Order live translations with Content Lab

Content updated: 06/21/2026

This article is designated for all users.

About

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

Translations are different from captions. See our article Order live captions with Content Lab for details.

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).

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

Live translations ordering is not currently available for Kaltura Virtual Events and Webinars.

Order live translations

1. Open **Content Lab**. For instructions, see Access Content Lab in your Kaltura application.
2. Click **Captions & Translations**.
3. Click **+ Order captions** and select **Live Translations**.

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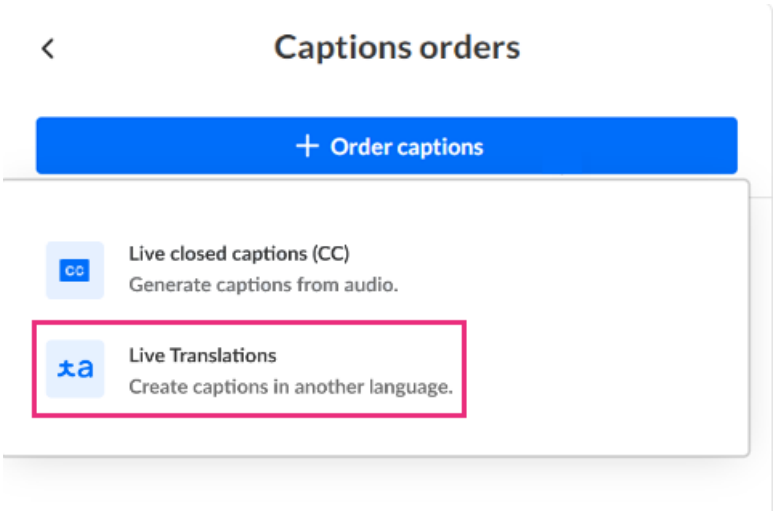
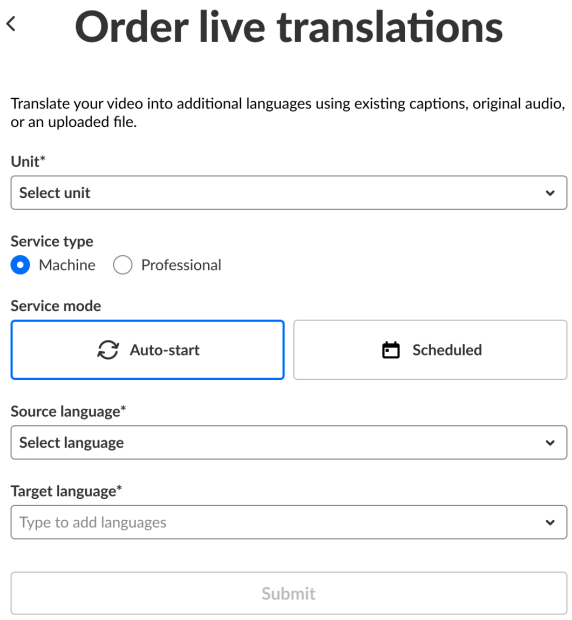


The **Order live translations** screen displays.



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 translation request.
- **Service type** - Select **Machine** or **Professional** (human-generated). 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 translations are enabled when the session is live. Scheduled live translations are arranged in advance. If you choose Scheduled, two additional configurations display - Pre- and

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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.
- **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.

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

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

Add instructions for professional translations

The **Instructions** field and preset tags are available for **Professional** (human-generated) translations only. They aren't available for **Machine** translations.

You can:

- **Type your own instructions** in the **Instructions** field.
- **Click a preset tag** to populate the **Instructions** field, then select one of the suggested completions.
- **Click a preset tag** to populate the **Instructions** field, then edit or complete the text manually instead of selecting a suggested completion.

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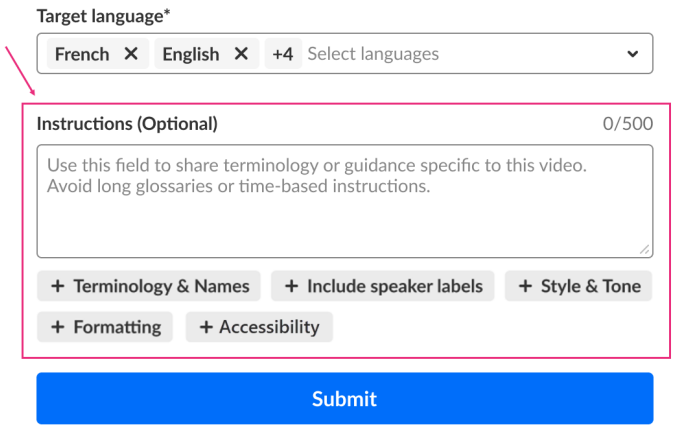

Preset tags

Preset tags are grouped into the following categories:

- **Terminology & names** – Define acronyms, speaker names, proper names, and preferred terminology.
- **Include speaker labels** – Request speaker labels where multiple speakers are present.
- **Style & tone** – Preserve wording, simplify phrasing, remove filler words, or maintain a consistent tone.
- **Formatting** – Improve punctuation, readability, and sentence casing.
- **Accessibility** – Include non-speech elements and clarify speaker identity.

Pre and Post-session buffer

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

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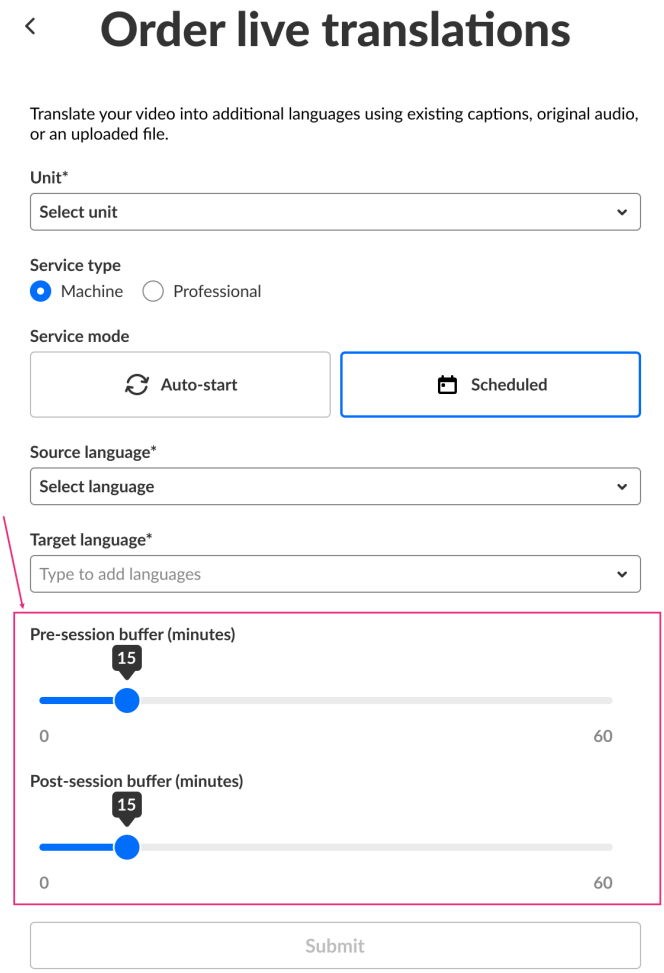

Pre-session buffer (minutes) - Choose when translations should start:

- 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

Post-session buffer (minutes) - 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

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place the order at least 5 minutes in advance.

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 translation 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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