


Order live captions and translations with Content Lab

Last Modified on 06/14/2026 1:49 am IDT

 This article is designated for all users.

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


About

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

Captions primarily convey dialogue and other relevant audio information, making videos accessible to individuals who are deaf or hard of hearing, or for viewers who prefer to watch videos without sound.

They're typically in the same language as the video, and are important for viewers who are deaf, hard of hearing, or prefer watching without sound.

Translations convert the spoken language in a video into another language and appear as subtitles. These subtitles provide viewers with the dialogue in their preferred language while keeping the original audio intact.

 To order services like captions, OCR, chaptering, or dubbing for an entire category, you can create a rule which automatically triggers requests for new entries that match your criteria. Learn more in our article [Create captioning & enrichment rules in Rich Media CMS](#).

Before you start

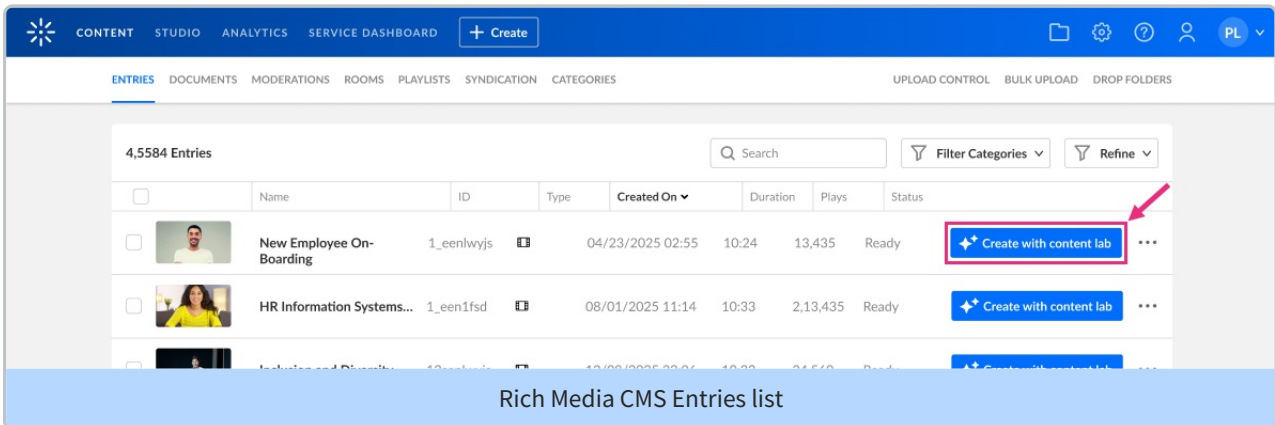
- Your account must have Content Lab enabled
- Your account must have an active REACH profile enabled with relevant catalog item(s)

Access the Content Lab

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

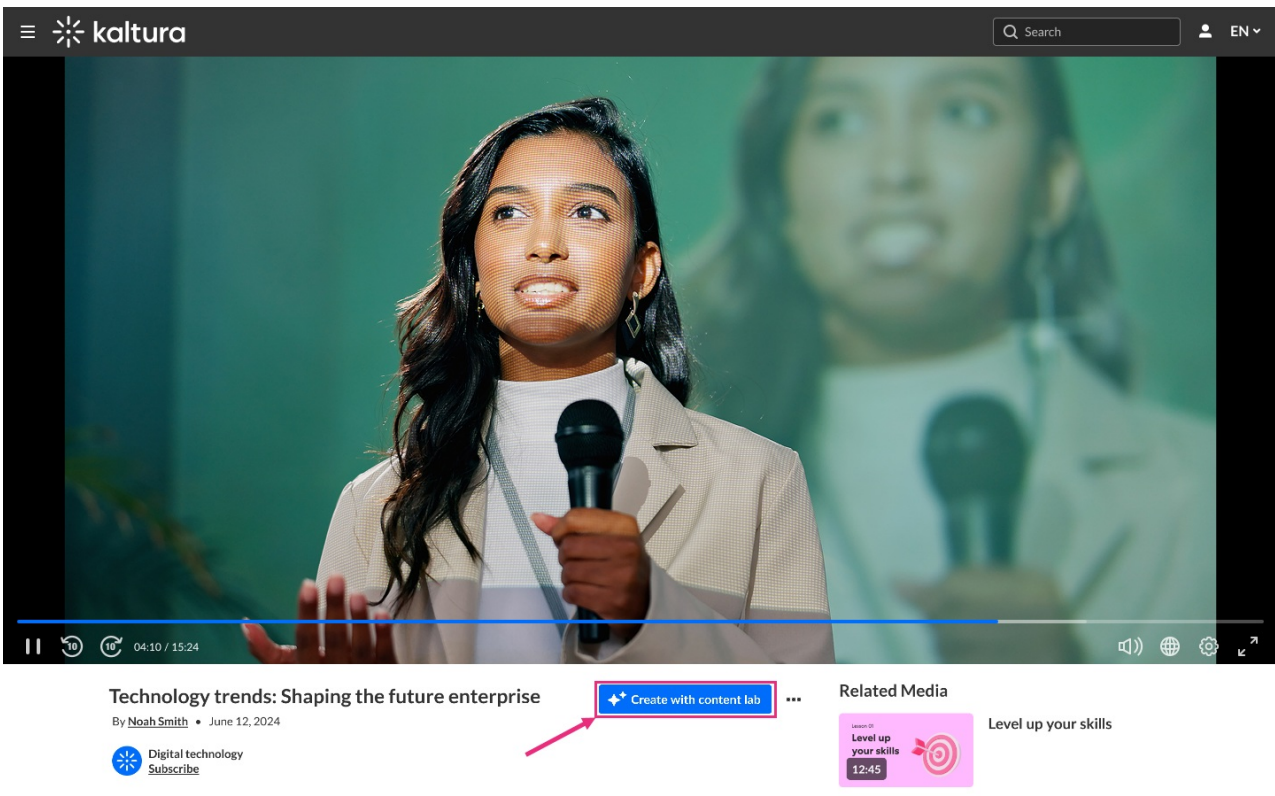
Rich Media CMS -

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

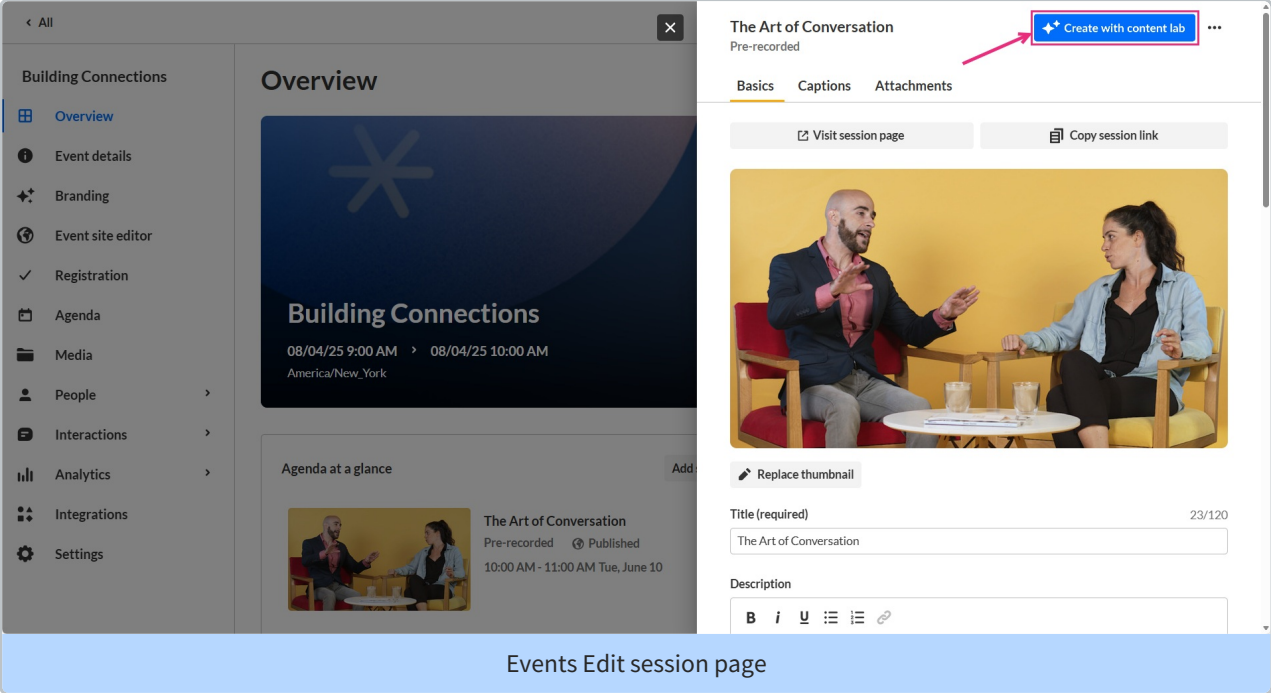


Legacy Video Portal -

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](#).



The screenshot displays the Kaltura interface for editing a session page. On the left is a sidebar with navigation options: Overview, Event details, Branding, Event site editor, Registration, Agenda, Media, People, Interactions, Analytics, Integrations, and Settings. The main area is titled 'Overview' and shows a video player for 'Building Connections' with a date range of 08/04/25 9:00 AM to 08/04/25 10:00 AM. Below the player is an 'Agenda at a glance' section with a thumbnail for 'The Art of Conversation'.

The right-hand pane is titled 'The Art of Conversation' and is labeled 'Pre-recorded'. It features a blue button labeled 'Create with content lab' with a plus icon, which is highlighted by a red arrow. Below this are tabs for 'Basics', 'Captions', and 'Attachments'. There are also buttons for 'Visit session page' and 'Copy session link'. A video thumbnail is shown, followed by a 'Replace thumbnail' button. The 'Title (required)' field contains 'The Art of Conversation' and has a character count of 23/120. The 'Description' field is empty and includes a rich text editor toolbar with icons for bold, italic, underline, list, and link.

Events Edit session page

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

← Back



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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

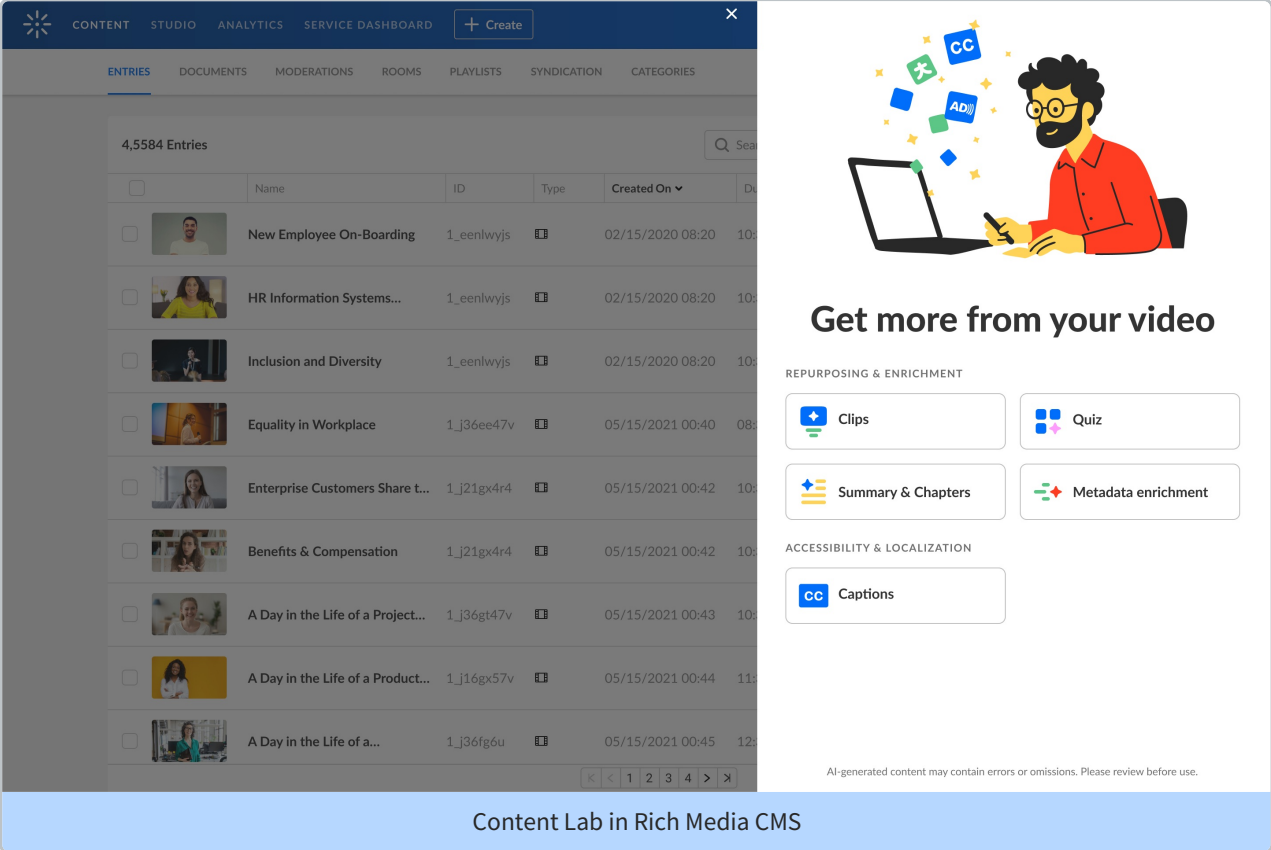


Appearance of the Content Lab

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.



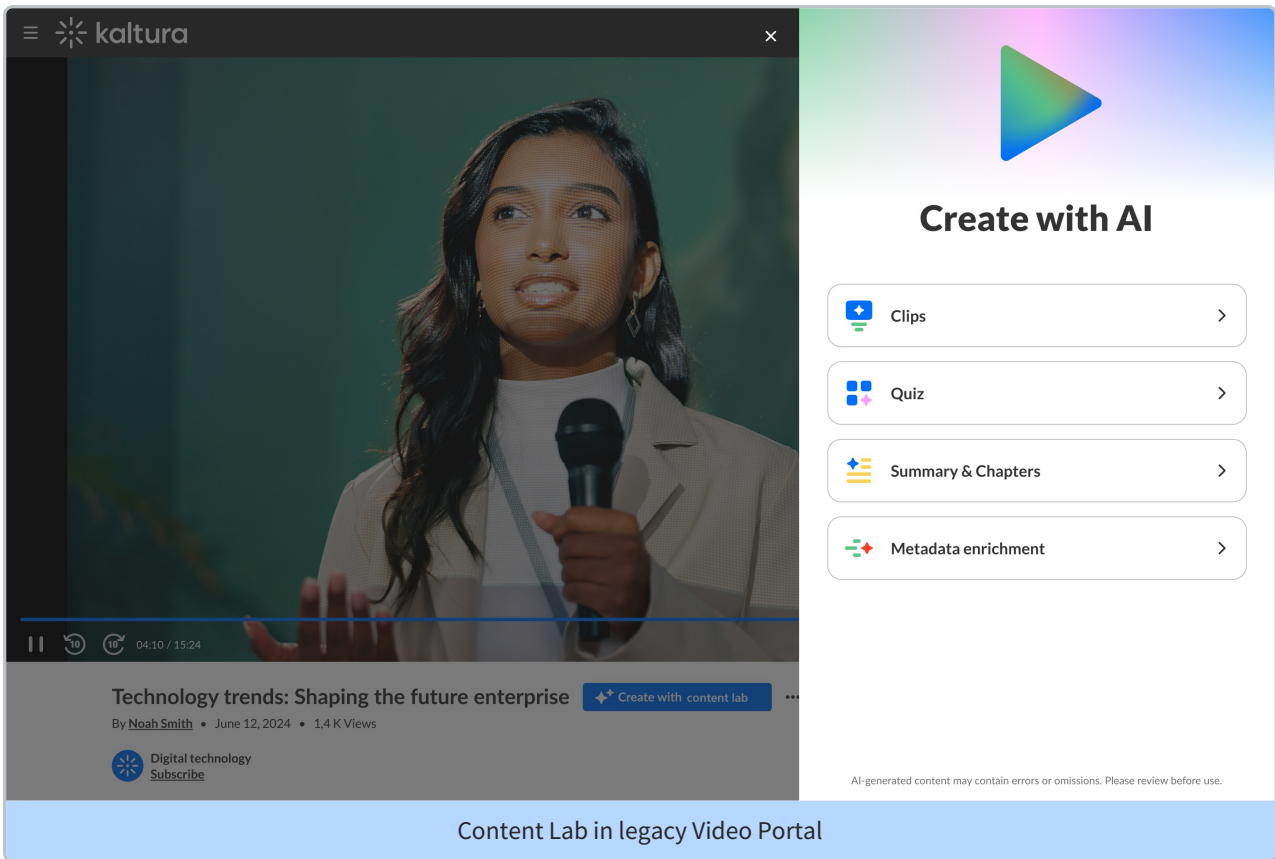
Content Lab in Rich Media CMS

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:



Content Lab in legacy Video Portal

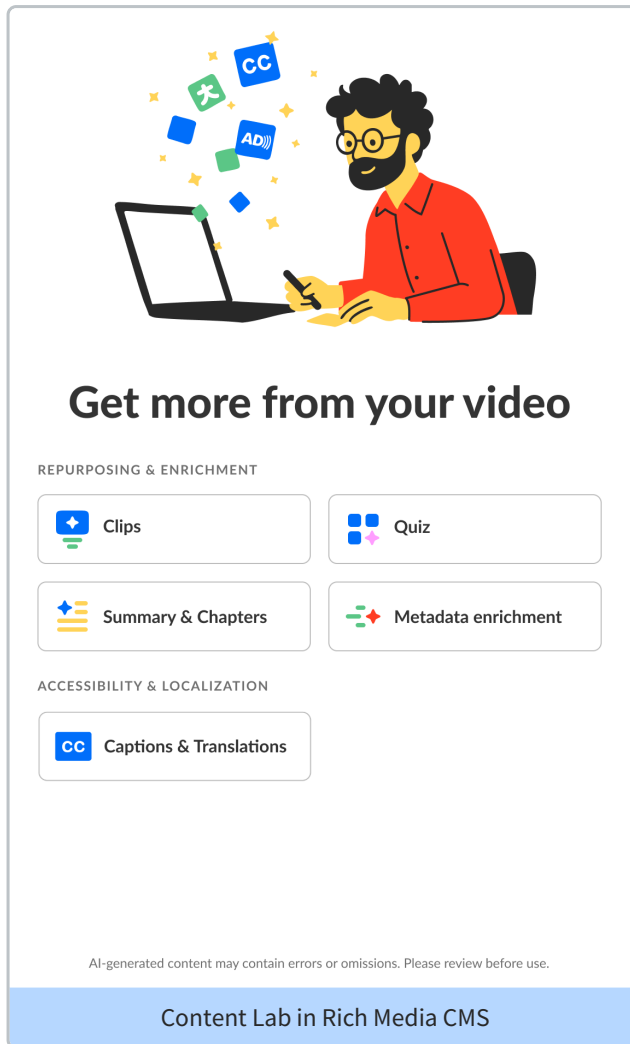


The captions and translations feature is not currently available for legacy Video Portal or LMS Video.

Order live captions and translations with Content Lab

1. Click **Create with content lab**.

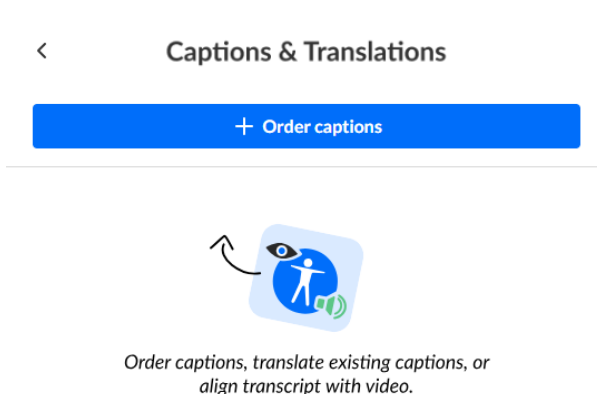
The 'Get more from your video' screen displays.



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 & Translations** screen displays.

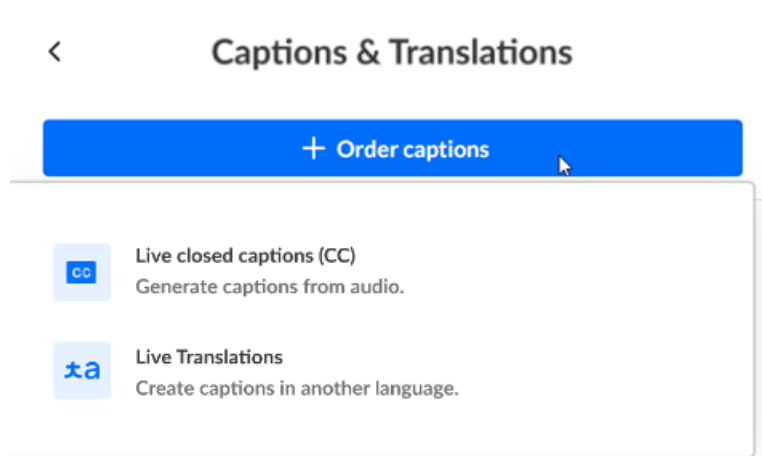


3. Click **+ Order captions**.

Two options display -

Live closed captions (CC) - Generate captions from audio

Live translations - Create captions in another language



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

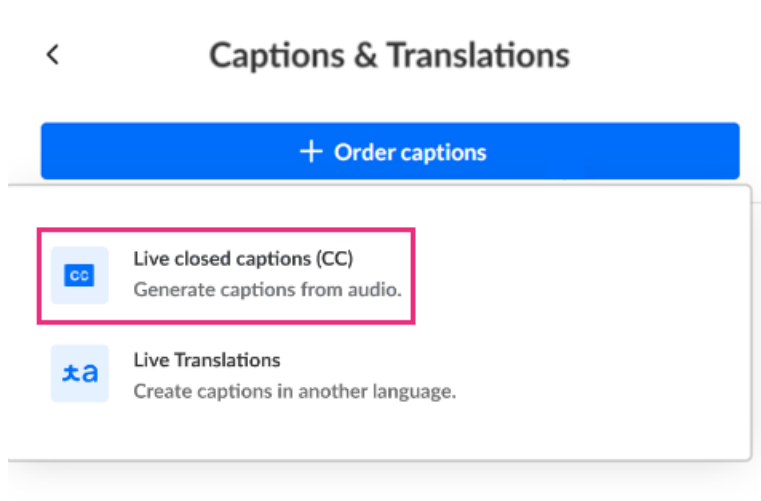
Closed captions (CC) - Generate captions from audio

Translations - Create captions in another language

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

Order Live closed captions (CC)

Click **Live closed captions (CC)** on the **Captions & Translations** screen.



The **Order live captions** screen displays.

< **Order live captions**

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

Unit*
Select unit ▼

Service mode ⓘ

Auto-start Scheduled

Service type
 Machine Professional

Caption mode
English ▼

Vendor*
Kaltura - 30 min ▼

Submit

Machine captions -

Under Service Type, click to select **Machine**.

< **Order live captions**

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

Unit*
Select unit ▼

Service mode ⓘ

Auto-start Scheduled

Service type
 Machine Professional

Source language
English ▼

Vendor*
Kaltura - 30 min ▼

Submit

1. 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.
- **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.

2. 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 & Translations** 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*

Internal videos

Service mode

Auto-start

Scheduled

Service type

Machine Professional

Source language

English

Vendor*

Select vendor

Pre-session buffer (minutes)

15
0 60

Post-session buffer (minutes)

15
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.

Professional captions -

Under Service Type, click to select **Professional service**.

1. 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 Professional.
- **Source Language** - Select the source media language from the drop-down menu (this is the language the video is currently in). The options in the drop-down 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** (Optional) - This box is relevant for professional captions only and is used for adding notes for the attention of human editors and reviewers.

Option 1: Manually type your own instructions in the Instructions field.

Option 2: Click on a preset tag provided below the Instructions field. The Instructions field is populated with that tag and a list of suggestions for additional text instructions displays. Click on one of the suggestions to autocomplete the instructions.

Option 3: Click on a preset tag. The Instructions field is populated with that tag and a list of suggestions for additional text instructions displays. Instead of clicking on one of the suggestions to autocomplete the instructions, manually type in the Instructions field to complete the text.

Following are the available preset tags:

- Terminology & 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 & 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.”

2. 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** 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.



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 captioning job was completed successfully



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

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 & Translations

+ 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



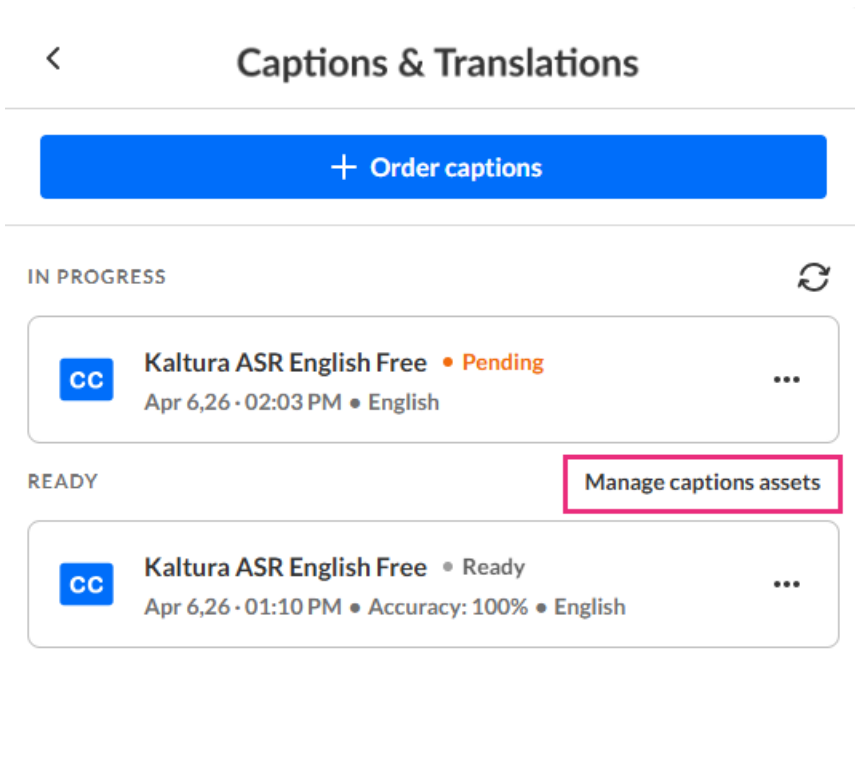
Status types

The following statuses are available for captions requests:

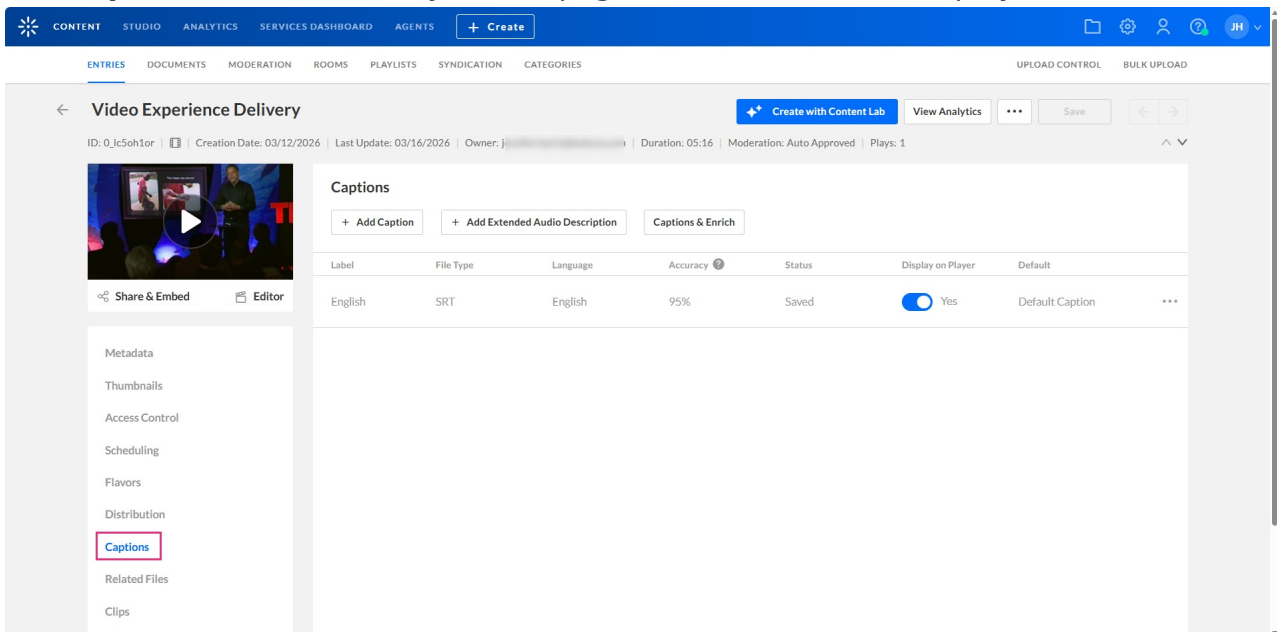
- **Pending** - when generating new request
- **Pending for Moderation** - requests in approval queue
- **Rejected** - requests that were rejected on moderation. This status must include reject reason.
- **Processing** - sent to the vendor and vendor received request (you cannot cancel a request when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

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

Launch editor - only available for Ready

Download - only available for Ready



Captions & Translations

+ Order captions

IN PROGRESS



Kaltura ASR English Free • Pending

Apr 6,26 • 02:03 PM • English



View order details

Cancel order request

READY



Kaltura ASR English Free • Re

Apr 6,26 • 01:10 PM • Accuracy: 100% • English



< Captions & Translations

+ Order captions

IN PROGRESS



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

READY

Manage captions assets

CC **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**

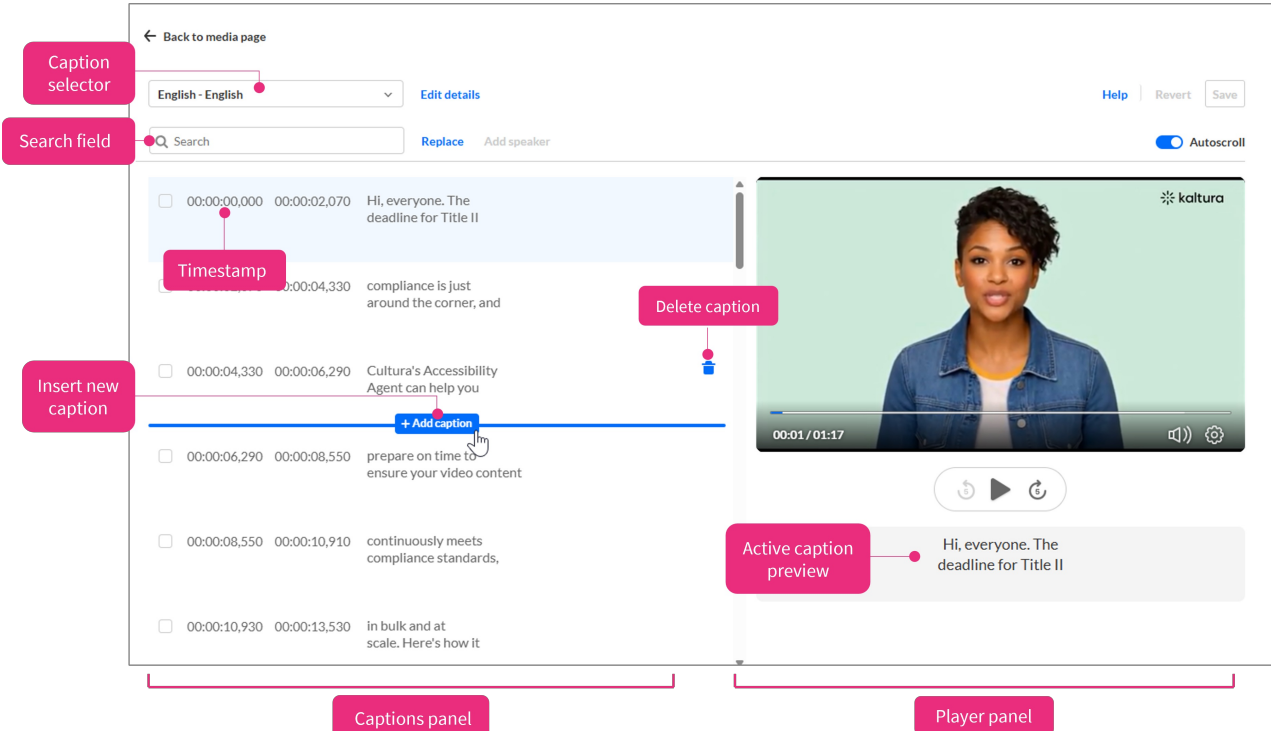
2. Click **Cancel request**.

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

Launch editor

Click **Launch editor**. The Captions editor opens.

Editor layout



The screenshot shows the Kaltura Captions Editor interface. It is divided into two main sections: the Captions panel on the left and the Player panel on the right.

- Captions panel:** Contains a list of captions with columns for start and end timestamps and the caption text. Annotations include:
 - Caption selector:** A dropdown menu set to "English - English".
 - Search field:** A search bar with a magnifying glass icon.
 - Timestamp:** A callout pointing to the timestamp "00:00:04,330".
 - Insert new caption:** A callout pointing to the "+ Add caption" button.
 - Delete caption:** A callout pointing to a trash icon next to a caption.
- Player panel:** Contains a video player showing a woman speaking. An **Active caption preview** callout points to the caption "Hi, everyone. The deadline for Title II" which is currently displayed on the video.

The editor includes two main areas:

- **Captions panel** – Displays caption lines and editing tools
- **Player panel** – Displays the video for real-time preview

When you select a caption line, the player jumps to the relevant point in the video. The selected caption is also displayed below the player, allowing you to preview it in context while editing.



Kaltura supports [dual screen](#) inside the captions editor.

Captions panel

The captions panel includes:

- **Captions dropdown** – Select a different caption file if multiple files exist
- **Edit details** – Update caption language, accuracy, and label
- **Search** – Enter a term and press Enter to highlight matches
- **Replace** – Find and replace text across captions
- **Add speaker** – Add speaker names to selected rows
- **Autoscroll** – Automatically scroll captions during playback
- **Delete caption** – Delete a caption line (available on hover)
- **Add caption** – Add a new caption line (available on hover)
- **Timestamp** – Edit start and end times



The editor uses SMPTE time format (**hh:mm:ss,mmm**) for precise timing.

- **Caption text** – Edit the caption content

Player panel

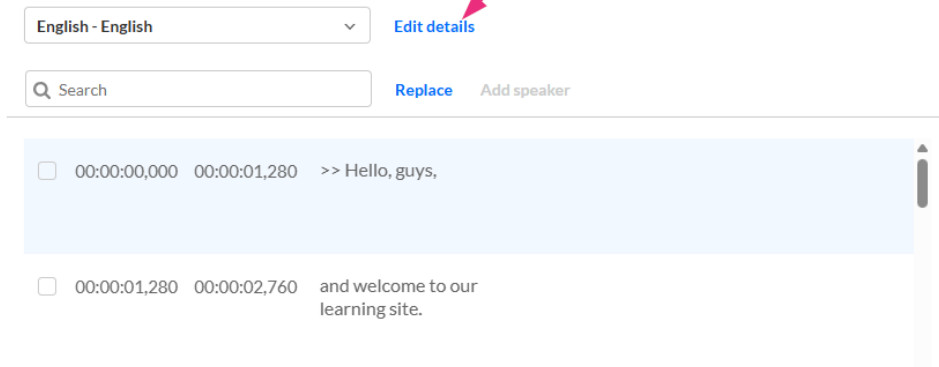
The player panel lets you preview captions alongside the video.

- Playback controls and keyboard shortcuts help you fine-tune caption timing and align captions with audio and visuals
- Selecting a caption line moves the player to the correct timestamp
- The active caption is displayed below the player for easy reference during editing

Edit caption details

1. Click **Edit details**.

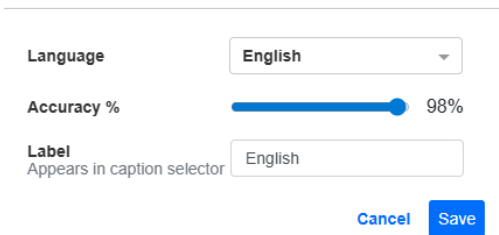
Closed Captions Editor



The 'Edit caption details' window opens.

2. Update the caption's language, accuracy, and label.

Edit caption details



The 'Edit caption details' dialog box is shown. It has three main sections: 'Language' with a dropdown menu set to 'English'; 'Accuracy %' with a slider bar set to 98%; and 'Label' with a text input field containing 'English'. Below these fields are two buttons: 'Cancel' and 'Save'.

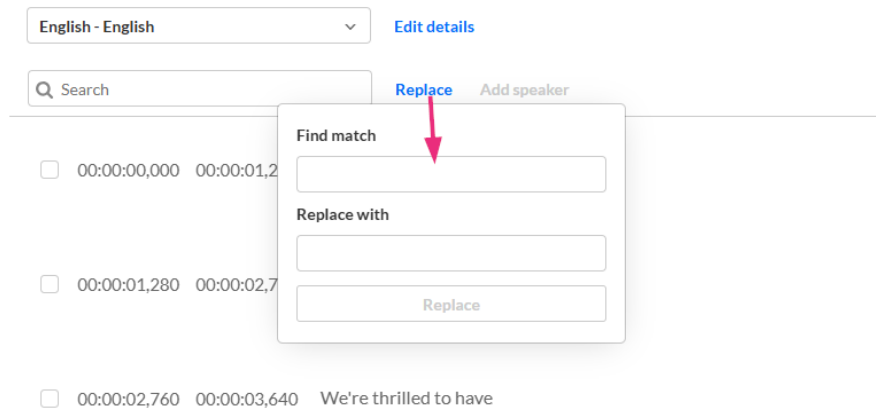
3. Click **Save**.

Changes are applied immediately.

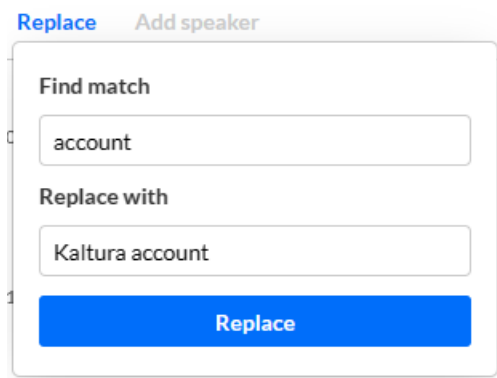
Find and replace text

1. Click **Replace**.

Closed Captions Editor



2. Enter the search term in the **Find match** field.
3. Enter the replacement term in the **Replace with** field.



4. Click **Replace**.
5. Click **Save**.

You are asked to confirm captions accuracy.

Confirm captions Accuracy

Please update the accuracy rating to the best of your knowledge. Human-reviewed descriptions are typically **96-99% accurate**.

Check that:

- Sound cues and speaker tags are included
- Names and acronyms are correct
- Timing and readability are accurate

Accuracy 90%

[Cancel](#) [Save](#)

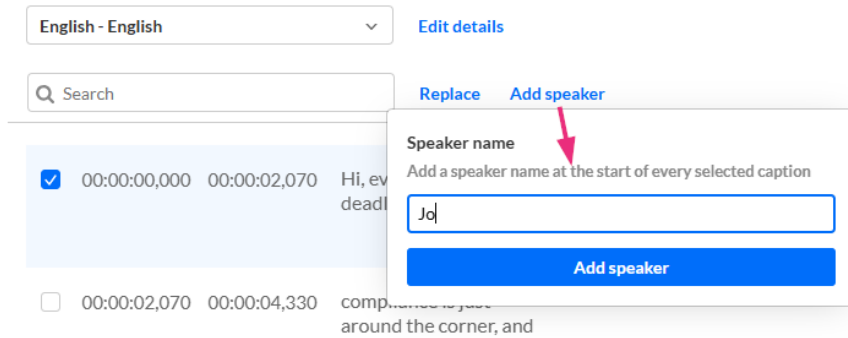
6. Move the slider accordingly, then click **Save**.

The search term is replaced immediately.

Add speaker names

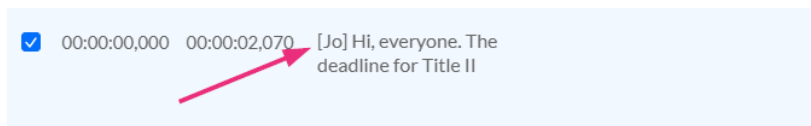
1. Select the row(s) where you want to add the speakers, then click **Add speaker**.

2. In the 'Speaker name' field, type the name.



3. Click **Add Speaker**.

The name is added to the selected captions.



4. Click **Save**.

You are asked to confirm captions accuracy.

Confirm captions Accuracy

Please update the accuracy rating to the best of your knowledge. Human-reviewed descriptions are typically 96–99% accurate.

Check that:

- Sound cues and speaker tags are included
- Names and acronyms are correct
- Timing and readability are accurate

Accuracy 90%

[Cancel](#) [Save](#)

5. Move the slider accordingly, then click **Save**.

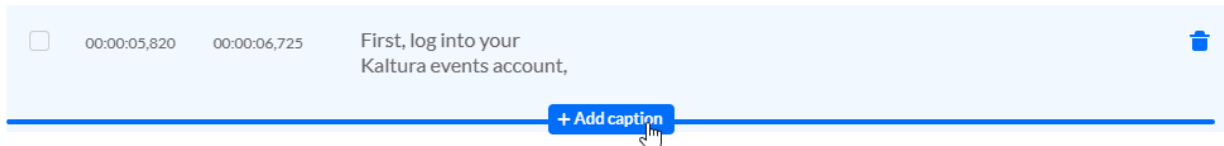
The information is immediately updated.



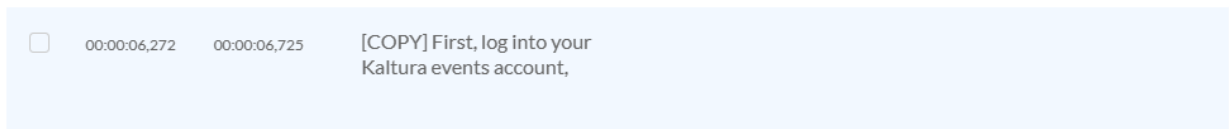
For general information about Kaltura's player, check out our article [Introduction to the Kaltura Player](#).

Add a caption line

1. Hover over a caption row and click **+ Add caption**.



The caption is duplicated.



2. Click the text field and enter the new caption.



3. Click **Save**.

You are asked to confirm captions accuracy.

Confirm captions Accuracy

Please update the accuracy rating to the best of your knowledge. Human-reviewed descriptions are typically **96-99% accurate**.

Check that:

- Sound cues and speaker tags are included
- Names and acronyms are correct
- Timing and readability are accurate

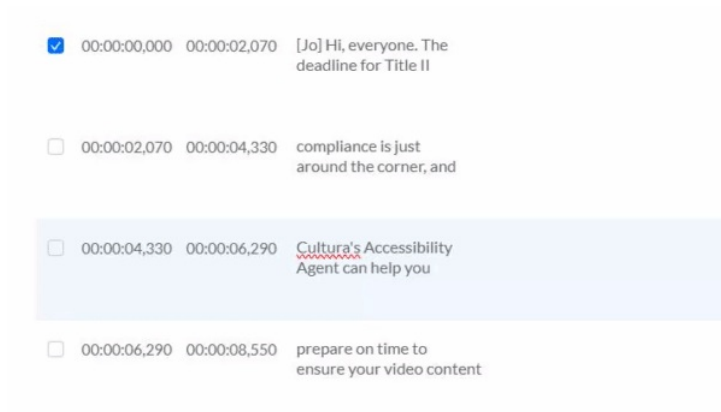
Accuracy 90%

[Cancel](#) [Save](#)

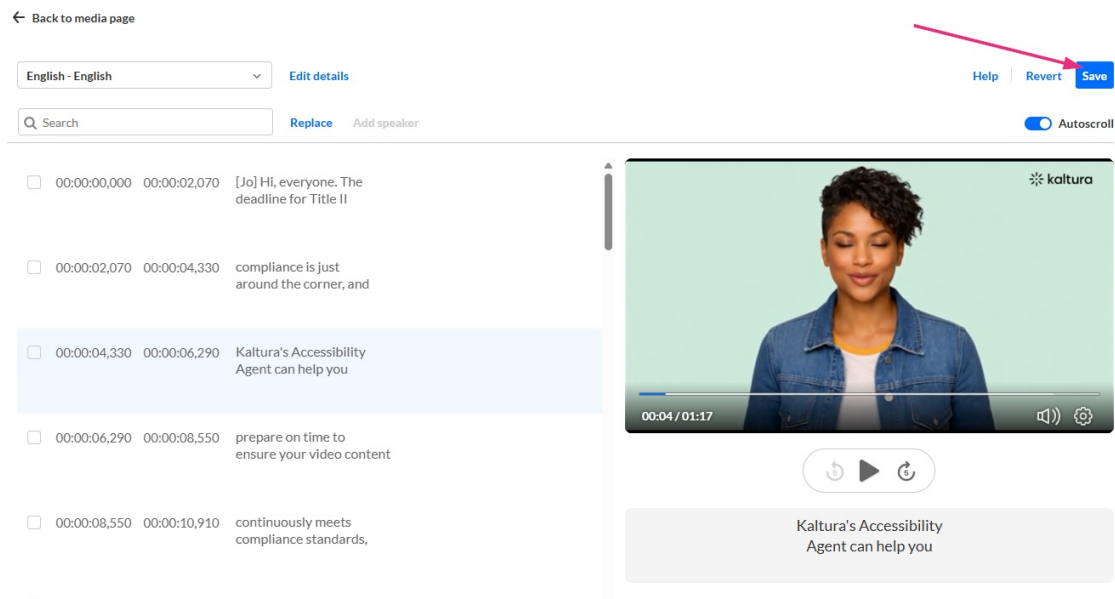
4. Move the slider accordingly, then click **Save**.
The information is immediately updated.

Edit a caption line

1. Click a caption line.
2. Update the text as needed.



3. Click **Save**.



You are asked to confirm captions accuracy.

Confirm captions Accuracy

Please update the accuracy rating to the best of your knowledge. Human-reviewed descriptions are typically 96-99% accurate.

Check that:

- Sound cues and speaker tags are included
- Names and acronyms are correct
- Timing and readability are accurate

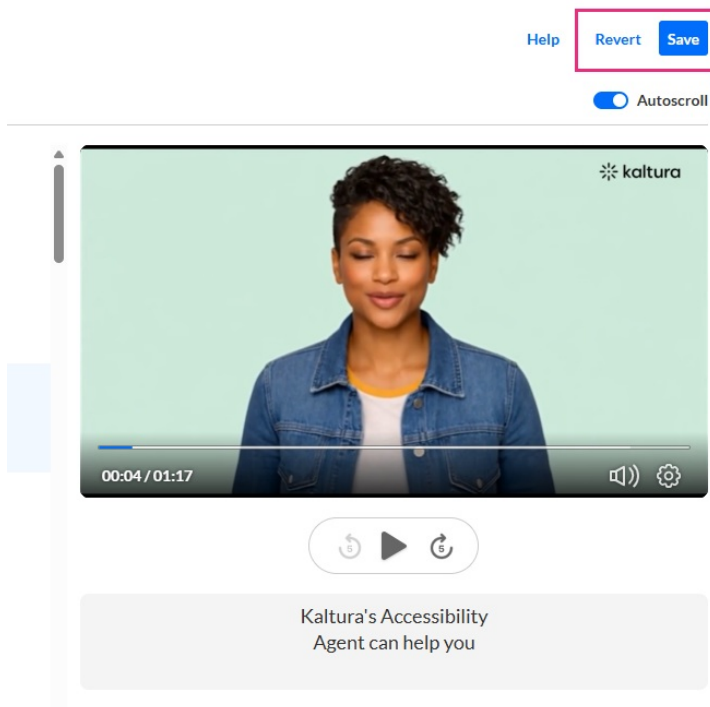
Accuracy 90%

[Cancel](#) [Save](#)

4. Move the slider accordingly, then click **Save**.
The information is immediately updated.

Revert or save changes

- **Revert** restores the last saved version
- **Save** applies your changes



Keyboard shortcuts

- Player seek 5S backwards = Ctrl <-
- Player seek 2S backwards = <-
- Player seek to 0 = Home and in Mac Command <-
- Player pause-play toggle = space

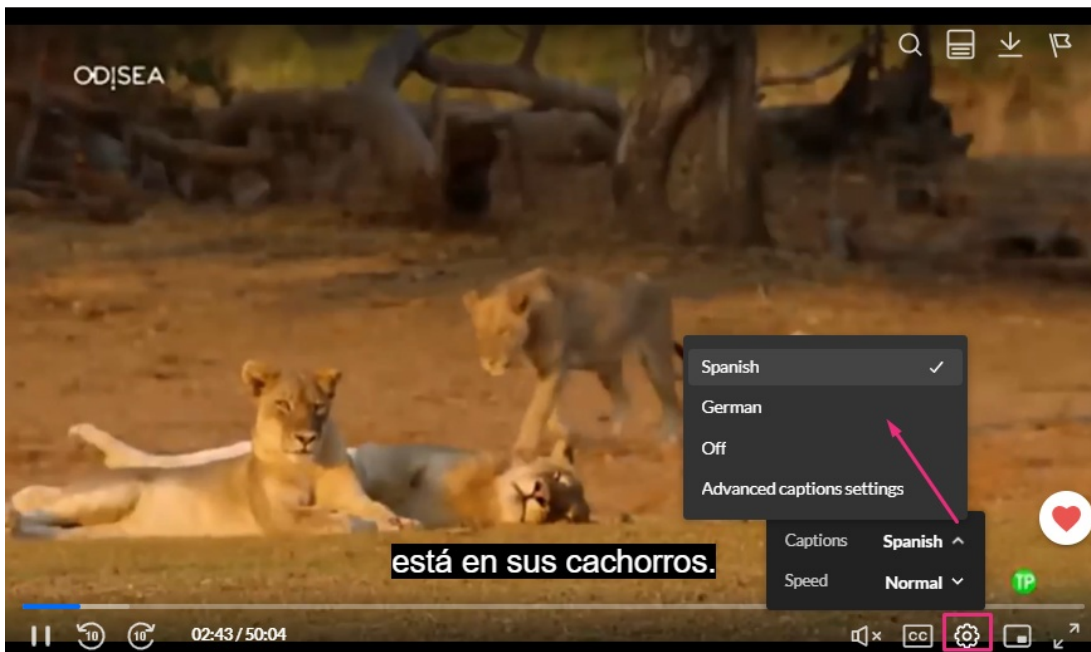
- Player seek 5S forward = Ctrl ->
- Player seek 2S forward = ->

Download

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

User experience

Once captions are ready, they're automatically added to the media. Depending on admin settings, a CC button may appear, letting users toggle captions on or off. Admins can also set captions to display by default when playback starts. If multiple caption languages are available, users can select them from the captions sub-menu in the settings.



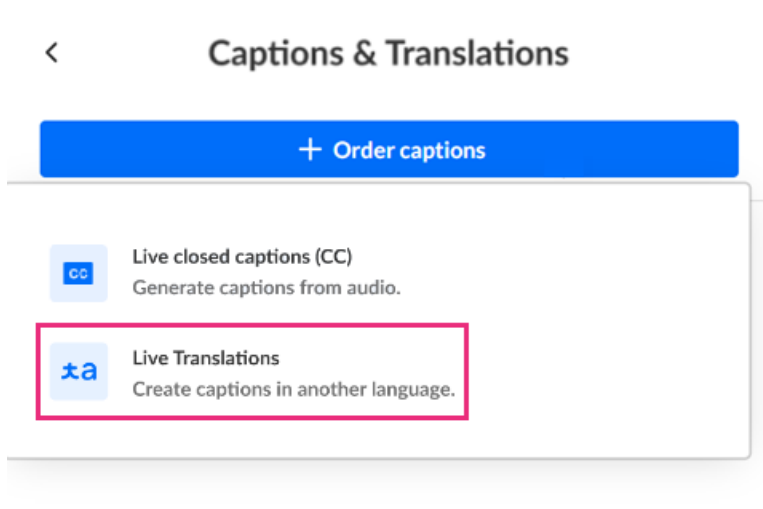
To learn more about how captions display on the player, visit our articles [Captions](#) and [Audio Tracks](#) and [Accessibility](#).



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](#).

Order Live translations

Click **Live Translations** on the **Captions & Translations** screen.



The **Order live translations** screen displays.

< Order live translations

Translate your video into additional languages using existing captions, original audio, or an uploaded file.

Unit*

Select unit ▼

Service type

Machine Professional

Service mode

Source language*

Select language ▼

Target language*

Type to add languages ▼

1. 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 translation request.
- **Service type** - Select **Machine** or **Professional**. Defaults to Machine if both are available. Options that are unavailable are greyed out. If you choose **Professional**, one optional field displays - [Instructions](#).
- **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](#).

- **Source language** - Select the source media language from the drop-down menu. The options in the menu are dependent on your [REACH](#) plan.
- **Target language** - Select the desired language(s) you want the translations in from the drop-down menu. The options are dependent on your [REACH](#) plan.

2. Click **Submit**.

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

Your translations order appears in the "In Progress" area of the **Captions & Translations** screen and is labeled as "Pending".

When the translations are ready, they are automatically added to the video.



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

Pre and Post-session buffer

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

< Order live translations

Translate your video into additional languages using existing captions, original audio, or an uploaded file.

Unit*

Service type

Machine Professional

Service mode

Source language*

Target language*

Pre-session buffer (minutes)

15

0 60

Post-session buffer (minutes)

15

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

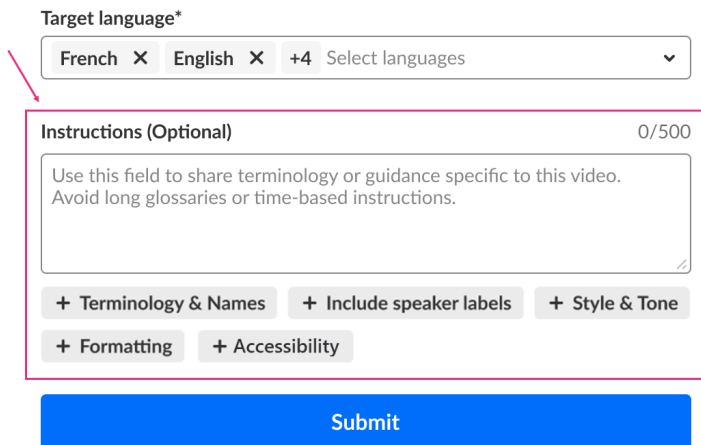


To avoid disconnects, schedule captions to start slightly before your event, and

place the order at least 5 minutes in advance.

Instructions

If you choose Service type - **Professional**, you have the option of adding special instructions for the attention of the editors and reviewers.



Target language*

French X English X +4 Select languages

Instructions (Optional) 0/500

Use this field to share terminology or guidance specific to this video.
Avoid long glossaries or time-based instructions.

+ Terminology & Names + Include speaker labels + Style & Tone

+ Formatting + Accessibility

Submit

Provide clear and detailed instructions for your translations. The more information you include, the higher the chance of achieving your desired outcome.

Option 1: Manually type your own instructions in the Instructions field.

Option 2: Click on a preset tag provided below the Instructions field. The Instructions field is populated with that tag and a list of suggestions for additional text instructions displays. Click on one of the suggestions to autocomplete the instructions.

Option 3: Click on a preset tag. The Instructions field is populated with that tag and a list of suggestions for additional text instructions displays. Instead of clicking on one of the suggestions to autocomplete the instructions, manually type in the Instructions field to complete the text.

Following are the available preset tags:

- **Terminology & 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 & 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.”

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.
-