![Kaltura logo]

Order live captions

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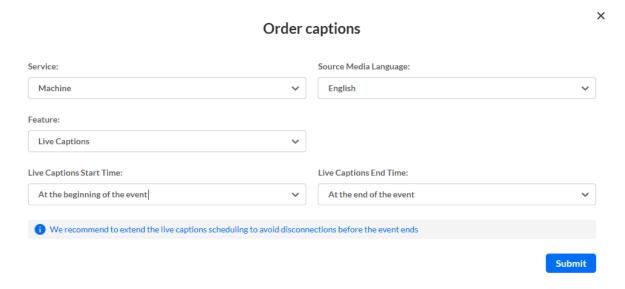
> 👥 **This article is designated for all users.**

> ⚠️ You may order live captions and translation on future sessions only. You may not order live captions or translation on sessions that have already started. If you did not order live captions for the session, and you have a recording of the session, you may order and/or upload captions for that recording.

To order live captions for a session

1. Under Order captions, click **Order**. The Order captions screen displays.

2. Complete the fields in the Order captions screen.
   - **Service** - Select the type of Live Captioning service.
     - Machine - Automated captioning process. (Machine captions must be ordered at least 15 minutes ahead of your session.)
   - **Source Media Language -** Select the spoken language of the live stream.

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

   - **Feature -** Select Live Captions.

- **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

3. Click **Submit.**

> ℹ️
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> Once captions have been ordered, you may view existing caption requests in the Edit Session page.

> ⚠️
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> 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

> ℹ️
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> 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 any time 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