

Order live translations for scheduled events via Rich Media CMS

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 This article is designated for administrators.

About

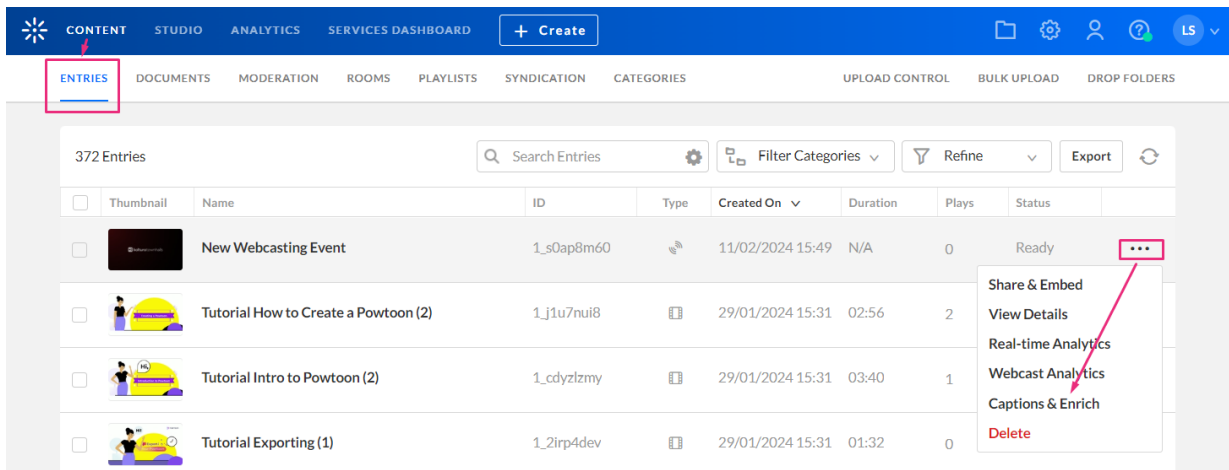
You can order machine-generated live translations for your events using Kaltura [REACH](#). Live translations provide captions translated into one or more target languages in real time.












In case the live translations option is not available to you, please contact your Kaltura representative to have it enabled on your account.

Access the Captions & enrichment services page

1. Log into your [Rich Media CMS](#).
The **Entries** page displays.
2. Locate the webcasting entry and click the **three dots** to the right.
3. Select **Captions & Enrich**.



Thumbnail	Name	ID	Type	Created On	Duration	Plays	Status	
	New Webcasting Event	1_s0ap8m60		11/02/2024 15:49	N/A	0	Ready	
	Tutorial How to Create a Powtoon (2)	1_j1u7nui8		29/01/2024 15:31	02:56	2		
	Tutorial Intro to Powtoon (2)	1_cdyzlzmy		29/01/2024 15:31	03:40	1		
	Tutorial Exporting (1)	1_2irp4dev		29/01/2024 15:31	01:32	0		

4. The **Captions & Enrich** page displays.

Existing Requests

No requests were found ✕

Order Captions & Enrichment Services

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

Order live translations

1. Complete the following fields:

- **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.

- **Feature** - Select **Live Translation**
- **Target translation language** - Select one or more languages from the dropdown.
- **Live translations start time** - Choose when translation 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 translations end time** - Choose how long translations should continue 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 translation start time.

× Captions & Enrich

Existing Requests

Order Captions & Enrichment Services

Service: Machine	Source Media Language: English
Feature: Live Translation	Target Translation Language: German x
Live Captions Start Time: 15 minutes before the event starts	Live Captions End Time: 15 minutes after the event ends

Submit

2. Click **Submit** at the bottom right.

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



If you reschedule the event, the original order won't update automatically. Cancel it and place a new order.

Status definitions

- **Pending** - The request hasn't been opened yet
- **Scheduled** - The request has been accepted and is being processed
- **Completed** - The translation job was completed successfully



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

Best practices for live translations

- Start streaming a few minutes early to ensure full caption coverage.
- Order machine translations at least 15 minutes before the event.
- You can cancel machine orders anytime before the event.



- Translations apply to the primary stream only - backup streams aren't supported.
 - Events must be at least 10 minutes long (600 seconds minimum).
 - Translations can run up to 8 hours per session.
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