Order translations - Theming

Last Modified on 02/27/2025 4:48 pm IST

👥 **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 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) <u>in the source language,</u> 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.
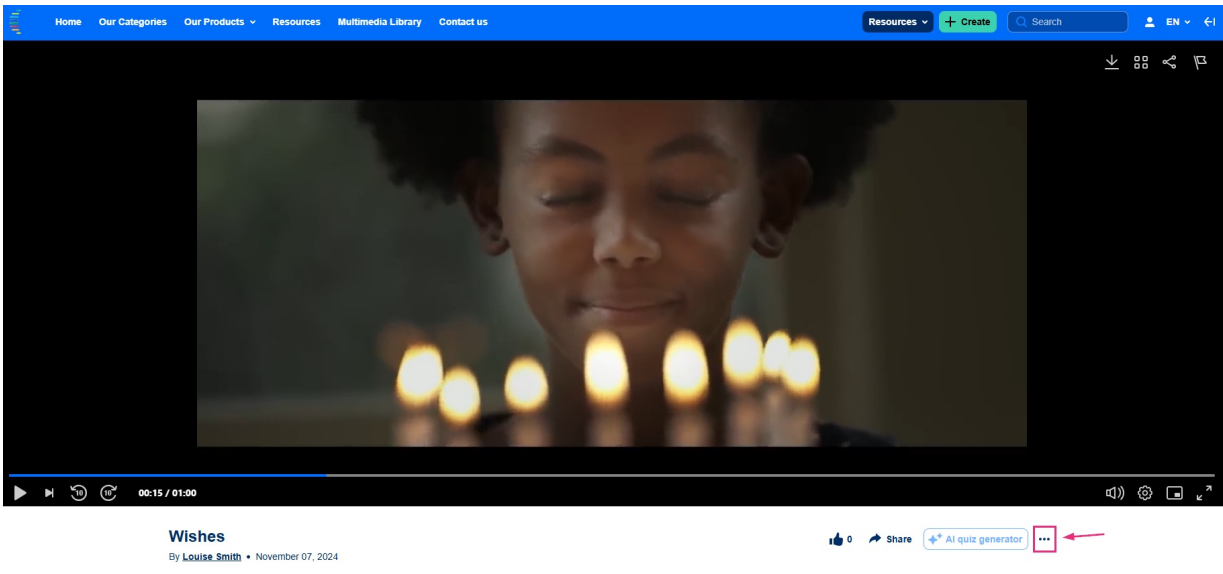
> ℹ️
> These instructions are for Theming users. If you don't have Theming enabled on your account, please see our article Order translations.
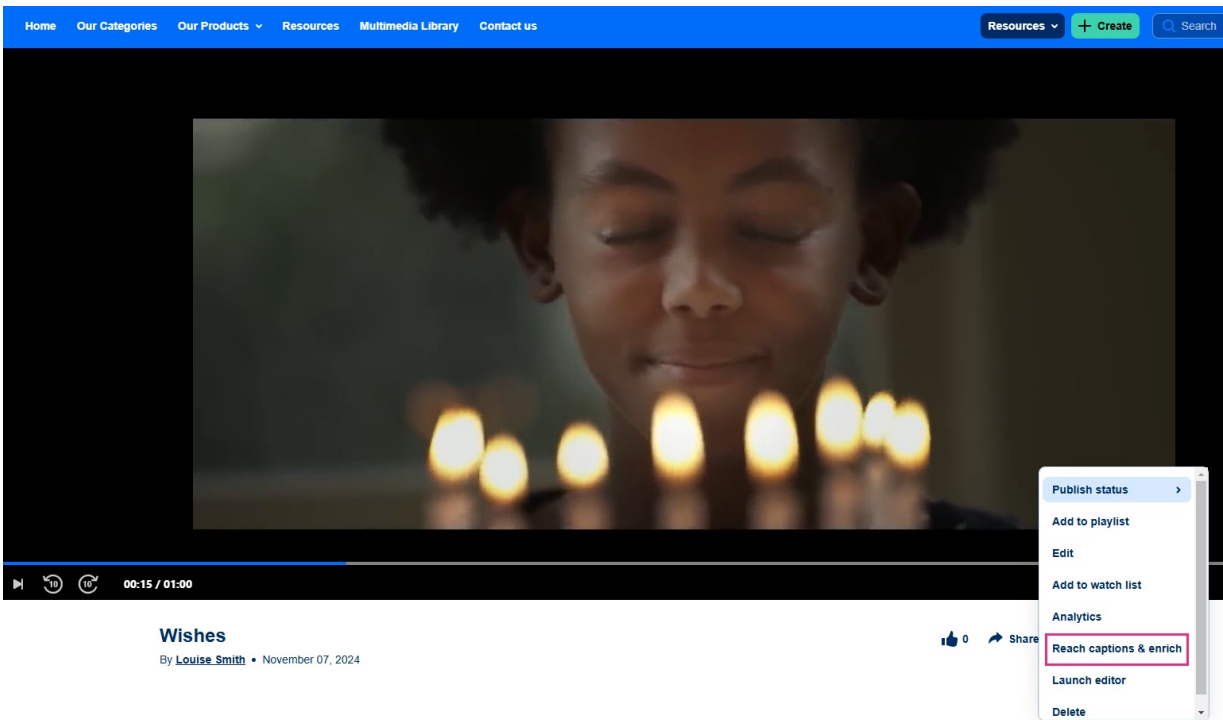
Step 1: Order professional captions

> ℹ️
> Ordering translations in bulk isn't currently available for Theming users but will be supported soon.

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

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

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

![kaltura logo]

Reach captions & enrich

Order Captions

Feature	Service type
Captions ⌄	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 source 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 ▾

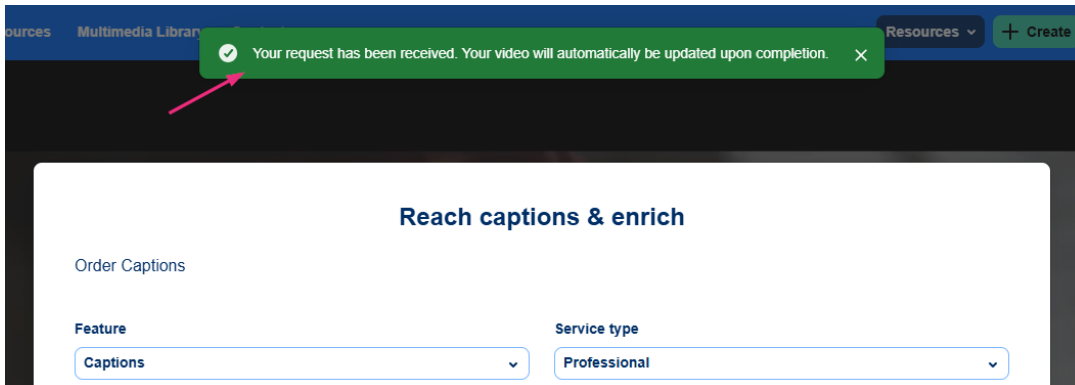**Source media language**
English ▾

Turnaround time
48 hours ▾

Instructions & notes

Close   **Order**

3. Click **Order**.

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

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: Request translations

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

- **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 in the menu are dependent on your REACH plan.
- **Target translation language** - Select the desired language from the drop-down menu. The options in the menu are dependent on your REACH plan.

2. Click **Order**.

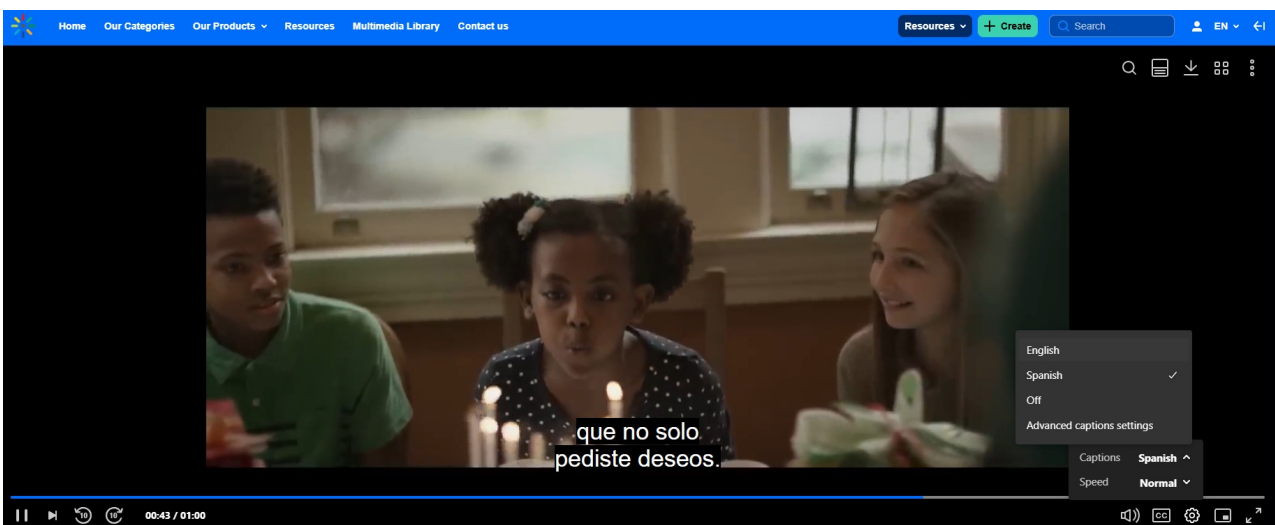When the translations are ready, they are automatically added to the video.

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 **Add a caption file**.

Reach captions & enrich

Order Captions

Feature	Service type
Translation	Machine

Source media language	Target translation language
English	Spanish ✕

Add a caption file   We support *.SRT file types

Close   Order

A pop-up displays.

2. Click **Upload**.

Reach captions & enrich

Order Captions

Feature	Service type
Translation	Machine

Source media language	Target translation language
English	Spanish ✕

SRT file

⬆ Upload

Label

Add a caption file

Cancel   Save

Close   Order

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

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).

Click **Order**.

Reach captions & enrich

Order Captions

Feature
Translation

Service type
Machine

Source media language
English

Target translation language
Spanish ✕

Close   **Order**

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:
Machine

Source Media Language:
English

Feature:
Translation

Target Translation Language:
Spanish ✕

Choose Captions File: **Upload Captions File**

The captions file uploaded successfully.   ✕

Submit

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

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

Existing Requests   **+ Order**

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.

✓

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.