

# Order live translations for scheduled events in Content Hubs

Last Modified on 04/15/2026 3:00 pm IDT

 This article is designated for all users.

## About

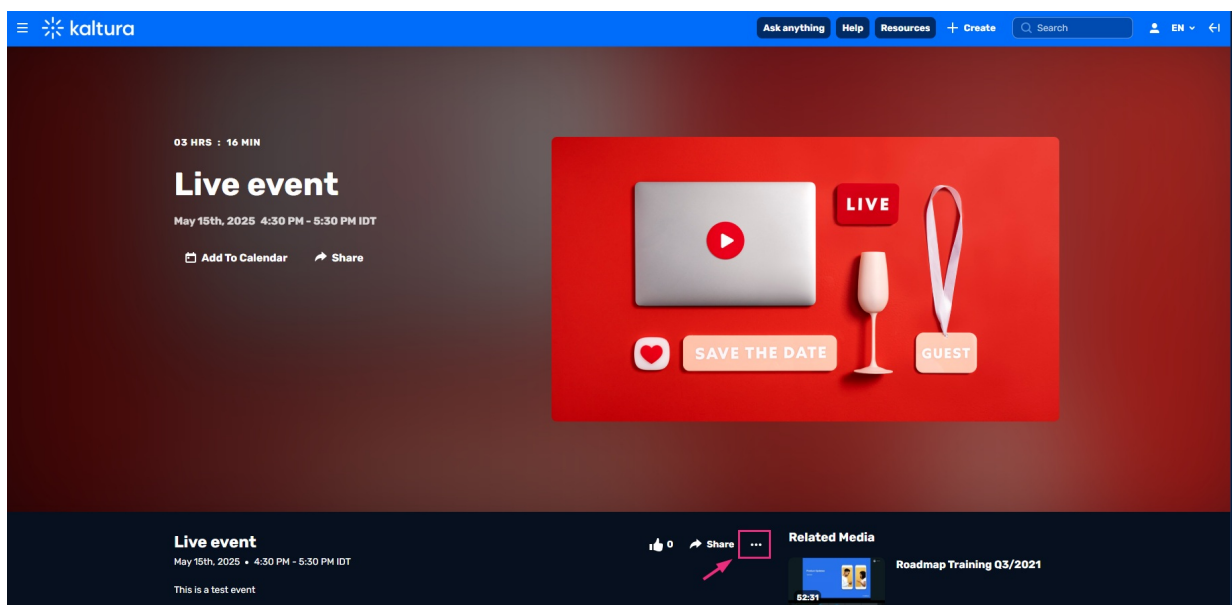
Kaltura provides machine-generated **live translations** through its [REACH service](#). Once enabled on your account, this service can be ordered for any scheduled event via your Video Portal, Events platform or [KMC](#).

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.

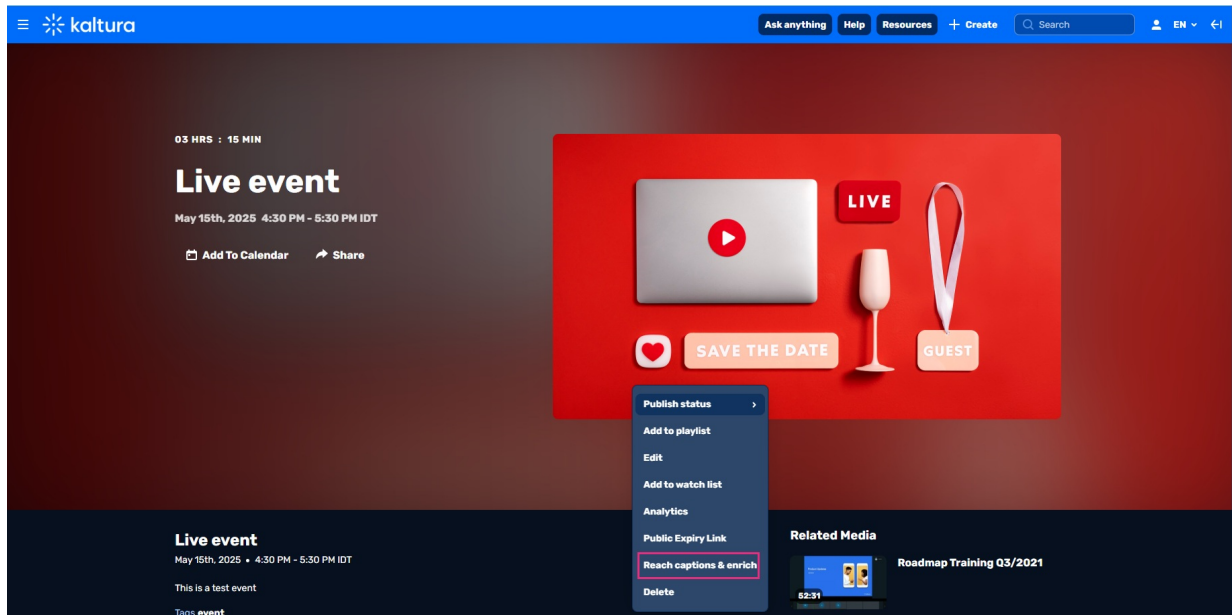
If you don't see the **Live translations** option, your event may be a regular live stream or the feature may not be enabled. Please contact your Kaltura representative to check your setup or enable this feature.

## Order live translations

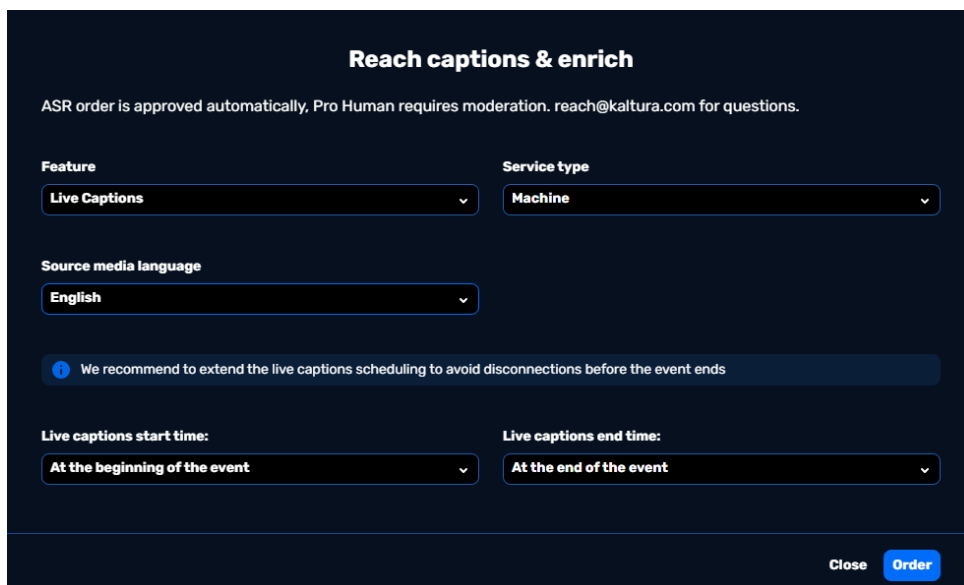
1. Open the event entry page, then click the **three dots** below the player.



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



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



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

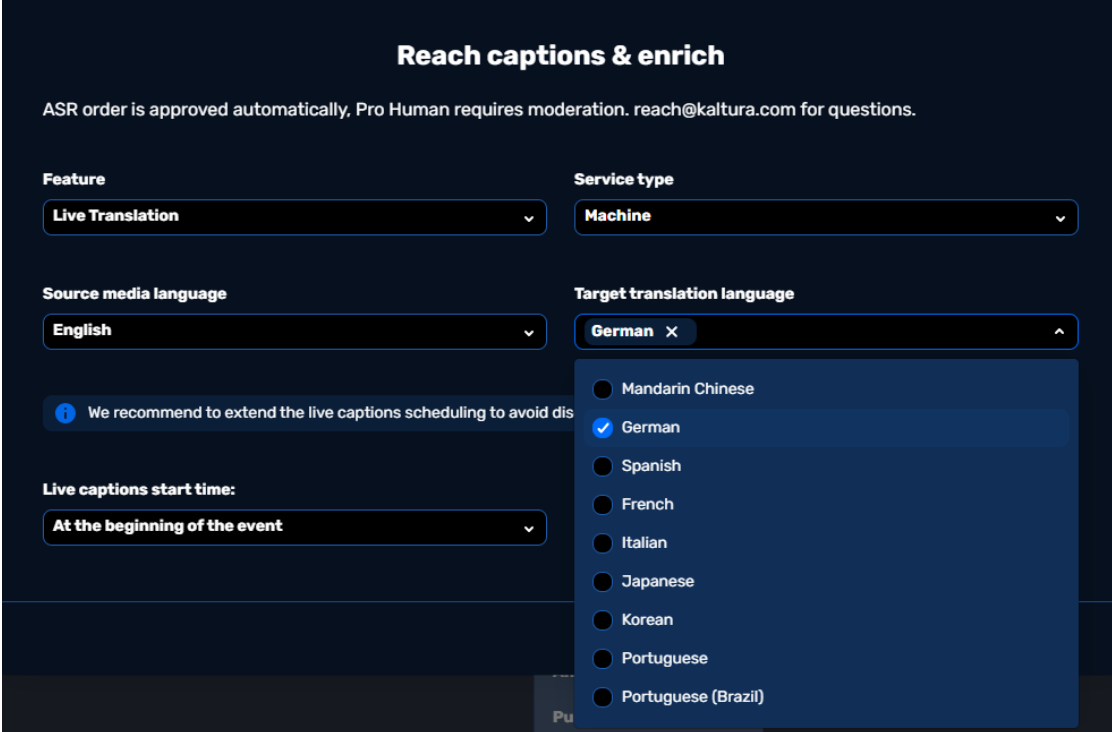
4. Complete the following fields:

- **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**

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

**Feature:** Live Translation

**Service type:** Machine

**Source media language:** English

**Target translation language:** German

**Live captions start time:** At the beginning of the event

We recommend to extend the live captions scheduling to avoid disconnections.

Target translation language options:

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

**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 