

Order translations in Content Hubs

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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 VTT.

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.



Media must be at least **10 seconds** long for translation processing.

Option 1: Automatic translation

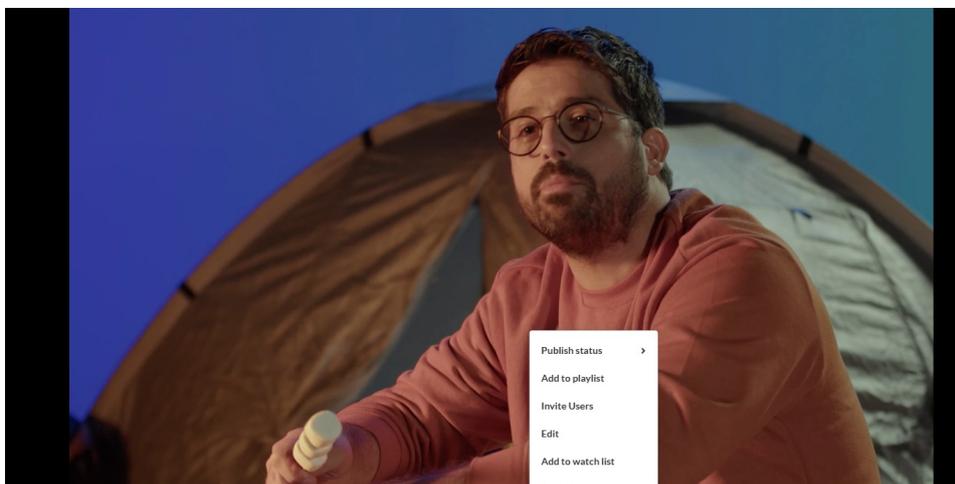
1. Open the media page for the desired video, then click the **three dots** below the player.



A fireside chat
By @kaltura.com • March 20, 2026 • 9 Views • 9 Plays

0 Likes Share ⋮ →

2. From the menu options, select **Reach captions & enrich**.



A fireside chat
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- Publish status >
- Add to playlist
- Invite Users
- Edit
- Add to watch list
- Analytics
- Reach captions & enrich →
- Launch editor
- Delete

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

Reach captions & enrich

Order Captions

Feature

Captions

Service type

Machine

Source media language

English

Turnaround time

30 minutes

Close Order

3. 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 | Service type |
| Translation | Machine |
| Source media language | Target translation language |
| English | Spanish × |
| | <input type="radio"/> German |
| | <input checked="" type="radio"/> Spanish |
| | <input type="radio"/> Italian |

Close **Order**

4. 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 VTT) 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](#).

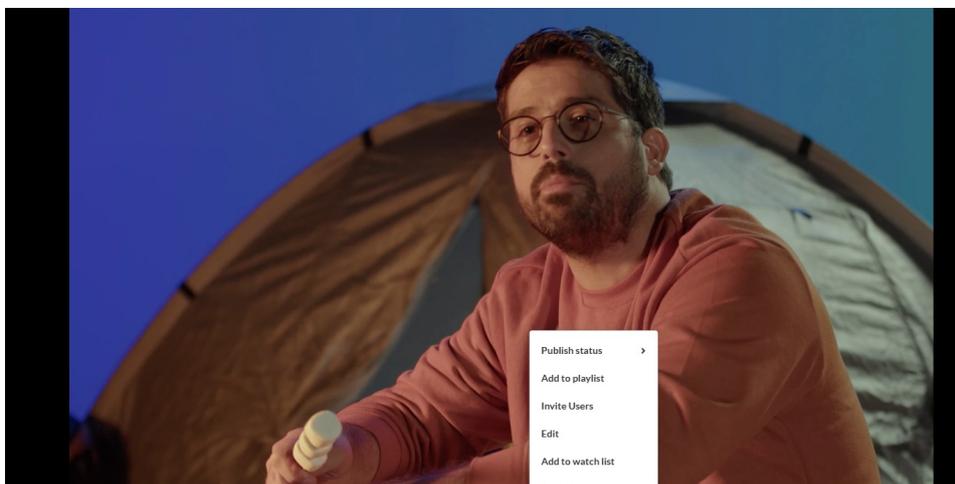
1. Open the media page for the desired video, then click the **three dots** below the player.



A fireside chat
By [redacted]@kaltura.com • March 20, 2026 • 9 Views • 9 Plays

0 Likes Share [red box] *(red arrow points to the box)*

2. From the menu options, select **Reach captions & enrich**.



A fireside chat
By [redacted]@kaltura.com • March 20, 2026 • 9 Views • 9 Plays

- Publish status >
- Add to playlist
- Invite Users
- Edit
- Add to watch list
- Analytics
- Reach captions & enrich** *(red box and red arrow)*
- Launch editor
- Delete

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

Reach captions & enrich

Order Captions

Feature

Captions

Service type

Machine

Source media language

English

Turnaround time

30 minutes

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

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Feature</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> Translation ▼ </div> | <p>Service type</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> Machine ▼ </div> |
| <p>Source media language</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> English ▼ </div> | <p>Target translation language</p> <div style="border: 1px solid #ccc; padding: 2px;"> <div style="display: flex; justify-content: space-between; align-items: center; border-bottom: 1px solid #ccc;"> Spanish × ▲ </div> <div style="padding: 5px;"> <p><input type="radio"/> German</p> <p><input checked="" type="radio"/> Spanish</p> <p><input type="radio"/> Italian</p> </div> </div> |

Close Order

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

Reach captions & enrich

Order Captions

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Feature</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> Translation ▼ </div> | <p>Service type</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> Machine ▼ </div> |
| <p>Source media language</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> English ▼ </div> | <p>Target translation language</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> Spanish × ▼ </div> |

Add a caption file
We support *.SRT file types

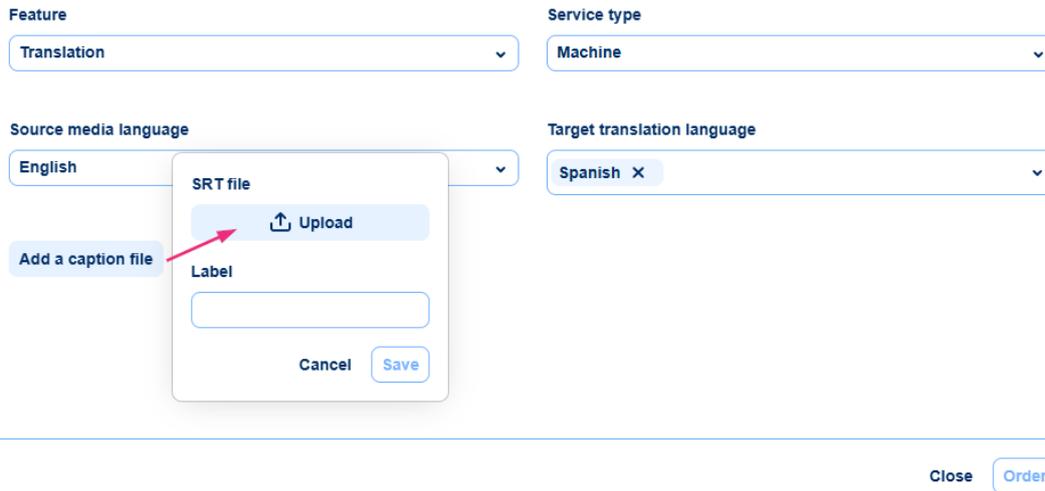
Close Order

A pop-up displays.

5. Click **Upload**.

Reach captions & enrich

Order Captions



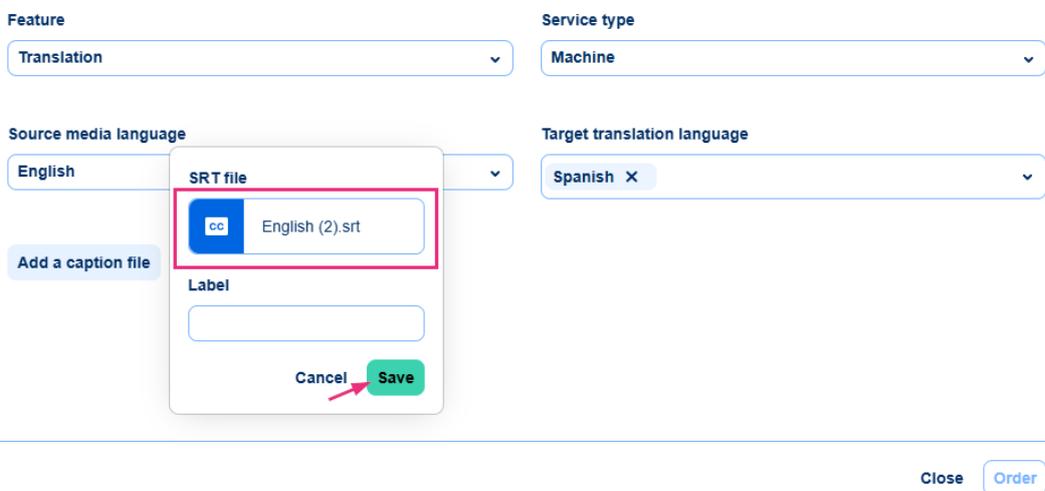
6. Select the captions file on your computer.

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





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. Open the media page for the desired video, then click the **three dots** below the player.



A fireside chat

By @kaltura.com • March 20, 2025 • 9 Views • 9 Plays



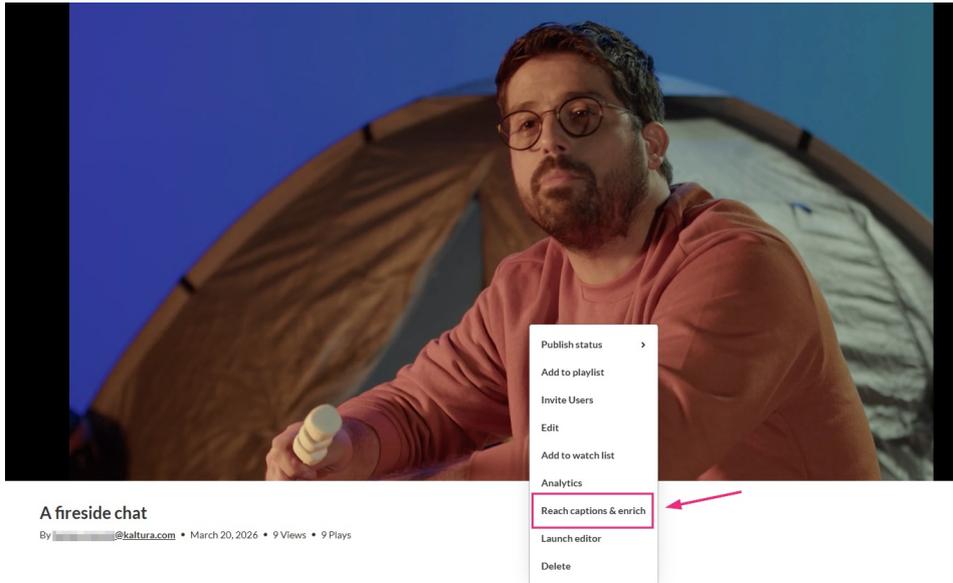
0



Share



2. From the menu options, select **Reach captions & enrich**.



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

Reach captions & enrich

Order Captions

| | |
|----------------------------------------------------------------------|-------------------------------------------------------------------|
| Feature <input type="text" value="Captions"/> | Service type <input type="text" value="Machine"/> |
| Source media language <input type="text" value="English"/> | Turnaround time <input type="text" value="30 minutes"/> |

Close Order

3. 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.



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 | Service type |
| Captions | Professional |
| Source media language | Turnaround time |
| English | 48 hours |
| Instructions & notes | |
| <input type="text"/> | |

Close **Order**

4. Click **Order**.

A confirmation message displays. When the captions are ready, they are automatically added to the video.



You can set up automatic email notifications to be alerted when 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

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.



- 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](#).