

Order live captions with Content Lab

Last Modified on 06/21/2026 2:38 pm IDT

 This article is designated for all users.

About

You can order live captions for your scheduled events using Content Lab.

Captions display spoken dialogue and relevant audio information as on-screen text. They improve accessibility for viewers who are deaf or hard of hearing and support viewers who prefer to watch videos without sound.



Captions are different from **translations**. Translations convert the spoken language in a video into another language and appear as subtitles. See our article [Order live translations with Content Lab](#) for details.

Caption service types

You can choose from the following caption services:

Machine

Also known as ASR, machine captions are generated automatically and provide an average accuracy of approximately 85%.

Machine captions:

- Enable searchable video content
- Support caption editing
- Support resubmissions
- Can use [custom vocabularies and dictionaries](#) to improve accuracy

Professional

Professional captions are created and reviewed by human transcribers and provide approximately 99% accuracy.

Professional captions:

- Meet closed captioning standards and accessibility requirements

- Include human review and quality assurance
- Support special instructions for editors and reviewers
- Are recommended for public-facing content such as marketing, learning, and training videos

Before you start

- Your account must have Content Lab enabled
- Your account must have an active REACH profile enabled with relevant catalog item(s)
- Events must be at least 10 minutes long (600 seconds minimum).

Access Content Lab

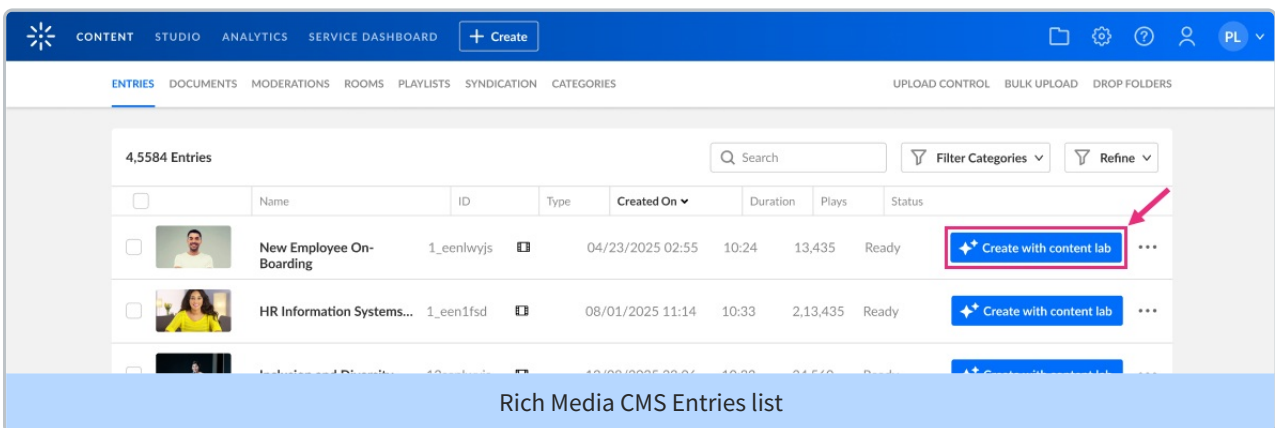


Looking for more information about this feature? Feel free to contact your Kaltura representative.

Steps for accessing the Content Lab vary depending on the Kaltura application.

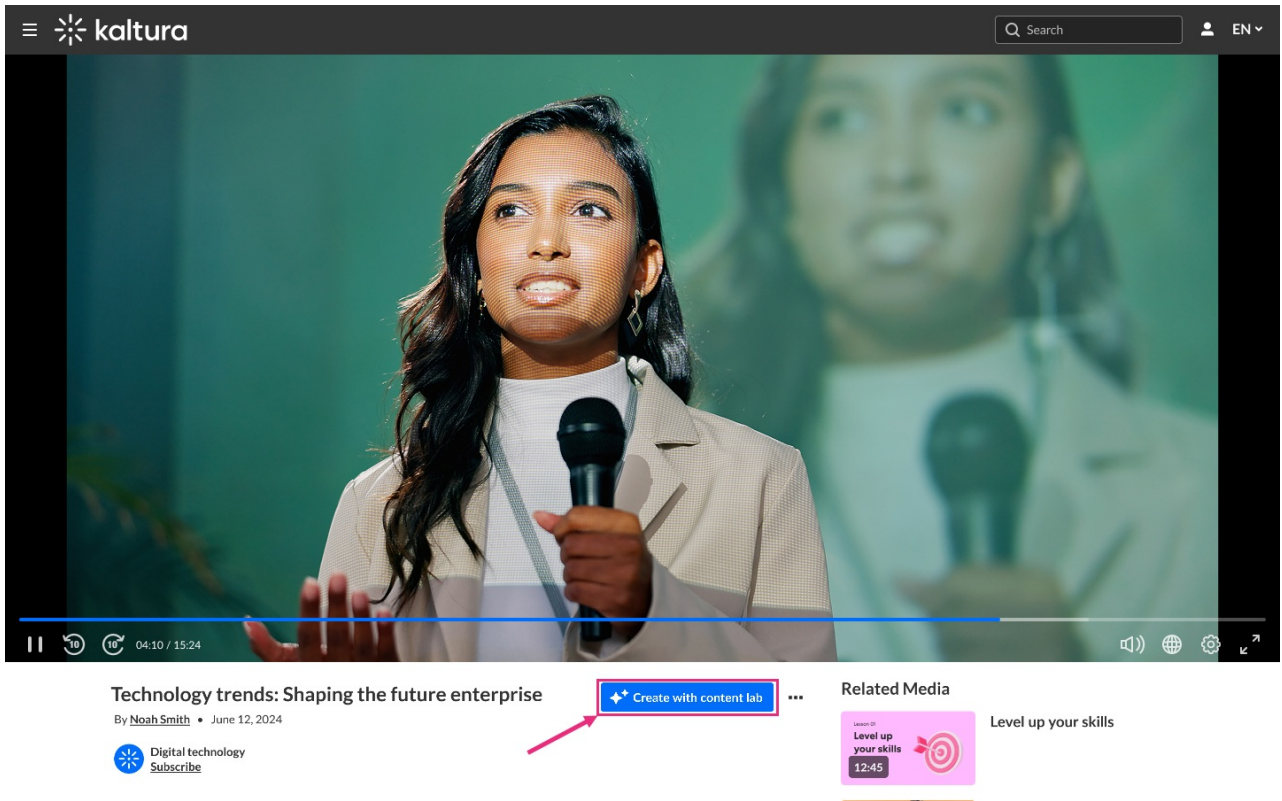
Rich Media CMS -

Access the Content Lab through the **Create with content lab** button on the [Entries list](#) or on the [Entry Details page](#).

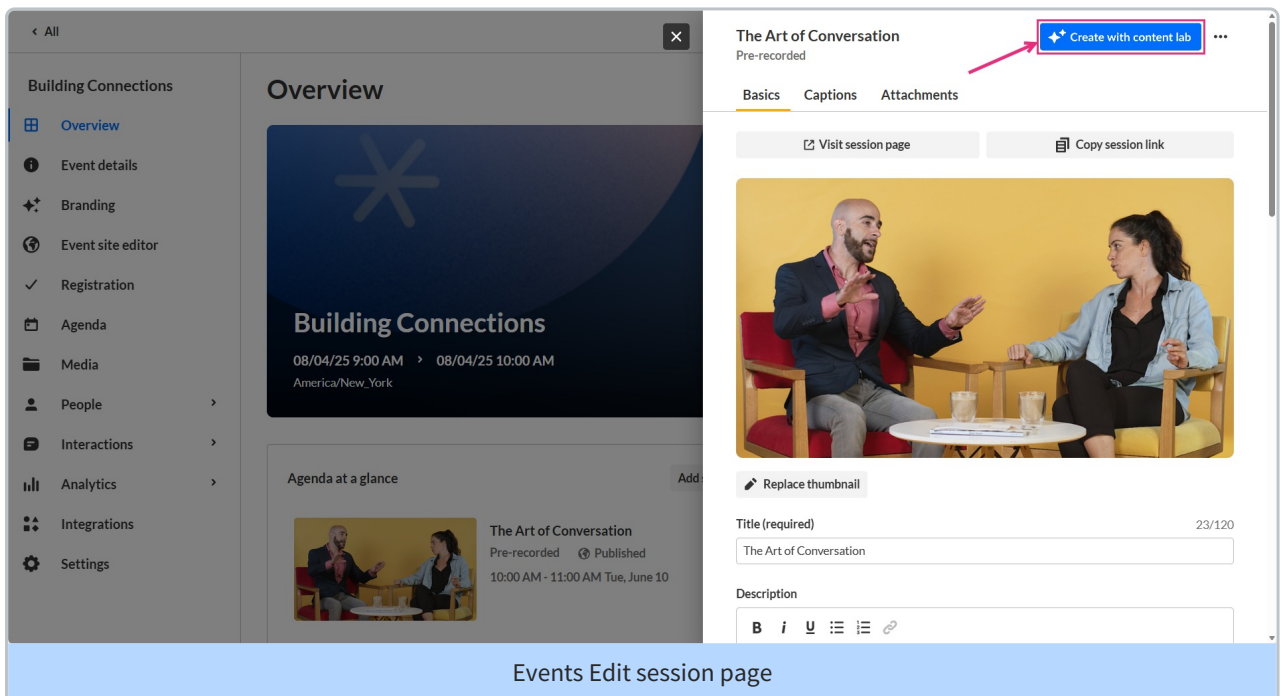


Legacy Video Portal -

Access the Content Lab through the **Create with content lab** button on the [Media page](#).



Kaltura Events - Access the Content Lab through the **Create with content lab** button on the [Edit session page](#) or the [Edit media page](#).



LMS Video - Access the Content Lab through the **Create with content lab** button on the [Media page](#).

← Back



Product spotlight: unveiling innovation and features  923  2.7k  Share  ...

By [Eric Grant](#) • September 12, 2023 • 1.4 K Views

Kaltura Events lets you create, host, and optimize all your events on one, innovative yet intuitive platform. With top-tier video quality and cutting-edge technology, it'll make your life easier, your work smarter, and your audience's experience simply unforgettable. Not sure where to start? Our personal tour guides Ashley and Guido will help put everything...

[More Info](#)

3 Attachments

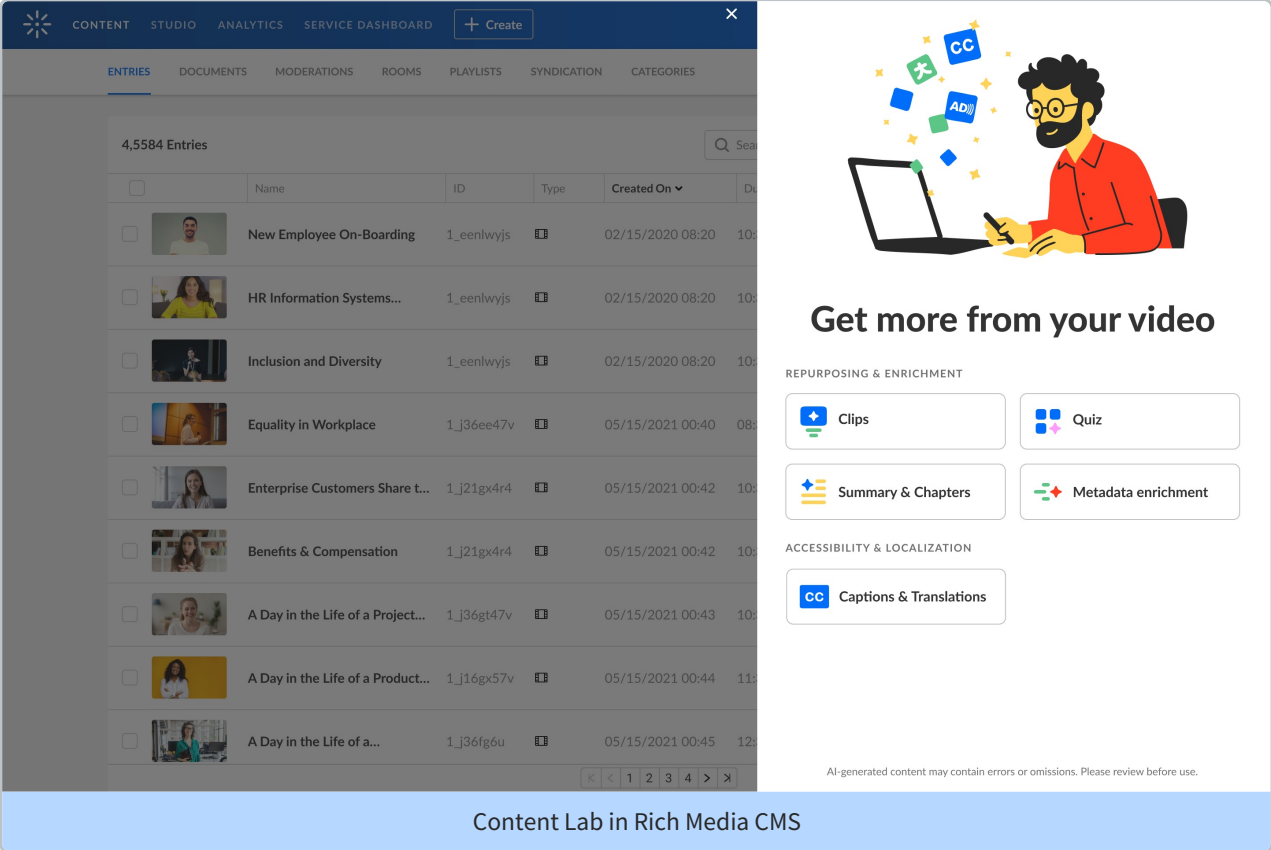


Content Lab overview

The appearance of the Content Lab varies depending on the Kaltura application.

Rich Media CMS -

After clicking the **Create with Content Lab** button on the [Entries list](#) or on the [Entry Details page](#) in Rich Media CMS, the 'Get more from your video' screen displays.



4,5584 Entries

Name	ID	Type	Created On
New Employee On-Boarding	1_eenlwjys	📺	02/15/2020 08:20
HR Information Systems...	1_eenlwjys	📺	02/15/2020 08:20
Inclusion and Diversity	1_eenlwjys	📺	02/15/2020 08:20
Equality in Workplace	1_j36ee47v	📺	05/15/2021 00:40
Enterprise Customers Share t...	1_j21gx4r4	📺	05/15/2021 00:42
Benefits & Compensation	1_j21gx4r4	📺	05/15/2021 00:42
A Day in the Life of a Project...	1_j36gt47v	📺	05/15/2021 00:43
A Day in the Life of a Product...	1_j16gx57v	📺	05/15/2021 00:44
A Day in the Life of a...	1_j36fg6u	📺	05/15/2021 00:45

Get more from your video

REPURPOSING & ENRICHMENT

- Clips
- Quiz
- Summary & Chapters
- Metadata enrichment

ACCESSIBILITY & LOCALIZATION

- Captions & Translations

AI-generated content may contain errors or omissions. Please review before use.

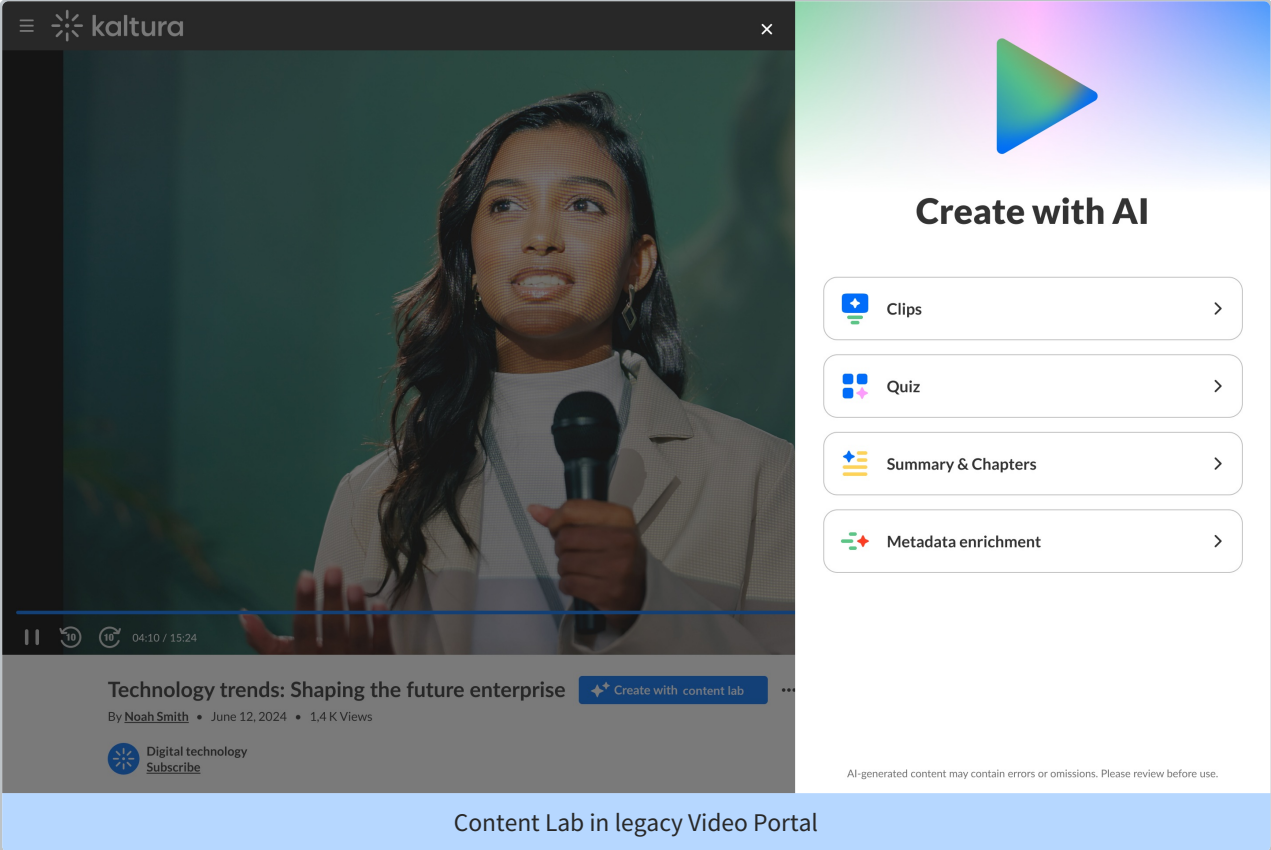
Content Lab in Rich Media CMS

Legacy Video Portal, Kaltura Events, and LMS Video -

After clicking the **Create with Content Lab** button on -

- the [Media page](#) in legacy Video Portal
- the [Edit session page](#) or the [Edit media page](#) on Kaltura Events
- the [Media page](#) in LMS Video

the 'Create with AI screen' displays. Here's one example from the list above - accessing the Content Lab through the **Create with Content Lab** button on the Media page in legacy Video Portal:



The screenshot displays the Kaltura video player interface. On the left, a video player shows a woman speaking into a microphone. The video title is "Technology trends: Shaping the future enterprise" by Noah Smith, dated June 12, 2024, with 1.4K views. A "Create with content lab" button is visible. On the right, a sidebar titled "Create with AI" offers four options: "Clips", "Quiz", "Summary & Chapters", and "Metadata enrichment". A disclaimer at the bottom of the sidebar states: "AI-generated content may contain errors or omissions. Please review before use."

Content Lab in legacy Video Portal

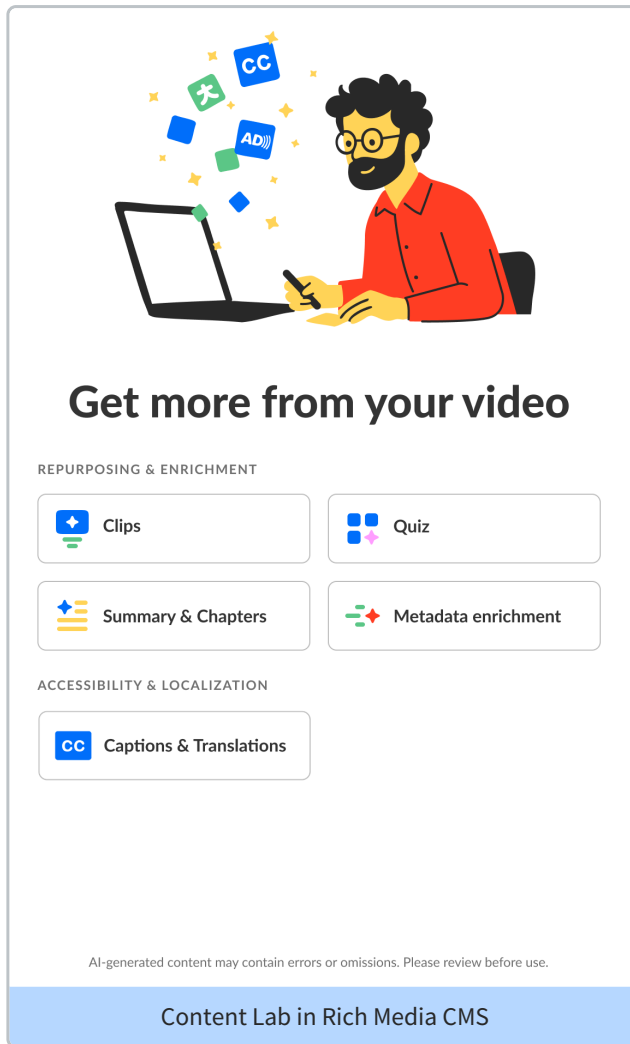


Live captions ordering is not currently available for legacy Video Portal or LMS Video.

Order live captions

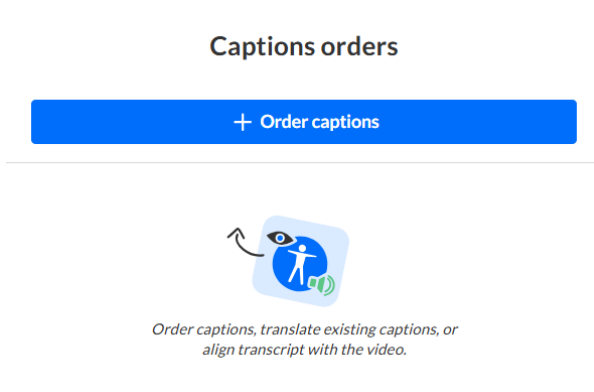
1. Click **Create with Content Lab**.

The 'Get more from your video' screen displays.

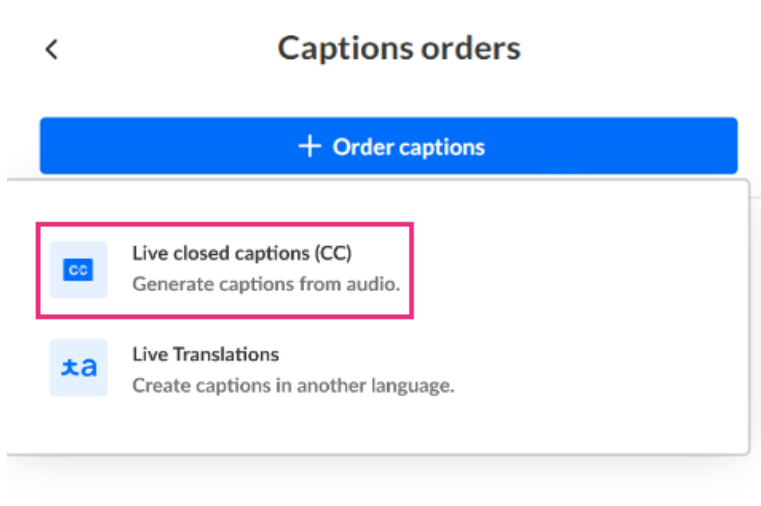


This is the Content Lab's main menu. Options shown vary depending on the services configured for your account.

2. Click **Captions & Translations**.
The **Captions orders** screen displays.



3. Click **+ Order captions** and select **Live closed captions (CC)**.



□

For live entries *with* recordings, two additional options display -

- **Closed captions (CC)** - Generate captions from audio
- **Translations** - Create captions in another language

For live entries *without* recordings, these options will not display (as shown in the above image).

The **Order live captions** screen displays.

4. Complete the following fields:

- **Unit** – This option only appears in the event that different [Reach profiles](#) (budgets) are configured for each unit in your account. The selected unit will be charged for the captions request.
- **Service mode** - Select **Auto-start** or **Scheduled**. Auto-start live captions are enabled when the session is live. Scheduled live captions are arranged in advance. If you choose **Scheduled**, two additional configurations display - [Pre- and Post-session buffers](#).
- **Service Type** - Select **Machine** or **Professional**.
- **Source language** - Select the source media language from the drop-down menu. The options in the menu are dependent on your Reach plan.
- **Vendor** - Select the vendor. Items in this drop-down list appear as "Vendor Name + Turnaround time of the catalog item + Catalog item name" with available vendors based on catalog items.
- **Instructions** ([Professional only](#)) - Add notes for human editors and reviewers. For example, you can provide guidance on terminology, speaker names, formatting preferences, or accessibility requirements.

5. Click **Submit**.

A confirmation message displays: *Live captions are being created. This may take a few minutes.* Click the **X** at the top right to close the message.

Your captions order appears in the "In Progress" area of the **Captions orders** screen and is labeled as "Pending".

If Auto-start was selected, your live captions are enabled when the session is live. If Scheduled was selected, your live captions behave as configured.

Pre and Post-session buffer

If you choose Service mode - **Scheduled**, you have the option of adding pre- and post-session buffers.

< Order live captions

Order machine or professional live captions for this session. Select one or more languages and estimated delivery time.

Unit*

Service mode

Service type

 Machine Professional

Source language

Vendor*

Pre-session buffer (minutes)



0 60

Post-session buffer (minutes)



0 60

Submit

Pre-session buffer (minutes) - Choose when captioning 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

Post-session buffer (minutes) - Choose how long captions 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 captions to start slightly before your event, and place the order at least 5 minutes in advance.

Add instructions for professional captions

Providing clear, detailed instructions helps improve caption quality and consistency.

The following preset tags are available:

Terminology and names:

- Define acronyms - “Please define acronyms at first use and use them consistently throughout.”
- Use correct speaker names - “Please ensure speaker names and titles are accurate and used consistently.”
- Use correct proper names - “Please ensure all proper names (e.g., brands, products, organizations, and titles) are accurate and used consistently.”
- Use consistent terminology - “Please use consistent and accurate terminology throughout.”

Include speaker labels: “Please include speaker labels where multiple speakers are present.”

Style and tone:

- Preserve original wording - “Please preserve the original wording and phrasing as much as possible.”
- Remove filler words - “Please remove filler words where they do not affect meaning.”
- Simplify wording - “Please simplify complex phrasing where possible while preserving meaning.”
- Maintain consistent tone - “Please maintain a clear and consistent tone throughout.”

Formatting:

- Ensure correct punctuation - “Please ensure punctuation is accurate and consistent.”
- Format for readability - “Please format captions for clarity and readability.”
- Use consistent casing - “Please use consistent sentence casing throughout.”

Accessibility:

- Include non-speech elements - “Please include relevant non-speech elements such as sound effects where appropriate.”

- Clarify speaker identity - “Please ensure speakers are clearly identified when needed for understanding.”



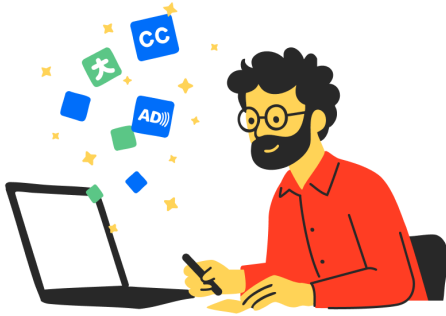
If you reschedule the event, the original order won't update automatically. Cancel it and place a new order.

Best practices for live captioning

- Start streaming a few minutes early to ensure full caption coverage.
- Order machine captions at least 15 minutes before the event
- You can cancel machine orders anytime 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 run up to 8 hours per session.





View captions orders and perform additional tasks

Navigate back to the Content Lab's main menu. The number of requests are displayed in the Captions & Translations box.




Get more from your video

REPURPOSING & ENRICHMENT

 Clips	 Quiz
 Summary & Chapters	 Metadata enrichment

ACCESSIBILITY & LOCALIZATION

 Captions & Translations 2 Captions

AI-generated content may contain errors or omissions. Please review before use.

Click on the Captions & Translations box to open the **Captions orders** screen. In our example below, there are three existing captions orders - one is an auto-start order that will be enabled when the session is live, one is in Pending status, and one is in Ready status.



Captions orders


[+ Order captions](#)

ENABLED AUTO-START ORDERS




 **Main captions for chinese** ...
Oct 12,25 · 12:27 AM • Chinese

IN PROGRESS

 **Kaltura ASR English Free** • Pending ...
Apr 6,26 · 02:03 PM • English

READY

[Manage captions assets](#)

 **Kaltura ASR English Free** • Ready ...
Apr 6,26 · 01:10 PM • Accuracy: 100% • English

Status types

The following statuses are available for captions requests:

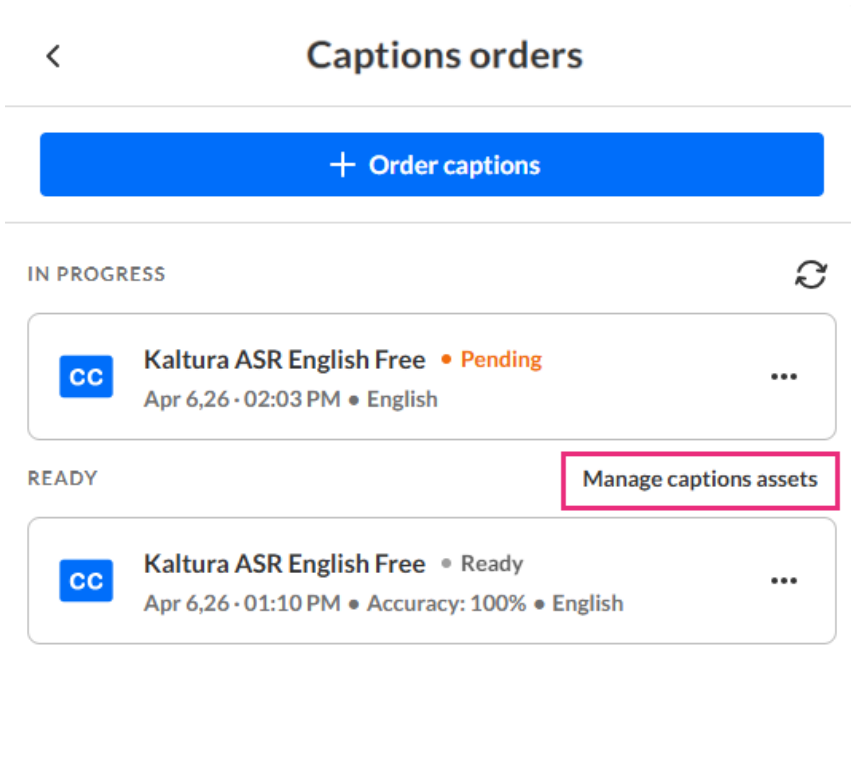
- **Pending** - when generating new request
- **Pending for Moderation** - requests in approval queue
- **Rejected** - requests that were rejected on moderation. This status must include reject reason.
- **Processing** - sent to the vendor and vendor received request (you cannot cancel a request when the status is Processing)
- **Ready** - captioning service is configured and ready for the event
- **Error** - an error was sent from the vendor
- **Aborted**



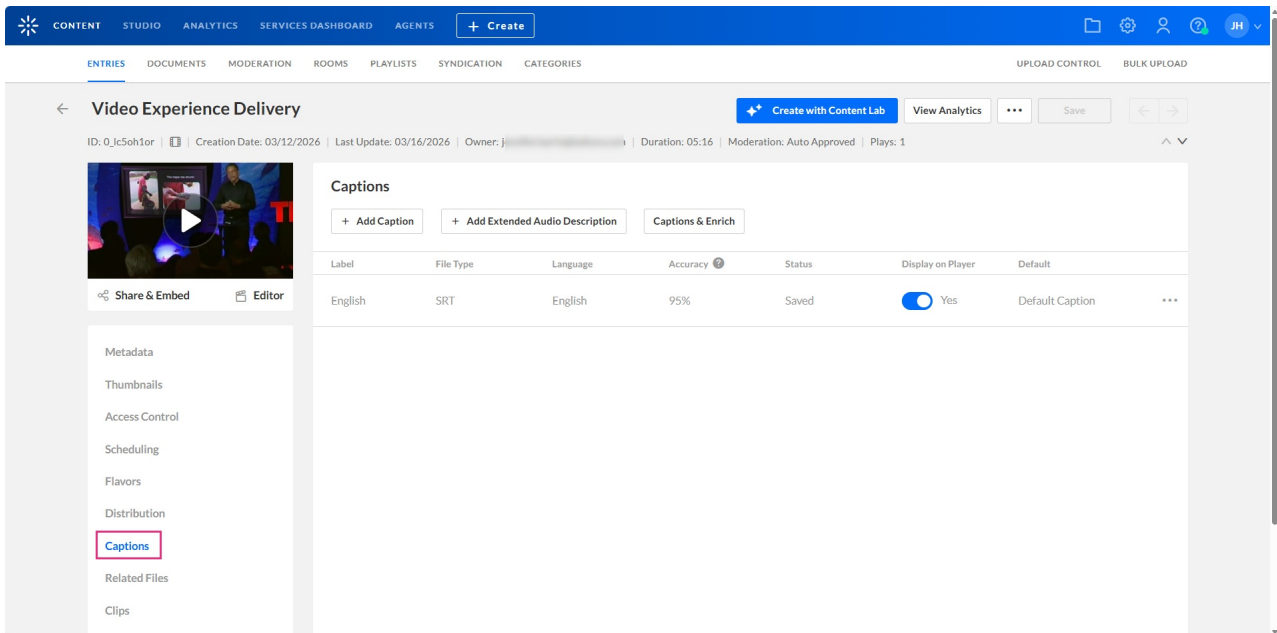
Start streaming only when all caption orders show *Ready*. If the status is *Pending*, wait and refresh the list.

Manage captions assets

Click **Manage captions assets**.



The **Captions** tab of the Entry details page in Rich Media CMS displays.



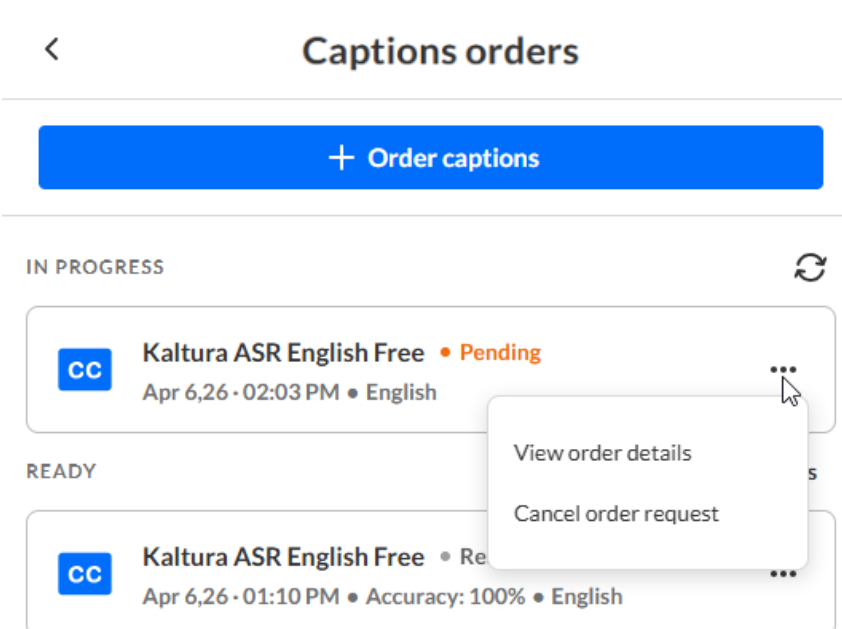
For complete information on this tab, see [Upload and manage captions in Rich Media CMS](#).

Additional tasks

Click on the **three dots** to the right of the request and choose from the available options depending on status type:


View order details - available for all statuses

Cancel order request - only available for Pending



< **Captions orders**

+ Order captions

IN PROGRESS 

CC Kaltura ASR English Free • Pending
Apr 6,26 • 02:03 PM • English

READY

CC Kaltura ASR English Free • Ready
Apr 6,26 • 01:10 PM • Accuracy: 100% • English

- View order details
- Cancel order request

Launch editor - only available for Ready

Download - only available for Ready



Captions orders

+ Order captions

IN PROGRESS



Kaltura ASR English Free • Pending
Apr 6,26 - 02:03 PM • English



READY

Manage captions assets



Kaltura ASR English Free • Ready
Apr 6,26 - 01:10 PM • Accuracy: 100% • English



- View order details
- Launch editor
- Download

View order details

Click **View order details**.

The Order details screen displays.

Order details



Service type: Professional
Target language: English
Vendor: Kaltura
Turnaround time: 30 min - KASR
Unit Virtual events
Dictionary submitted: Yes

Content deletion policy Delete after 1 month
Task Processing Region US
Speaker change indication Yes
Captions Audio Tags Yes
Captions Profanity Removal Yes

Close

Cancel order request



Canceling professional captions is not possible if they have been requested already and are in the status Processing.

1. Click **Cancel order request**. Note, any action items associated with the request will be canceled. A confirmation message displays.

Cancel request

Are you sure you want to cancel
"My Main - Professional captions (Spanish)"?
This action cannot be undone.

*If processing has already started, cancellation may not be available.

Cancel **Cancel request**

2. Click **Cancel request**.

If you try to cancel a request that's already in progress, a message displays: *The request is already in progress, therefore cannot be canceled.*

Launch editor

See our article [Use the captions editor in Content Lab](#) for details.

Download

Click **Download**. The captions file is downloaded to your machine.



To learn more about how captions display on the player, visit our articles [Captions and Audio Tracks](#) and [Accessibility](#).



You can resubmit REACH orders in certain cases, such as for updated media content or new profile settings. For details on how and when to use the resubmissions feature, see our article [Resubmissions for REACH services](#).