Order live captions for scheduled events (legacy) via Rich Media CMS

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This article is designated for all users.

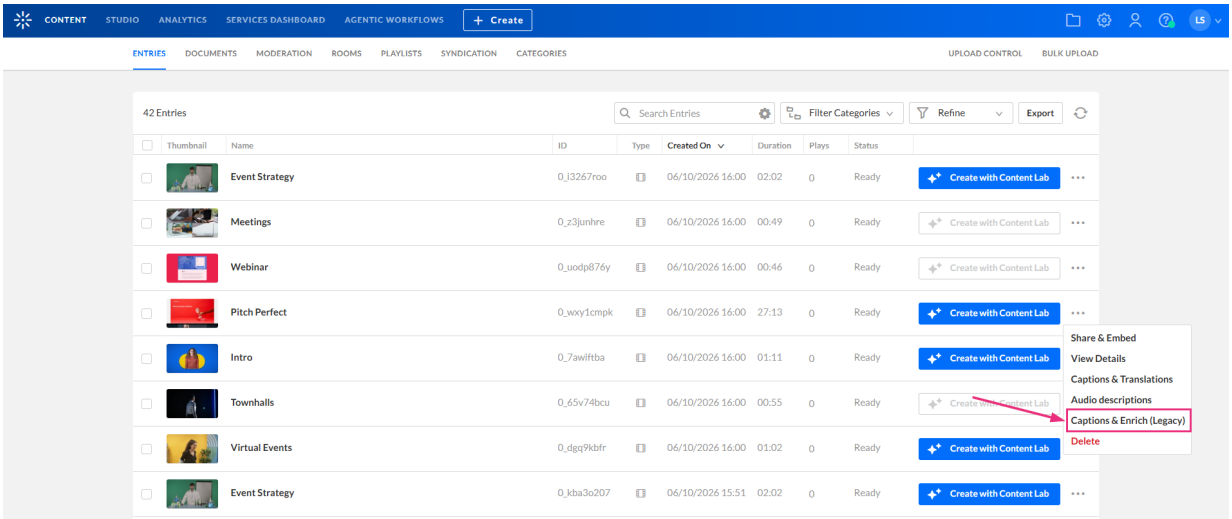
About

You can order machine-generated live captions for your events using Kaltura REACH. Once enabled, captions can be added to any scheduled event from the Rich Media CMS, legacy Video Portal, or Events platform.

- If the live captions option is not available to you, please contact your Kaltura representative to have it enabled on your account.
- Scheduled REACH live captions are supported only for scheduled webcast and session entries. Live stream entries created directly in Rich Media CMS aren't supported.

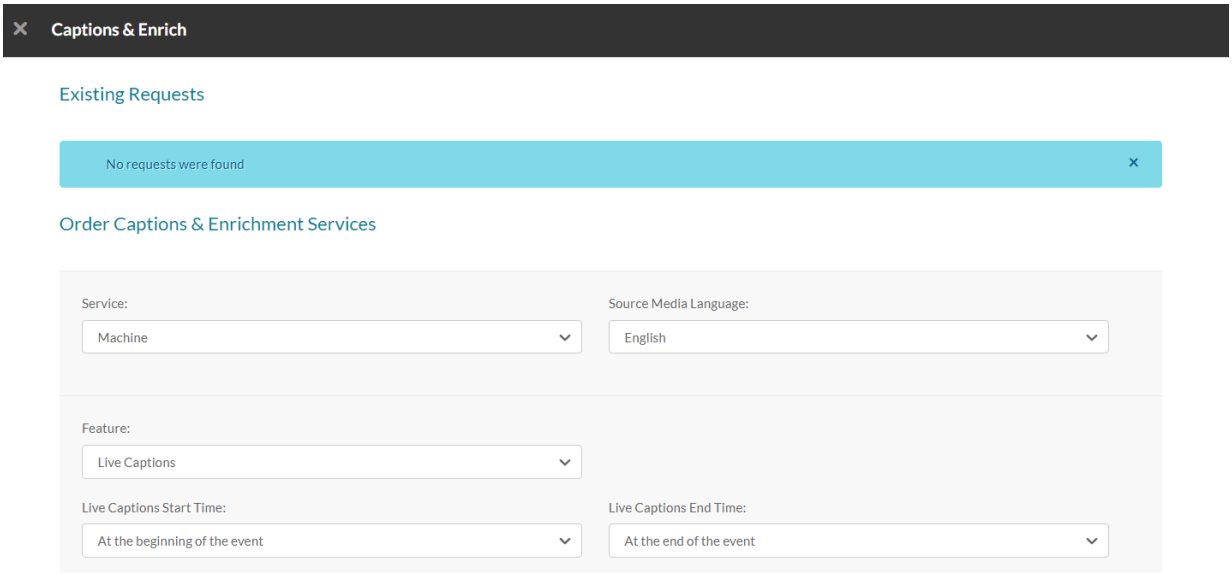
Access the Captions & enrichment services page

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



3. The **Captions & Enrich** page displays.

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Order live captions

1. Complete the following fields:

- **Service -** Select **Machine**
- **Source media language -** Select the spoken language

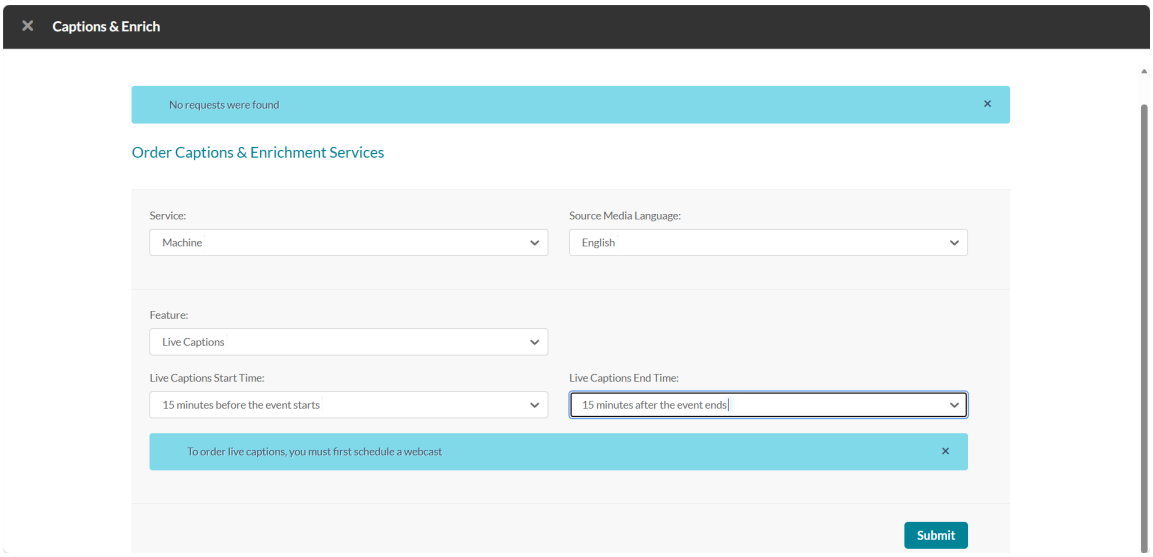
> Multiple languages are supported. Don’t see yours? Contact your Kaltura rep to request it.

- **Feature** - Select **Live Captions**
- **Live captions start time** - Choose when captioning 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 continue 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

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place the order at least 5 minutes in advance.



2. Click **Submit** at the bottom right**.**

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

If you reschedule the event, the original order won't update automatically. Cancel it and place a new order.

Status definitions

- **Pending** - The request hasn't been opened yet
- **Scheduled** - The request has been accepted and is being processed
- **Completed** - The captioning job was completed successfully

Start streaming only when all caption orders show *Scheduled*. If the status is *Pending*, wait and refresh the list.

Best practices for live captioning

- Start streaming a few minutes early to ensure full caption coverage.
- Order machine captions 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 run up to 8 hours per session.

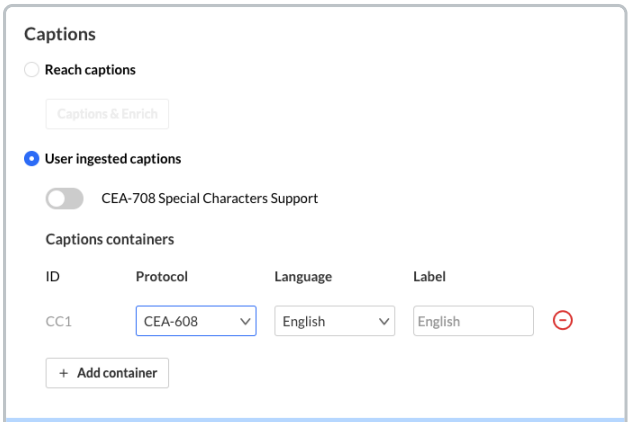
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Ingest captions from your own encoder

Kaltura also supports live captions carried over the ingested stream using the **CEA/EIA-608** and **CEA/EIA-708** standards (also known as embedded captions).

- Live captions using `onTextData` or `onCaptionData` from your encoder aren't supported.
- Do not combine REACH captions and ingested captions. If both are used, the ingested captions will be removed.

1. In Rich Media CMS, go to the **Captions** tab of your event entry.
2. Choose **User ingested** captions.
3. (Optional) If using special characters, switch on **CAE-708**.
4. For each track:
   - Select **CAE-608** or **CAE-708** protocol.
   - Choose a language.
   - (Optional) Customize the track label.
   - Remove unnecessary tracks using the red 'minus' button
5. Don't forget to save before leaving the tab.



Captions tab in Rich Media CMS

When configuring your encoder, annotate each caption track with the correct language so it appears properly in the player's captions selector.

Advanced configuration

Display embedded captions in the live player

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For **Asian language character sets** with CEA/EIA-708 captions, set the `extract_closed_captions_feature` admin tag.

>
> This tag does not support backup stream captions, and should not be used with REACH captions.

Set up captions to display correctly in session recordings

To display captions correctly in session recordings, use the correct **container IDs**:

- **CEA/EIA-608**: CC1 to CC4 (use CAPITAL letters for container ids)

  Examples

  - id=CC1 language=eng label=english type=closedCaptions
  - id=CC2 language=ger label=german type=closedCaptions

- **CEA/EIA-708**: SERVICE1 to SERVICE63 (use CAPITAL letters for container ids)

  Examples

  - id=SERVICE1 language=jpn label=japanese type=closedCaptions
  - id=SERVICE2 language=chi label=chinese type=closedCaptions

- You can use **both CC (608) and SERVICE (708)** containers in the same session as long as each has a unique container ID.

  Examples

  - id=CC1 language=eng label=english type=closedCaptions
  - id=CC2 language=ger label=german type=closedCaptions
  - id=SERVICE3 language=jpn label=japanese type=closedCaptions
  - id=SERVICE4 language=chi label=chinese type=closedCaptions

See Kaltura VPaaS API Documentation for further details about Kaltura's API.

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