

# Order live captions for scheduled events via Rich Media CMS

Last Modified on 06/04/2026 9:15 am IDT

 This article is designated for all users.

## About

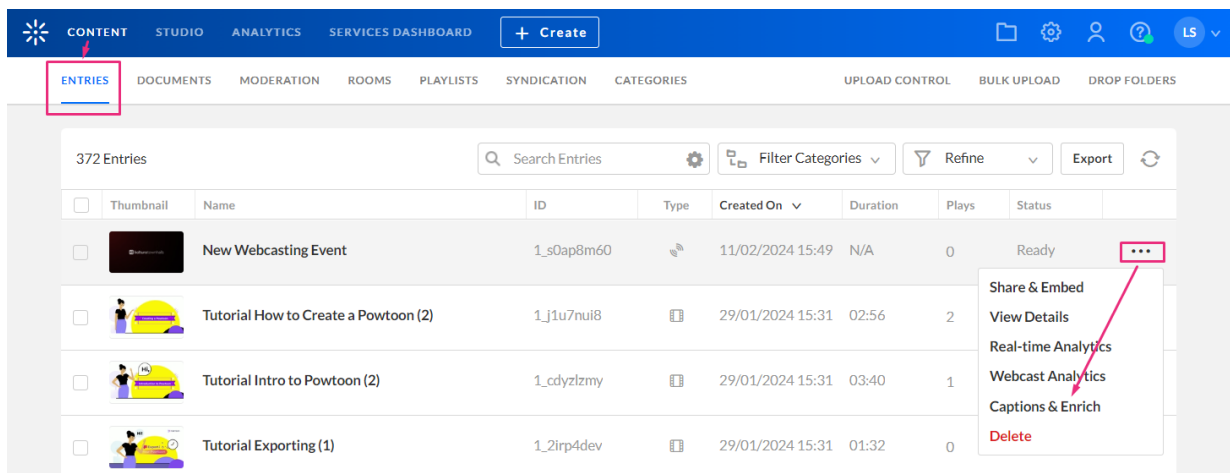
You can order machine-generated live captions for your events using Kaltura [REACH](#). Once enabled, captions can be added to any scheduled event from the Rich Media CMS, legacy Video Portal, or Events platform.







- 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 and click the **three dots menu** to the right.
3. Select **Captions & Enrich**.



Thumbnail	Name	ID	Type	Created On	Duration	Plays	Status
	New Webcasting Event	1_s0ap8m60		11/02/2024 15:49	N/A	0	Ready
	Tutorial How to Create a Powtoon (2)	1_j1u7nui8		29/01/2024 15:31	02:56	2	
	Tutorial Intro to Powtoon (2)	1_cdyzizmy		29/01/2024 15:31	03:40	1	
	Tutorial Exporting (1)	1_2irp4dev		29/01/2024 15:31	01:32	0	

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

## Existing Requests

No requests were found **×**

## Order Captions &amp; Enrichment Services

Service:	Machine	Source Media Language:	English
Feature:	Live Captions	Live Captions Start Time:	At the beginning of the event
		Live Captions End Time:	At the end of the event

## Order live captions

1. Complete the following fields:

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



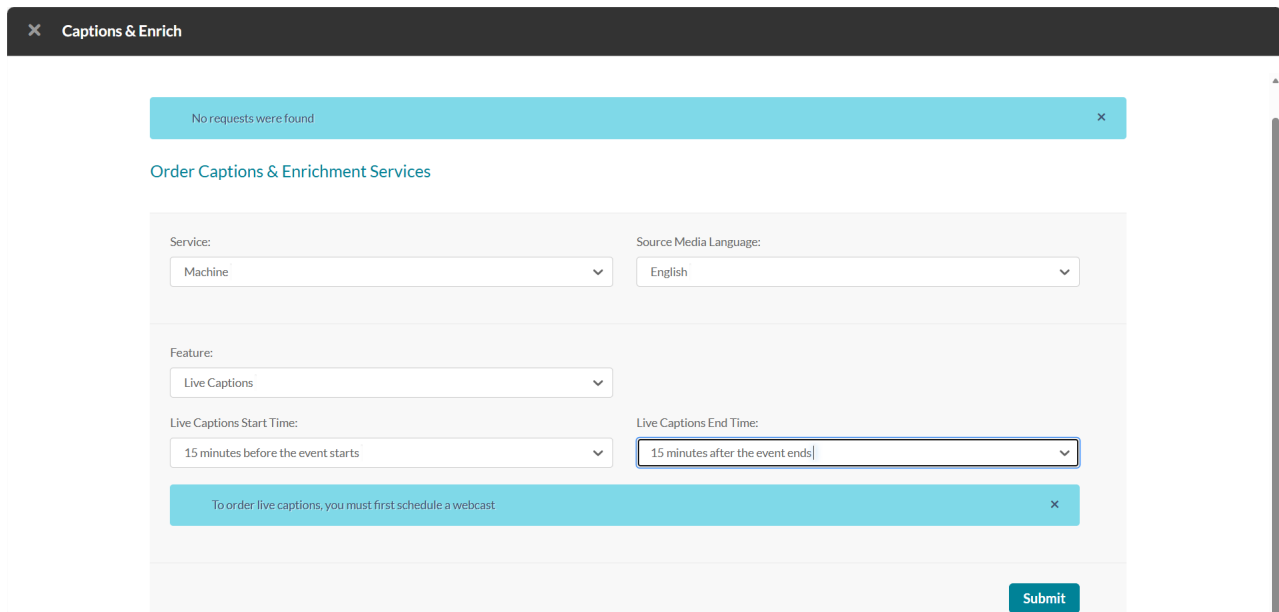
Multiple languages are supported. Don't see yours? Contact your Kaltura rep to request it.

- **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

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.

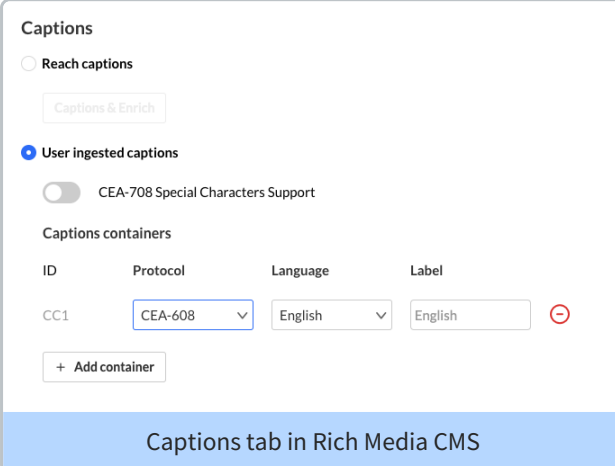
## Ingest captions from your own encoder

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.



The screenshot shows the 'Captions' configuration interface. It has two radio buttons: 'Reach captions' (unselected) and 'User ingested captions' (selected). Below 'User ingested captions' is a toggle for 'CEA-708 Special Characters Support'. Under 'Captions containers', there is a table with columns for ID, Protocol, Language, and Label. One container is listed with ID 'CC1', Protocol 'CEA-608', Language 'English', and Label 'English'. A red minus button is next to the label. An '+ Add container' button is at the bottom left. A blue bar at the bottom of the screenshot contains the text 'Captions tab in Rich Media CMS'.

ID	Protocol	Language	Label
CC1	CEA-608	English	English



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

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.