Order live captions for your session

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This article is designated for all users.

About

You can order live captions for a scheduled session. Live captions provide real-time text of spoken audio during your broadcast. You can place caption orders for future sessions only.

If you didn't order live captions before the session and you have a recording, you can order captions for the recording instead. See Order captions for a session recording for details.

Before you begin

- You can order live captions only before the session starts.
- Machine captions must be ordered at least 15 minutes before the session begins.
- Live captions apply to the primary stream only.
- Sessions must be at least 10 minutes long (600 seconds minimum).
- Live captioning can run for up to 8 hours.
- Start streaming a few minutes early to ensure full caption coverage.
- You can cancel machine caption orders anytime before the event starts.

Order live captions for a session

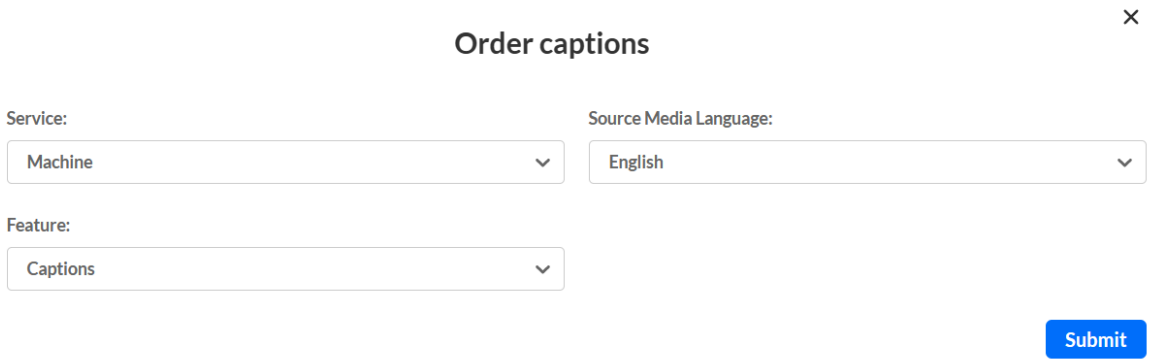
1. Open your event and select the **Captions tab**.



2. Under 'Order captions', click the **Order** button.

   The 'Order captions' screen displays.

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3. Complete the fields:

- **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.

  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

- 4. Click **Submit.**

Your caption order appears in the list of caption and translation requests.

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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

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

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