Order live captions & live translations via KMC

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👥 **This article is designated for all users.**
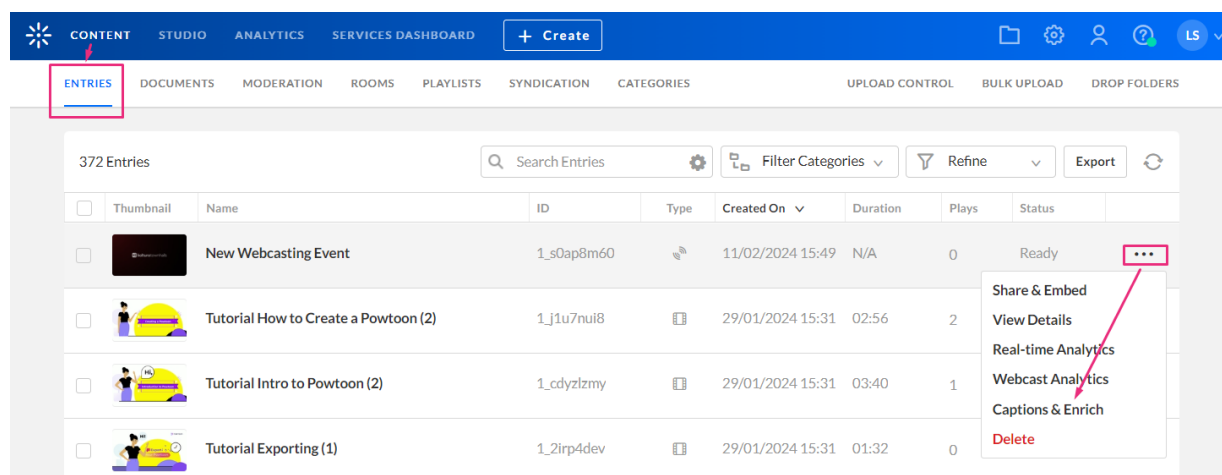
About

Kaltura provides machine-generated **live captions** and **live translations** through its REACH service. Once enabled on your account, these services can be ordered for any scheduled event via your Video Portal, Events platform or KMC.

ⓘ In case the live captions or translations option is not available to you, please contact your Kaltura representative to have it enabled on your account.

Access the Captions & enrichment services page

1. Log into your KMC.

   The **Entries page** displays.

2. Locate the webcasting entry and click the **three dots menu** to the right.

3. Select **Captions & Enrich**.

The **Captions & Enrich** page displays.

Order live captions

1. Complete the following fields:

- **Feature** - Select **Live Captions**
- **Service** - Choose **Machine**
- **Source media language** - Select the spoken language

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

- **Live captions start time** - Choose when the captioning service 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 run 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

place the order at least <u>5 minutes</u> in advance.

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

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

> ⚠
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> Please note that if you reschedule the event, the original order <u>won't update automatically</u>. You will have to cancel it and place a new order.

Order live translations

1. Complete the following fields:

- **Feature** - Select **Live Translation**
- **Service** - Select **Machine**
- **Source media language** - Select the spoken language

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

- **Target translation language** - Select one or more languages from the dropdown. Captions can be ordered in parallel for multiple target languages.

Reach captions & enrich

ASR order is approved automatically, Pro Human requires moderation. reach@kaltura.com for questions.

Feature

Live Translation

Service type

Machine

Source media language

English

Target translation language

German ✕

- Mandarin Chinese
- ✓ German
- Spanish
- French
- Italian
- Japanese
- Korean
- Portuguese
- Portuguese (Brazil)

ℹ We recommend to extend the live captions scheduling to avoid dis

Live captions start time:

At the beginning of the event

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Live captions start time - Choose when the captioning service 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 run 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 make sure there's at least a 5-minute gap between placing the order and the caption start time.

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

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

> ⚠️
> Please note that if you reschedule the event, the original order won't update automatically. You will have to cancel it and place a new order.

Status definitions

- **Pending** - The vendor has not yet opened the request
- **Scheduled** - The request has been accepted and is being processed
- **Completed** - The captioning job was completed successfully

> ✅
> Only start streaming when all caption orders show **Scheduled**. If the status is **Pending**, wait and refresh the list manually.

Best practices for live captioning

- Start streaming a few minutes early to ensure full caption coverage.
- Machine captions must be ordered 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).

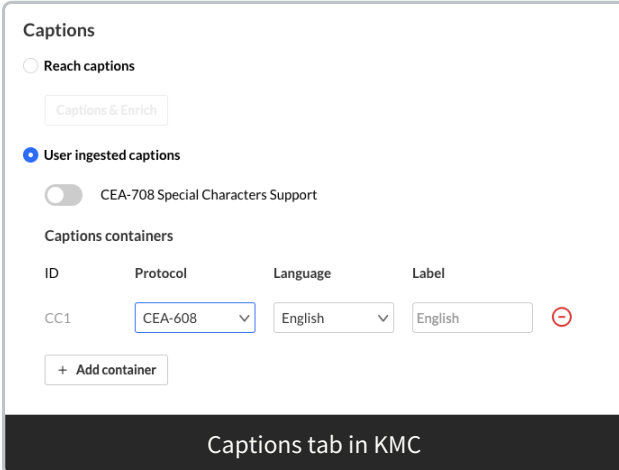- Captions can last up to 8 hours per session.

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).

> ⚠️
> Do not combine REACH captions and ingested captions. If both are used, the ingested captions will be removed.

1. In KMC, go to the **Captions** tab of your event entry.
2. Choose **User ingested** captions.
3. 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 with the red 'minus' button
5. Don't forget to save before leaving the tab.

Captions tab in KMC

> ✅
> When setting up your encoder, make sure to annotate each caption track with the correct language, so it appears properly in the **Captions Selector** menu in the player.

Advanced configuration

Display embedded captions in the live player

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

> ⚠️
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> 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.