

Order live translation

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 This article is designated for all users.

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

Order captions

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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

 We recommend to extend the live captions scheduling to avoid disconnections before the event ends

Submit


2. Complete the fields in the Order captions screen.
 - **Service** - Select the type of Live Translation service.
 - Machine - Automated translation process. (Translations 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 Translation.

Order captions ×

Service:	Source Media Language:
<input type="text" value="Machine"/>	<input type="text" value="English"/>
Feature:	Target Translation Language:
<input type="text" value="Live Translation"/>	<input type="text" value="Select..."/>
Live Captions Start Time:	Live Captions End Time:
<input type="text" value="At the beginning of the event"/>	<input type="text" value="At the end of the event"/>

 We recommend to extend the live captions scheduling to avoid disconnections before the event ends

Submit

- **Target Translation Language** - Choose desired language.
- **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 before the event ends (recommended)
 - 30 minutes before the event ends
 - 60 minutes before the event ends

3. Click **Submit**.



Once captions have been ordered, you may view existing caption requests in the [Edit Session](#) page.



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.

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