

Order translations (legacy) in Rich Media CMS

Last Modified on 06/21/2026 3:31 pm IDT

 This article is designated for administrators.

About

Translations convert the spoken language in a video into another language and appear as subtitles. Viewers can read the translated subtitles in their preferred language while the original audio remains unchanged.



You can also create rules to automatically request captions, OCR, chaptering, or dubbing for new entries that meet specific criteria. For more information, see [Create captioning & enrichment rules in Rich Media CMS](#).



If Content Lab is enabled on your account, you may also see a **Captions & Translations** option when ordering captions. For instructions using this workflow, see [Order VOD translations in Rich Media CMS with Content Lab](#).

Translation service types

You can choose from the following services:

Machine

Also known as ASR, machine translations are generated automatically and provide an average accuracy of approximately 85%.

Machine translations:

- Enable searchable video content
- Support editing
- Support resubmissions
- Can use [custom vocabularies and dictionaries](#) to improve accuracy

Professional

Professional translations are created and reviewed by human transcribers and provide

approximately 99% accuracy.

Professional translations:

- Meet accessibility requirements
- Include human review and quality assurance
- Support special instructions for editors and reviewers
- Are recommended for public-facing content such as marketing, learning, and training videos

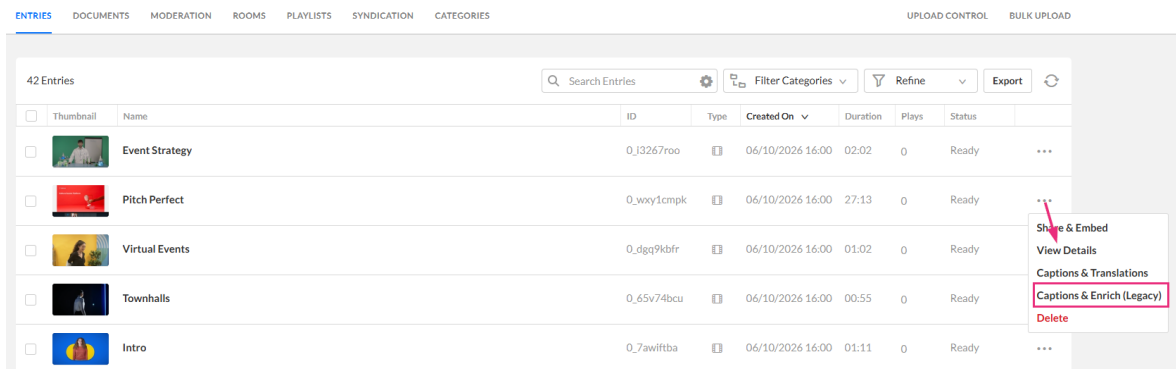


Media must be at least **10 seconds** long for translation processing.

Step 1: Order professional translations

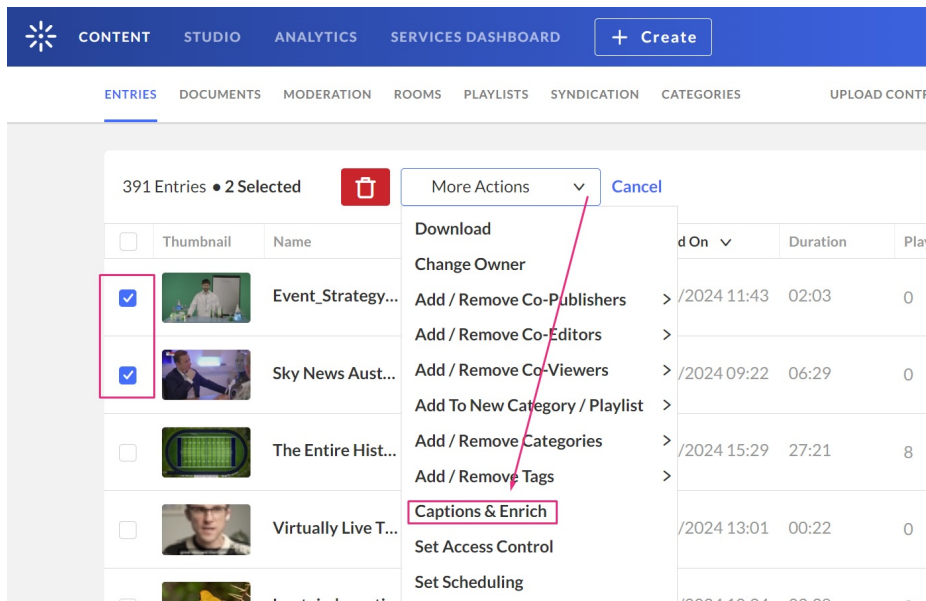
Single video

1. Log into your Rich Media CMS.
The **Entries** page displays by default.
2. Locate the desired entry and click the **three dots** to the right and select **Captions & Enrich (legacy)**.



Multiple videos

1. Click the boxes next to the desired videos.
The **More Actions** menu at the top of the page is activated.
2. Select **Captions & Enrich**.



The **Captions & Enrich** page displays.

×
Captions & Enrich

Order Captions & Enrichment Services - 2 Selected Media

Unit: Ella's unlimited profile ▼

Service: Machine ▼	Source Media Language: English ▼
Feature: Captions ▼	Turnaround Time: Best Effort ▼

Cancel
Submit

3. Complete the following fields:

- **Unit** - This option only appears in the event that different Reach profiles (budgets) are configured for each unit in your account. The selected unit will be charged for the captions request.
- **Service** - Select 'Machine'.
- **Source Media Language** - Select the source media language from the drop-down menu. The options in the menu are dependent on your REACH plan.
- **Feature** - Select '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.

4. Click **Submit**.

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:

- **Service** - 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.
- **Feature** - Select **Translation**.
- **Target Translation Language** - Select the desired language from the drop-down menu. The options in the menu are dependent on your [Reach](#) plan.

Order Captions & Enrichment Services

Order Captions

Service: Machine ←

Source Media Language: English ←

Feature: Translation ←

Target Translation Language: Select... ←

- German
- Italian
- Spanish

2. Click **Submit**.

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



The Entire History of the NFL

From Louise Szmoisz March 04, 2024

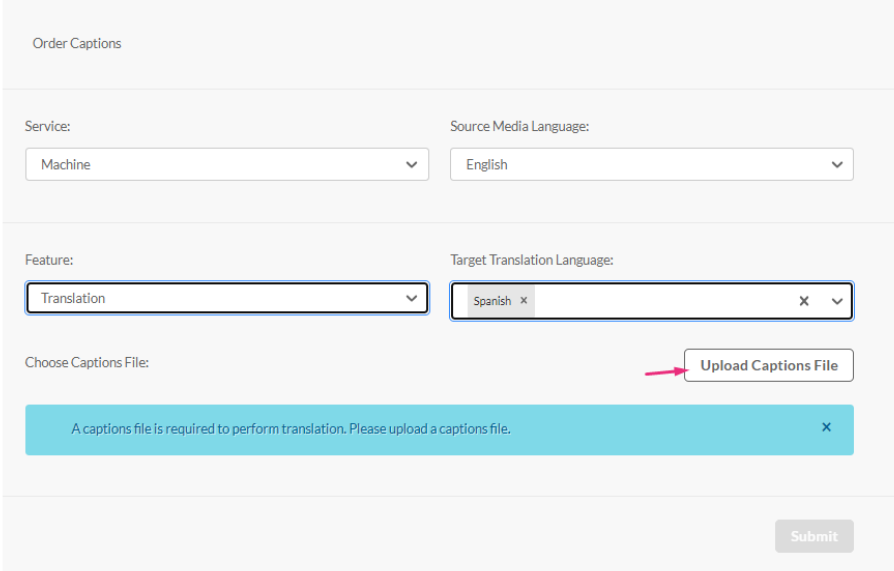
If you already have a captions file

If you already have a captions file of 99% accuracy, 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:

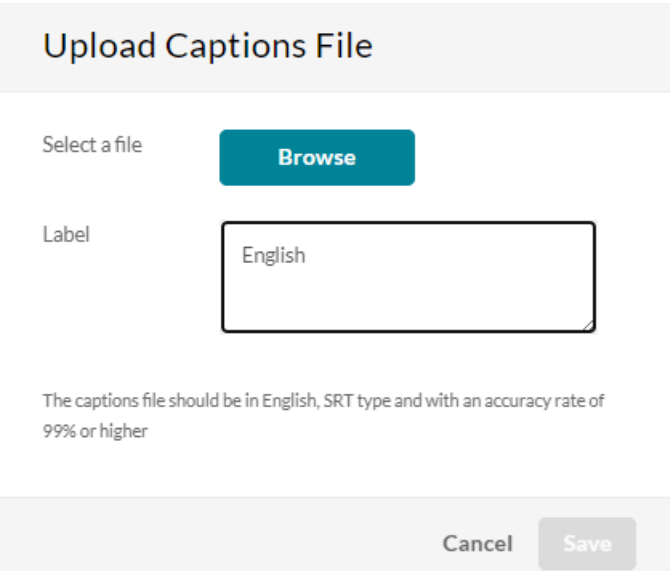
1. Click **Upload Captions File**.

Order Captions & Enrichment Services



The **Upload Captions File** window displays.

2. Click **Browse**.



3. Select the file on your computer (the file must be SRT, DFXP, or XML).



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).

Upload Captions File

Select a file Event Strategy.srt

3.5 KB / 3.5 KB

Upload Complete! ×

Label

The captions file should be in English, SRT type and with an accuracy rate of 99% or higher

Cancel Save

5. Click **Save**.

A success message displays: *The captions file uploaded successfully.*

6. Click **Submit** (the **Submit** button is clickable only after the file has uploaded).

Order Captions

Service: Source Media Language:


Feature: Target Translation Language:

Choose Captions File:

The captions file uploaded successfully.

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

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](#).