Order live translations for your session

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

About

You can order live translation for a scheduled session. Live translation provides real-time translated captions during your broadcast. You can place translation orders for future sessions only.

Before you begin

- You can order live translation only before the session starts.
- Machine translation must be ordered at least 15 minutes before the session begins.
- Live translation applies to the primary stream only.
- Sessions must be at least 10 minutes long (600 seconds minimum).
- Live translation can run for up to 8 hours.

Order live translation

1. Open your event and select the **Captions** tab.
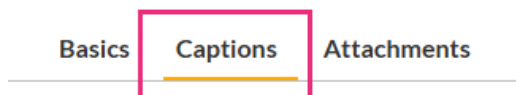
2. Under 'Order captions', click the **Order** button.

   The 'Order captions' screen displays.

![Kaltura logo]

Order captions ✕

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 ⌄ |

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

Submit

3. Complete the fields:

- **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.

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

- **Feature** - Select Live Translation.

Order captions ✕

Service:
| Machine ⌄ |

Source Media Language:
| English ⌄ |

Feature:
| Live Translation ⌄ |

Target Translation Language:
| Select... ⌄ |

Live Captions Start Time:
| At the beginning of the event ⌄ |

Live Captions End Time:
| At the end of the event ⌄ |

ℹ 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

- 4. Click **Submit.**

> ℹ️ Your translation request appears in the list of caption and translation orders.

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