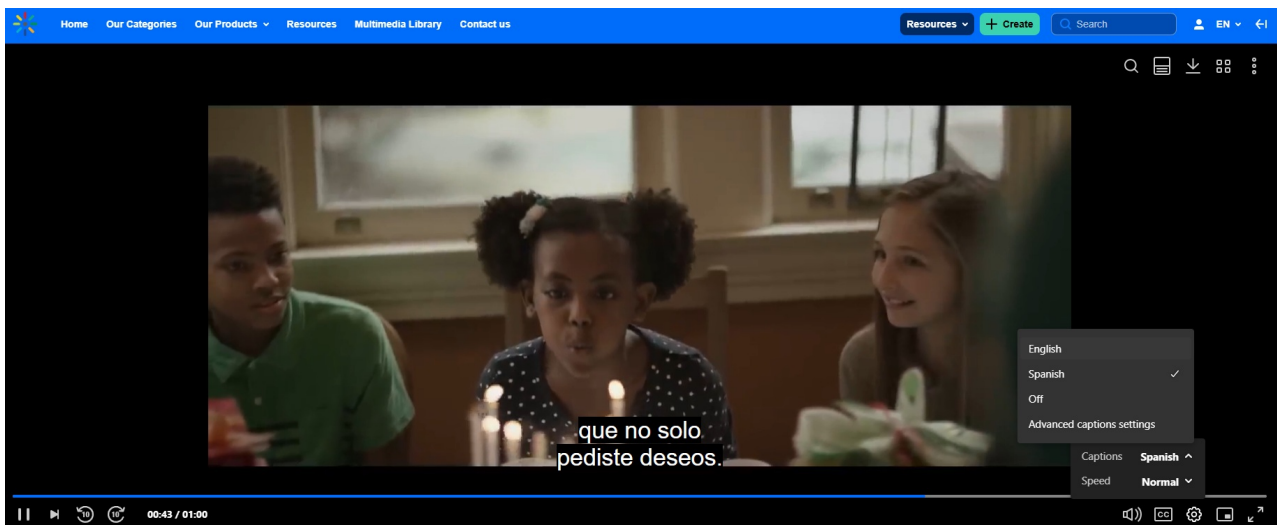
☐ Italian

Close

Order

2. Click **Order**.

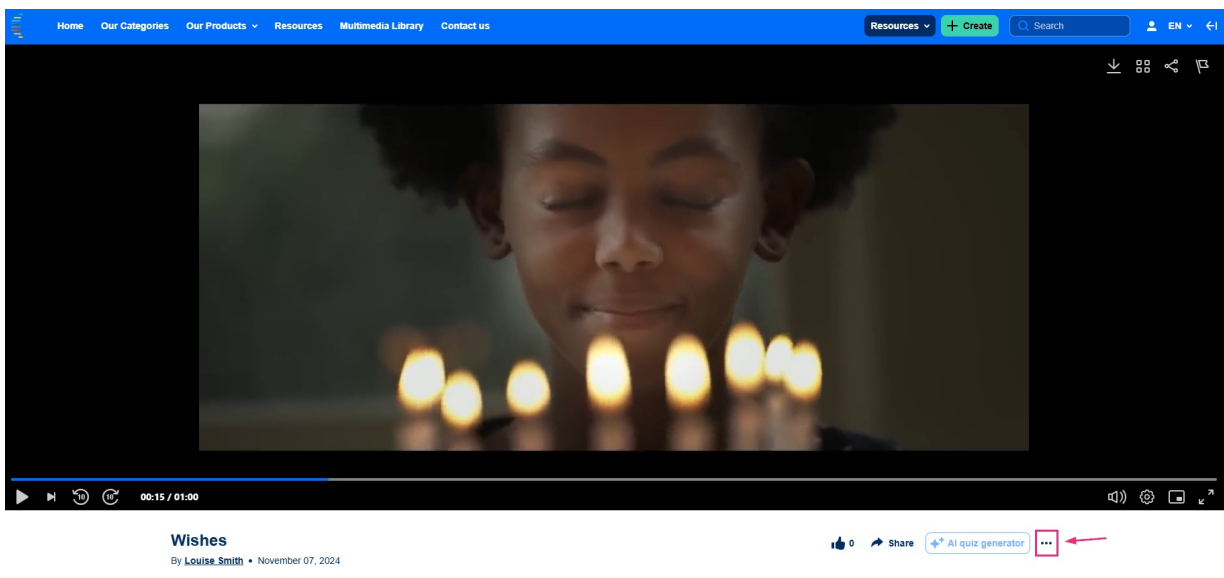
When the translations are ready, they are automatically added to the video.



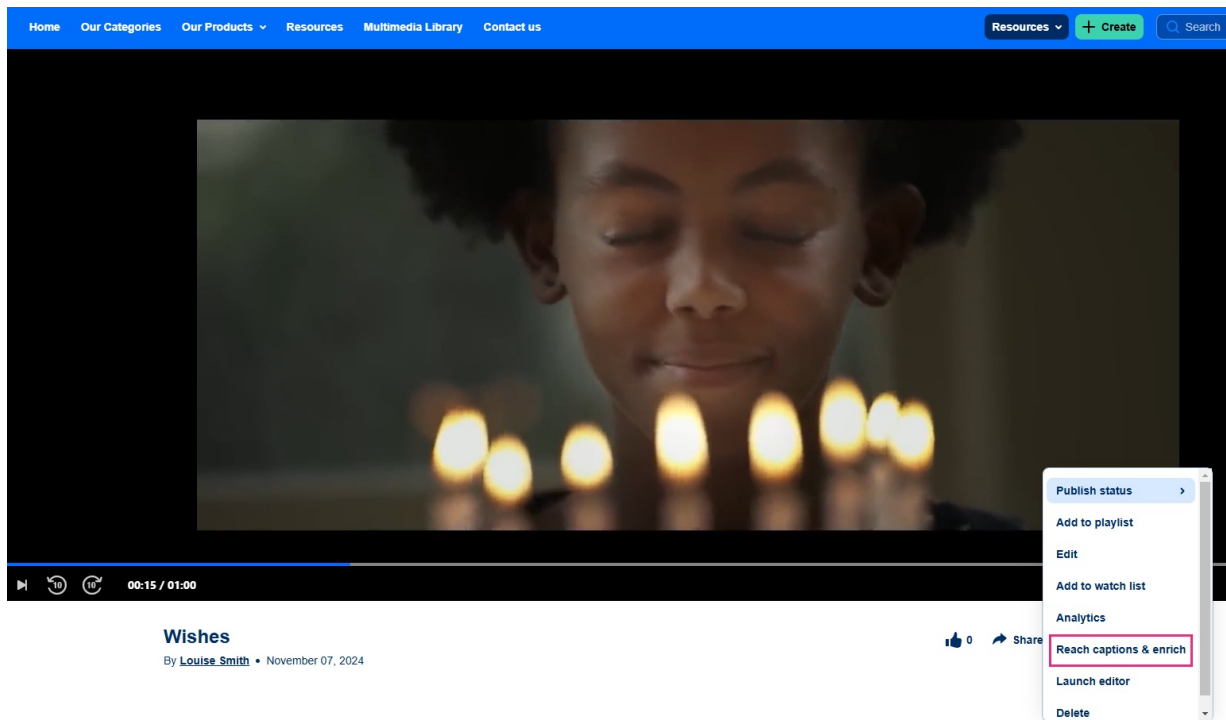
Option 2: Use your own captions file to create translations

If you already have a captions file (SRT, DFXP, or XML) in the video's spoken language, you can use it to create translations. The file must be at least **99%** accurate for the translation to be reliable. If needed, you can manually edit your captions to reach this accuracy before ordering the translation. For help editing captions, see [Edit captions](#).

1. Navigate to the **media page** of the desired video.



2. Click the **three-dot menu** under the player and select **Reach Captions & Enrich**.



The **Reach captions & enrich** window displays.

Reach captions & enrich

Order Captions

Feature

Captions

Service type

Machine

Source media language

English

Close

Order

3. Complete the fields as follows:

- **Feature** - Select 'Translation'.
- **Service type** - Select 'Machine'.
- **Source media language** - Select the spoken language (in this case, English) from the drop-down menu. The options are dependent on your REACH plan.
- **Target translation language** - Select the desired target language from the drop-down menu. The options are dependent on your REACH plan.

Reach captions & enrich

Order Captions

Feature

Translation

Service type

Machine

Source media language

English

Target translation language

Spanish X

☐ German

☒ Spanish

☐ Italian

Close

Order

4. Click **Add a captions file**.

Reach captions & enrich

Order Captions

Feature

Translation

Service type

Machine

Source media language

English

Target translation language

Spanish X

Add a caption file

We support *.SRT file types

Close

Order

A pop-up displays.

5. Click **Upload**.

Reach captions & enrich

Order Captions

Feature
 Translation

Service type
 Machine

Source media language
 English

Target translation language
 Spanish X

Add a caption file

SRT file
 Upload
 Label
 Cancel Save

Close Order

6. Select the captions file on your computer.

7. *(Optional)* Add a label for the source language. This label appears in the player's captions menu.

8. After the file uploads, click **Save**.

Reach captions & enrich

Order Captions

Feature
 Translation

Service type
 Machine

Source media language
 English

Target translation language
 Spanish X

Add a caption file

SRT file
 English (2).srt
 Label
 Cancel Save

Close Order



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.

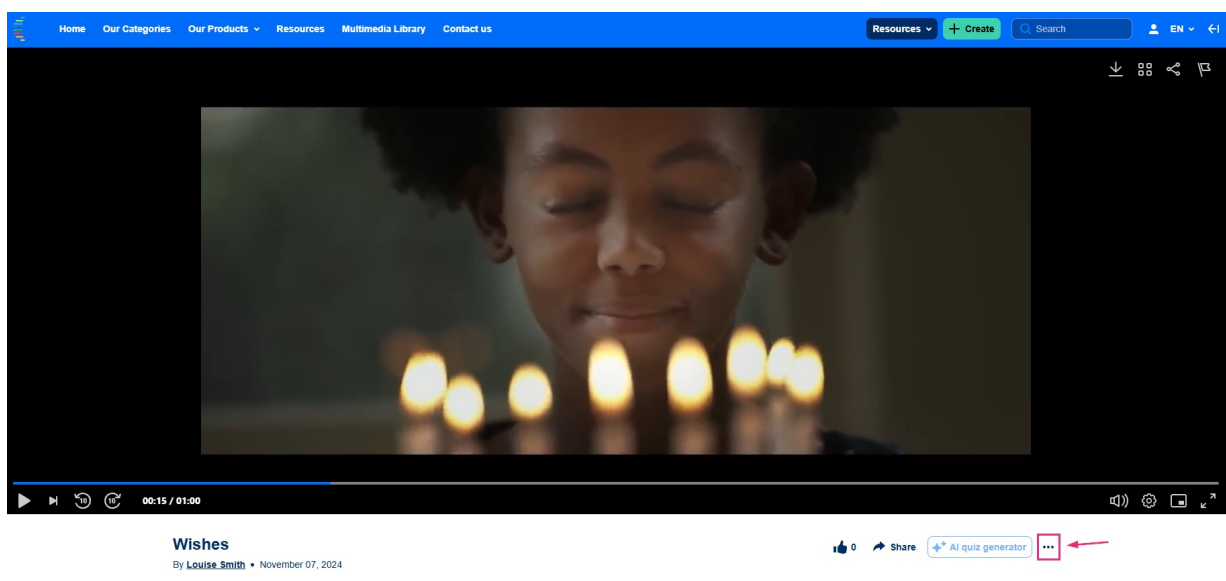
9. Click **Order**.

A success message displays. You can click **Back** to see your new order in the requests list. When the translations are ready, they are automatically added to the video.

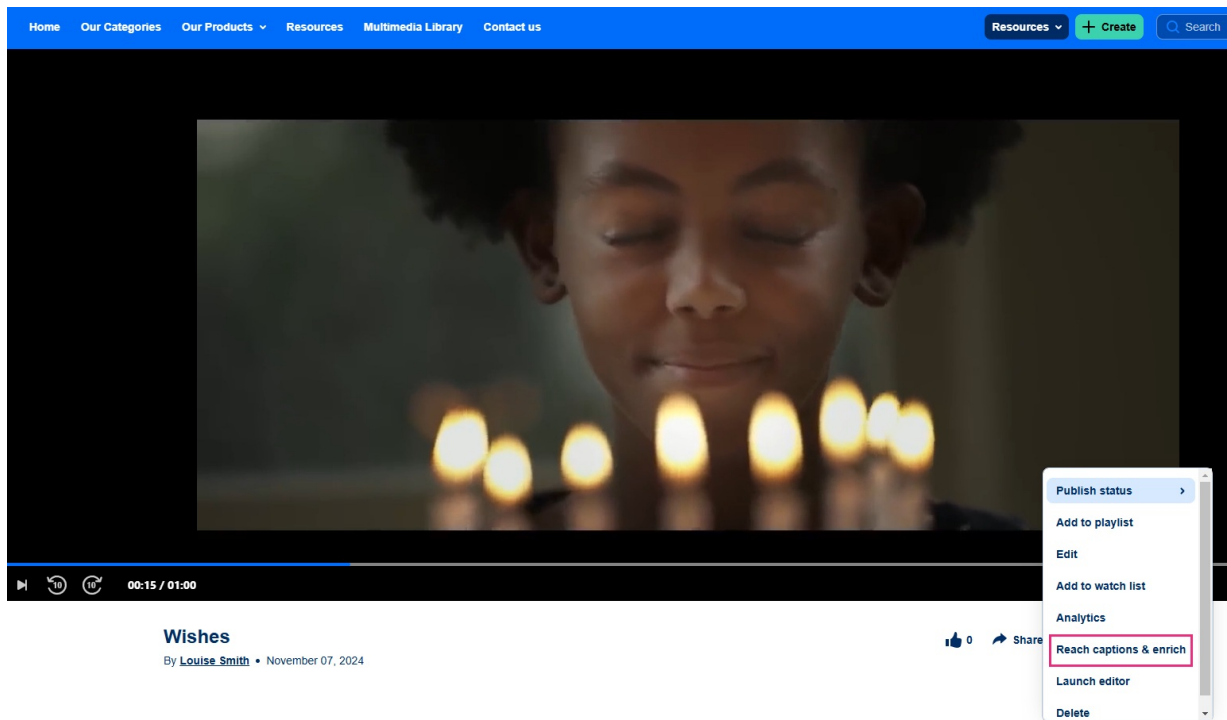
Option 3: Order professional captions first, then translate

Step 1: Order professional captions

1. Navigate to the **media page** of the desired video.



Click the **three-dot menu** under the player and select **Reach Captions & Enrich**.



The **Reach captions & enrich** window displays.

Reach captions & enrich

Order Captions

Feature

Captions

Service type

Machine

Source media language

English

Close

Order

2. Complete the fields as follows:

- **Feature** - Select 'Captions'.
- **Service type** - 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 spoken language**. For example, if the video is in English, you can only order English 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.
- **Instructions & notes** - (Optional) This box is used for adding notes for the attention of the editors and reviewers.

Reach captions & enrich

Order Captions

Feature

Captions

Service type

Professional

Source media language

English

Turnaround time

48 hours

Instructions & notes

Close

Order

3. Click **Order**.

A confirmation message displays. 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.

Step 2: Order translation

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

- **Feature** - Select 'Translation'.

- **Service type** - Select 'Machine'.
- **Source media language** - Select the spoken language (in this case, English) from the drop-down menu. The options in the menu are dependent on your REACH plan.
- **Target translation language** - Select the desired target language from the drop-down menu. The options in the menu are dependent on your REACH plan.

Reach captions & enrich

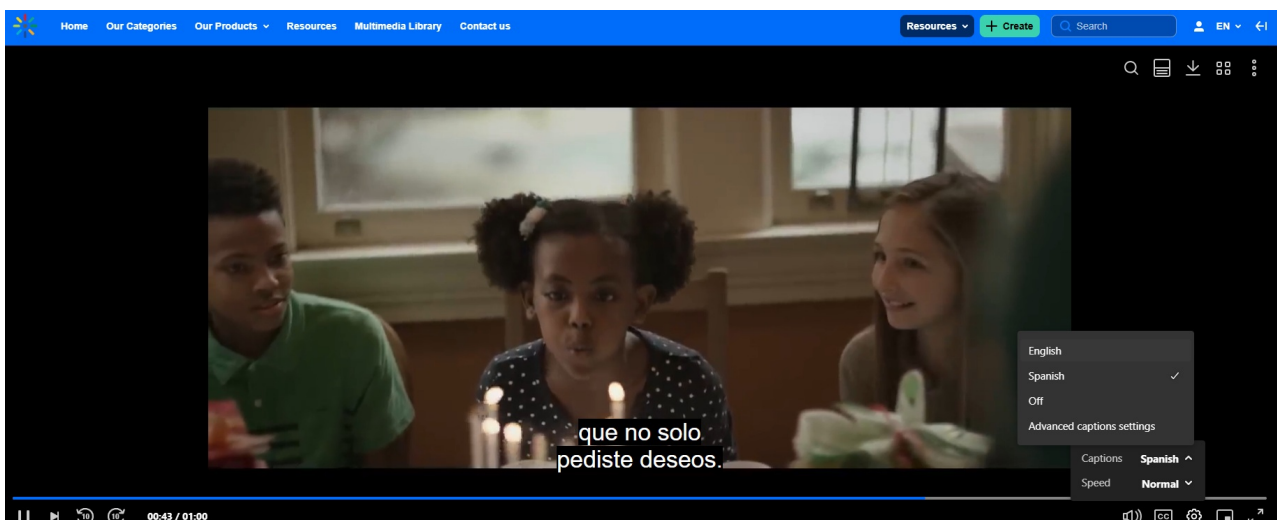
Order Captions

Feature <div>Translation</div>	Service type <div>Machine</div>
Source media language <div>English</div>	Target translation language <div>Spanish X </div> <div> <input type="radio"/> German <input checked="" type="radio"/> Spanish <input type="radio"/> Italian </div>

Close **Order**

2. Click **Order**.

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



- You can resubmit REACH orders in certain cases, such as for updated media content or new profile settings. For details on how and when to use the

resubmissions feature, see our article [Resubmissions for REACH services](#).

- Translations currently must be ordered manually. If you'd like to enable automation for this, contact your Kaltura representative.
 - To learn more about how captions display on the Kaltura player, visit our articles [Captions and Audio Tracks](#) and [Accessibility](#).
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