

# Order live captions for scheduled events via KMC

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 This article is designated for all users.

## About

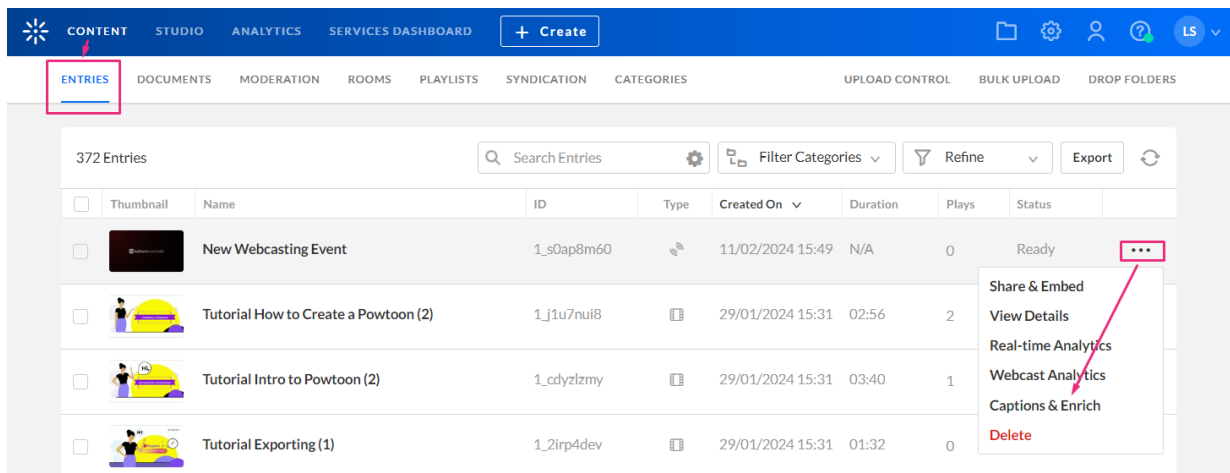
You can order machine-generated live captions for your events using Kaltura [REACH](#). Once enabled, captions can be added to any scheduled event from the KMC, Video Portal, or Events platform.












If the live captions option is not available to you, please contact your Kaltura representative to have it enabled on your account.

## 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**.



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_cdyzlmzy		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.

× Captions & Enrich

No requests were found ×

Order Captions & Enrichment Services

Service:	Machine	Source Media Language:	English
Feature:	Live Captions		
Live Captions Start Time:	15 minutes before the event starts	Live Captions End Time:	15 minutes after the event ends

To order live captions, you must first schedule a webcast. ×

**Submit**

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 KMC, 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**

Reach captions

**User ingested captions**

CEA-708 Special Characters Support

**Captions containers**

ID	Protocol	Language	Label	
CC1	CEA-608	English	English	⊖

Captions tab in KMC



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.