# Order Live captions via KMC

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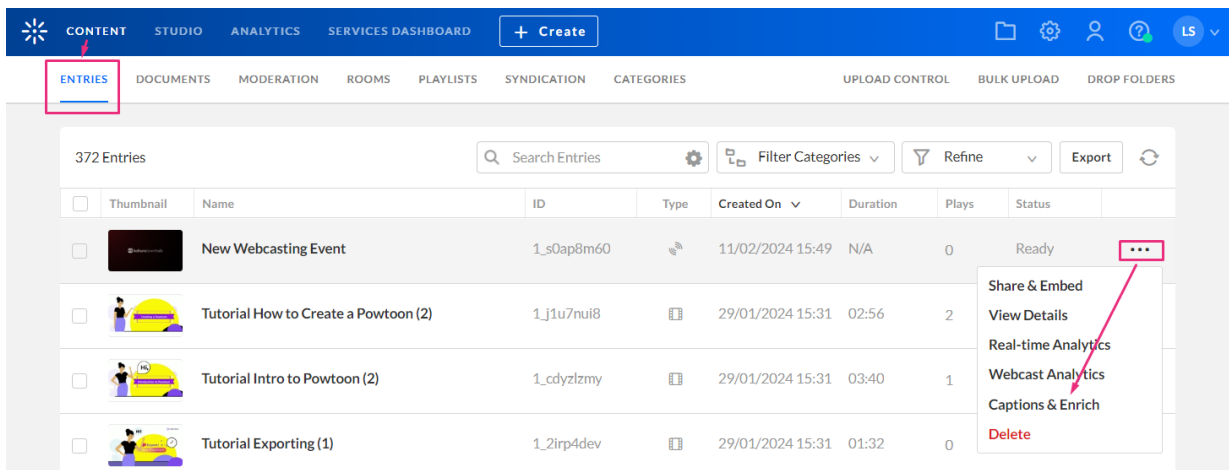👥 **This article is designated for all users.**

## About

Kaltura's Live Captioning service offers both Machine-Generated Live Captions (ASR) and Human-Generated Live Captions (Professional). This service is currently available only in English; additional languages will be added later. Live captions allow real-time captioning during webcasts, enhancing accessibility for live audiences.

> ⚠️
>
> In case the Live Captions option is not available to you, please contact your Kaltura representative to have it enabled on your account.

## Access the Captions & Enrich 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. Use the following fields to order live captions for the live event:

- **Service**
  - Machine - Utilizes machine algorithms for faster and more cost-effective captioning.
  - Professional - Uses human captioners for higher-quality captions.
- **Source Media Language** - Select the spoken language of the live stream (currently only English is supported).
- **Feature** - Select **Live Captions.**
- **Live Captions Start Time** - Select a time interval in case you'd like the captions service to start before the scheduled start time of your event.
  - 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** - Select a time interval in case you'd like to keep the captions service running if the event runs longer than expected.
  - At the end of the event.
  - 15 minutes after the event ends.
  - 30 minutes after the event ends.
  - 60 minutes after the event ends.

> ✓ We recommend extending the live captions scheduling to avoid disconnections

before the event ends. Technically, there should be at least a 3-minute grace period between the live caption request and the live caption start time. E.g. in case your event is scheduled for 12:00, you can either order captions to start on the start time of the event up to 11:57 or, if you wish to start captioning 15 minutes before the event order must be placed before 11:42.

2. Click **Submit.**

> **TIPS**
>
> - Ensure your content starts streaming a few minutes before the scheduled event to guarantee captions cover the entire session.
> - Live caption sessions last up to 8 hours.
> - For machine captioning, order at least 15 minutes prior to the event; for human captioning, allow 5 business days.
> - Cancel machine-generated jobs anytime before the session; human captioning requires cancellation at least 2 days before.
> - Rescheduling an event with live captioning requires canceling and setting up a new job. Charges may apply if cancellation is close to the start time.
> - VOD captions ordered for a live event will replace live captions.
> - Reach live captions are available only for the primary stream; failover to a backup stream won't display captions.
> - The event duration should be more than 10 minutes, otherwise, the live captions request might meet an error (min(600)/max(43200) valid time range in seconds).

## Ingest captions with your video stream

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

When setting up your encoder, make sure to annotate the caption track's language so it will be represented correctly in the Captions Selector menu in the player.

1. Go to the **Captions** tab (shown below) on the relevant entry page in KMC to configure your ingested captions tracks.

## Captions

○ Reach captions

  Captions & Enrich

● User ingested captions

  ○━  CEA-708 Special Characters Support

### Captions containers

| ID | Protocol | Language | Label | |
|----|----------|----------|-------|---|
| CC1 | CEA-608 ∨ | English ∨ | English | ⊖ |

  + Add container

2. Choose "User ingested captions" to ingest embedded captions with your video stream.
3. Switch on CAE-708 if at least one of the capions tracks includes special characters.
4. Add caption tracks containers for each of the ingested tracks
   - Choose CAE-608 or CAE-708 captions protocol
   - Select a language from the languages dropdown
   - Optionally customize the track's label
5. You can remove unnecessary tracks by clicking the red "minus" button on the right of each track
6. Don't forget to save your changes before leaving the "Captions" tab

**NOTES**

1. When using special character sets like Asian languages with CEA/EIA-708 captions, set the "extract_closed_captions_feature" admin tag. However, note this tag does not support captions on backup video streams during failover, and should NOT be set when Reach live captions are enabled.

2. For live captions to be ported to the session recording with the right labels, set a container for each caption stream using the liveStream.updateAPI as follows:

   a. For CEA/EIA-608 tracks set track ID to CC1-CC4 (use CAPITAL letters for container ids)

      a. id=CC1 language=eng label=english type=closedCaptions

      b. id=CC2 language=ger label=german type=closedCaptions

   b. For CEA/EIA-708 tracks set track ID to SERVICE1-SERVICE63 (use CAPITAL letters for container ids)

      a. id=SERVICE1 language=jpn label=japanese type=closedCaptions

      b. id=SERVICE2 language=chi label=chinese type=closedCaptions

   c. CC (608) & SERVICE (708) containers can be used concurrently as long as unique container indices are being used.

      a. id=CC1 language=eng label=english type=closedCaptions

      b. id=CC2 language=ger label=german type=closedCaptions

      c. id=SERVICE3 language=jpn label=japanese type=closedCaptions

      d. id=SERVICE4 language=chi label=chinese type=closedCaptions

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