

Order live translations for scheduled events in Video Portal - Theming

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 This article is designated for all users.

About

Kaltura provides machine-generated **live translations** through its [REACH service](#). Once enabled on your account, this service can be ordered for any scheduled event via your Video Portal, Events platform or [KMC](#).

Live translations are only supported for scheduled events created using the Webcasting (kwebcast) setup. This is because [REACH](#) relies on scheduling data (like start and end times), which regular live entries created manually don't include.

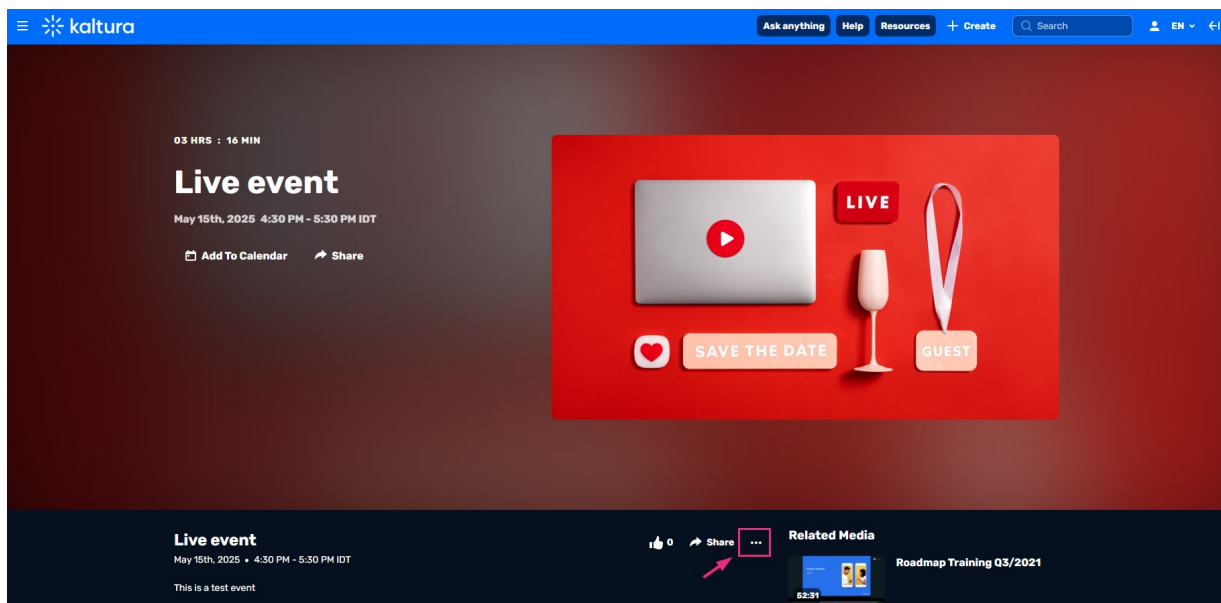
If you don't see the **Live translations** option, your event may be a regular live stream or the feature may not be enabled. Please contact your Kaltura representative to check your setup or enable this feature.



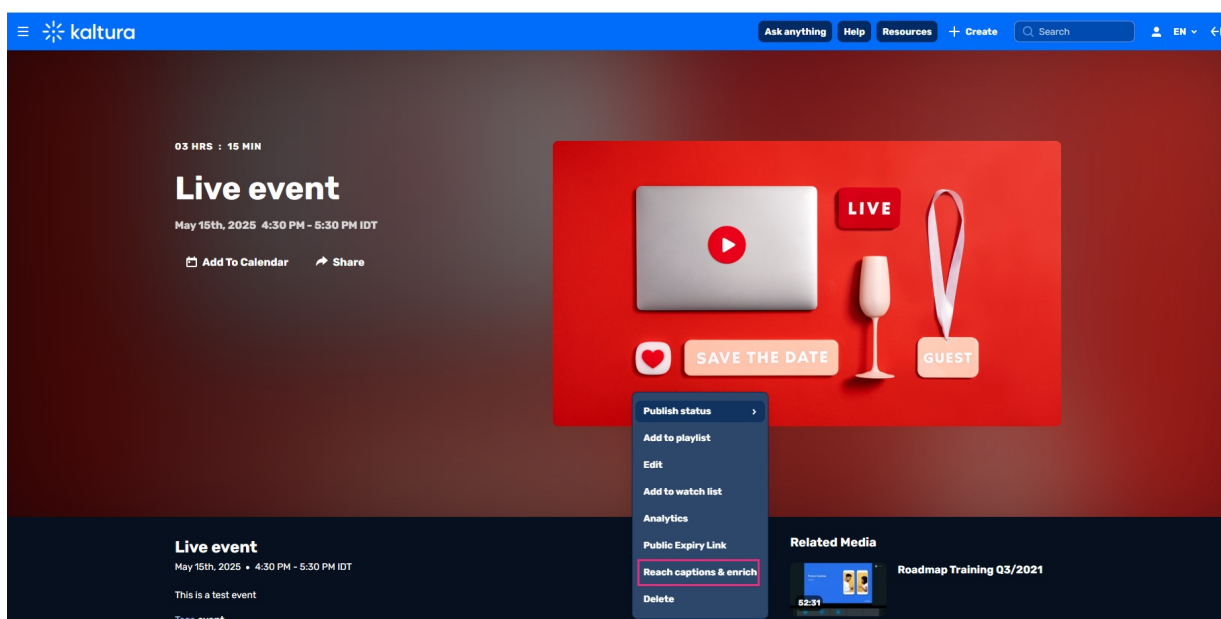
The instructions below show the Theming interface. If your site doesn't use Theming, see our article [Video Portal Theming tour](#) to learn more.

Order live translations

1. Open the event entry page, then click the **three dots** below the player.



2. From the menu options, select **Reach captions & enrich**.



3. The **Reach captions and enrich** screen displays.

Reach captions & enrich

ASR order is approved automatically, Pro Human requires moderation. reach@kaltura.com for questions.

Feature <input type="text" value="Live Captions"/>	Service type <input type="text" value="Machine"/>
Source media language <input type="text" value="English"/>	
<i>ⓘ We recommend to extend the live captions scheduling to avoid disconnections before the event ends</i>	
Live captions start time: <input type="text" value="At the beginning of the event"/>	Live captions end time: <input type="text" value="At the end of the event"/>

[Close](#) [Order](#)

Make sure your event was created as a scheduled webcast. This option isn't available for regular live entries.

4. Complete the following fields:

- **Feature** - Select **Live Translation**
- **Service** - Select **Machine**
- **Source media language** - Select the spoken language



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

- **Target translation language** - Select one or more languages from the dropdown. You can order translations for multiple target languages at the same time.

Reach captions & enrich

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Feature

Live Translation

Source media language

English

Live captions start time:

At the beginning of the event

Service type

Machine

Target translation language

German X

- Mandarin Chinese
- German
- Spanish
- French
- Italian
- Japanese
- Korean
- Portuguese
- Portuguese (Brazil)

i We recommend to extend the live captions scheduling to avoid dis

Live translation start time - Choose when the translations 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 translation end time - Choose how long translations 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



To avoid disconnects, schedule translations to start slightly before your event, and make sure there's at least a 5-minute gap between placing the order and the translations start time.

- Click **Order** at the bottom right.

To return to the order summary, click **Back**.







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 translation job was completed successfully



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

Reach captions & enrich					
Language	Service type	Feature	Request Date	Status	Actions
English	Machine	Live Captions	May 15th, 2025	● Scheduled	
Spanish	Machine	Live Translation	May 15th, 2025	● Scheduled	
German	Machine	Live Translation	May 15th, 2025	● Pending	 

Close [+ Order](#)