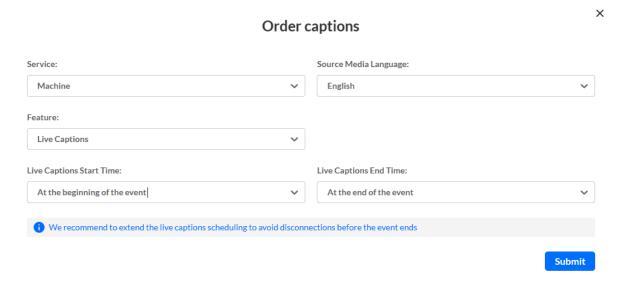


Order live translation

Last Modified on 10/01/2025 5:31 pm IDT

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

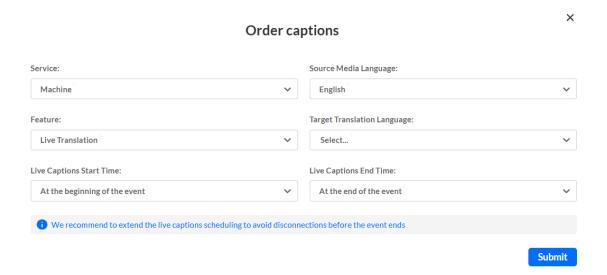


- 2. Complete the fields in the Order captions screen.
 - Service Select the type of Live Translation service.
 - Machine Automated translation process. (Translations must be ordered at least 15 minutes ahead of your session.)
 - **Source Media Language** Select the spoken language of the live stream.

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

• Feature - Select Live Translation.





- 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, <u>the original order won't update</u> <u>automatically</u>. 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