

Order captions in KMC

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 **This article is designated for administrators.**

About

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.

It's important not to confuse captions with **subtitles**, which are a translation of the video's dialogue into another language. For information on ordering subtitles, check out our article [Ordering Translations](#).



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 KMC](#).

Captioning options

Kaltura provides two options for captioning:

Machine: Also known as ASR, this service achieves an average accuracy of 85%. It enables searchable video content, transcript editing, and resubmission for alignment. The machine engine improves over time and supports custom vocabularies for enhanced accuracy, along with dictionary use. For more information about the dictionary, check out our article [Captioning & enrichment profiles & services in KMC](#).

Professional: This service uses human transcribers to provide full-service captioning with 99% accuracy, meeting Closed Captions laws and media standards. Turnaround time varies based on your [Reach plan](#). Ideal for public-facing content like marketing, learning, and training videos.

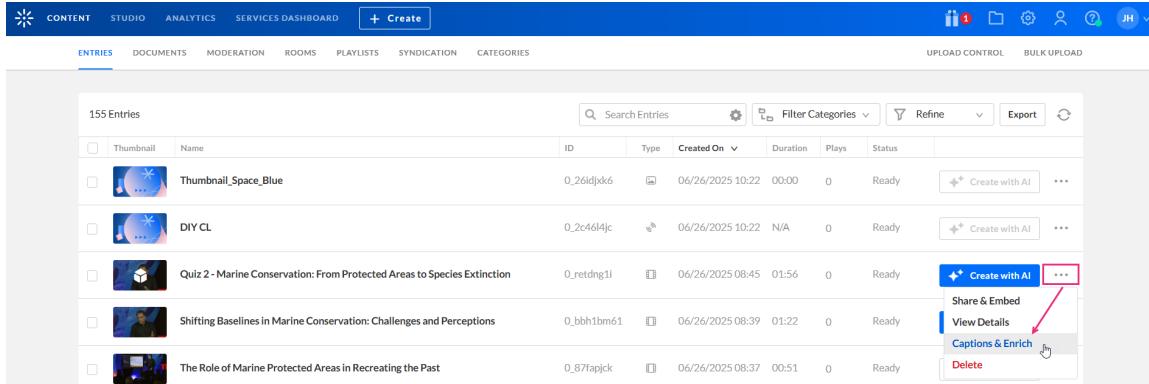
Access the captions & enrich service

Single video

1. Log into your KMC.

The **Entries** page displays by default.

2. Locate the desired entry and click the **three-dot menu** to the right, and select **Captions & Enrich**.



Entries

155 Entries

Thumbnail	Name	ID	Type	Created On	Duration	Plays	Status	Actions
	Quiz 2 - Marine Conservation: From Protected Areas to Species Extinction	0_retding1I	Video	06/26/2025 08:45	01:56	0	Ready	Create with AI ...
	Shifting Baselines in Marine Conservation: Challenges and Perceptions	0_bbh1bm61	Video	06/26/2025 08:39	01:22	0	Ready	Create with AI ...
	The Role of Marine Protected Areas in Recreating the Past	0_87lapjck	Video	06/26/2025 08:37	00:51	0	Ready	Create with AI ...

Search Entries Filter Categories Refine Export

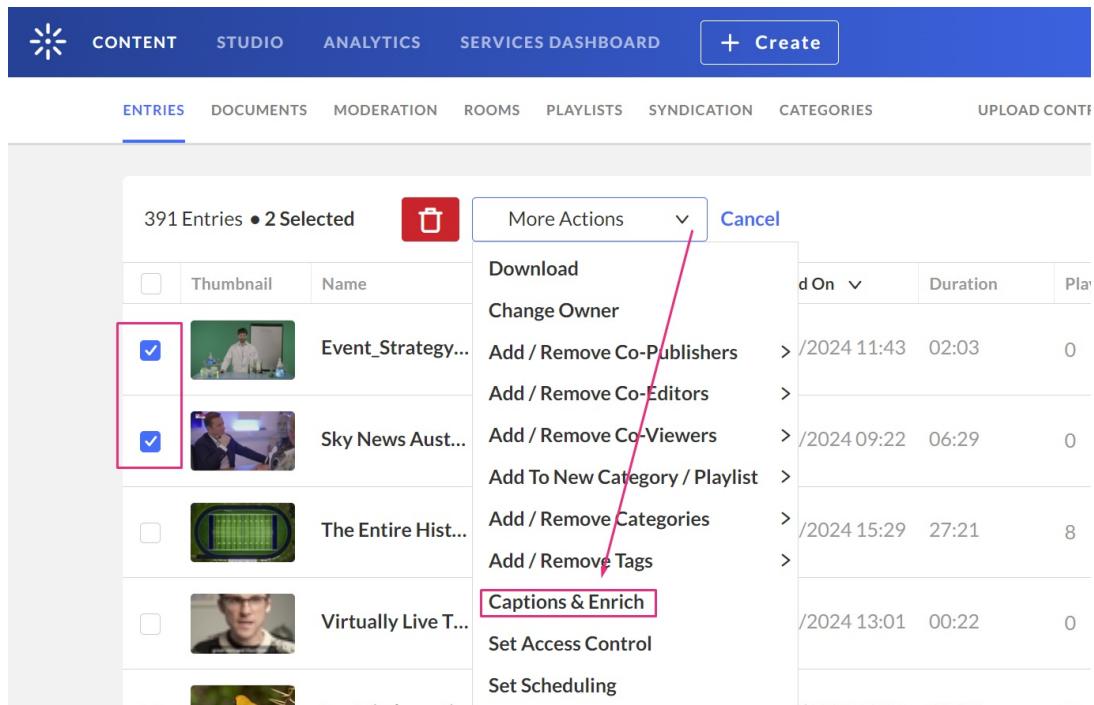
Upload Control Bulk Upload

Multiple videos

1. On the **Entries** page, click the boxes next to the desired videos.

The **More Actions** menu at the top of the page is activated.

2. Select **Captions & Enrich**.



Entries

391 Entries • 2 Selected

More Actions

Download

Change Owner

Add / Remove Co-Publishers

Add / Remove Co-Editors

Add / Remove Co-Viewers

Add To New Category / Playlist

Add / Remove Categories

Add / Remove Tags

Captions & Enrich

Set Access Control

Set Scheduling

Cancel

The **Captions & Enrich** page displays.

Order Captions & Enrichment Services - 2 Selected Media

Unit: ▼

Service:	Source Media Language:
<input type="text" value="Machine"/> ▼	<input type="text" value="English"/> ▼
Feature:	Turnaround Time:
<input type="text" value="Captions"/> ▼	<input type="text" value="Best Effort"/> ▼

Cancel
Submit

Order machine captions

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** - Select Machine.
- **Source Media Language** - Select the source media language from the drop-down menu. The options in the menu are dependent on your Reach plan.
- **Feature** - Select Captions.
- **Turnaround time** - Select the turnaround time from the drop-down menu. The turnaround time options available in the menu are dependent on your Reach plan.

Order Captions & Enrichment Services - 2 Selected Media

Unit: ▼

Service:	Source Media Language:
<input type="text" value="Machine"/> ▼	<input type="text" value="English"/> ▼
Feature:	Turnaround Time:
<input type="text" value="Captions"/> ▼	<input type="text" value="Best Effort"/> ▼

Cancel
Submit

2. Click **Submit**.

A confirmation message displays: *Your request has been received. Your video will automatically be updated upon completion.*

Click the **X** at the top left to exit the screen.

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



You can set up an automatic email notification to be alerted when the professional captions are ready. This is configured by your administrator in the [Reach module's notifiedUsers field](#).

Order professional captions

1. Complete the following fields:

- **Service** - Select Professional.
- **Source Media 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.
- **Feature** - Select Captions.
- **Turnaround time** - Select the turnaround time from the drop-down menu. The turnaround time options available in the menu are dependent on your Reach plan.
- **Speaker Names** - (Optional) Check to add the speaker's name(s) at the beginning of the captions. This feature must be enabled by your system administrator.
- **Instructions & Notes** - (Optional) This box is relevant for professional captions only, and is used for adding notes for the attention of human editors and reviewers.



The general best practice for **Instructions & Notes** is to use them for unique terminology and names that are relevant for that file, and not, for example, a 1,000-word glossary. In addition, comments like "Please pay extra attention to the following X, Y, Z in the first five minutes of the video..." aren't effective because transcribers typically receive only portions of the file.



Order Captions & Enrichment Services

Service:

Source Media Language:

Feature:

Turnaround Time:

Instructions & Notes:

Submit

2. Click **Submit**.

A confirmation message displays: *Your request has been received. Your video will automatically be updated upon completion.*

The order displays at the top of the screen.

Existing Requests					+ Order
REQUEST DATE	SERVICE	FEATURE	LANGUAGE	STATUS	
March 05, 2024	Professional	Captions	Spanish	● Pending	>
March 05, 2024	Machine	Captions	Spanish	● Processing	>

The captions' request will be shown on the captions request list on the top of the page. You can follow the caption status by viewing the status.

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

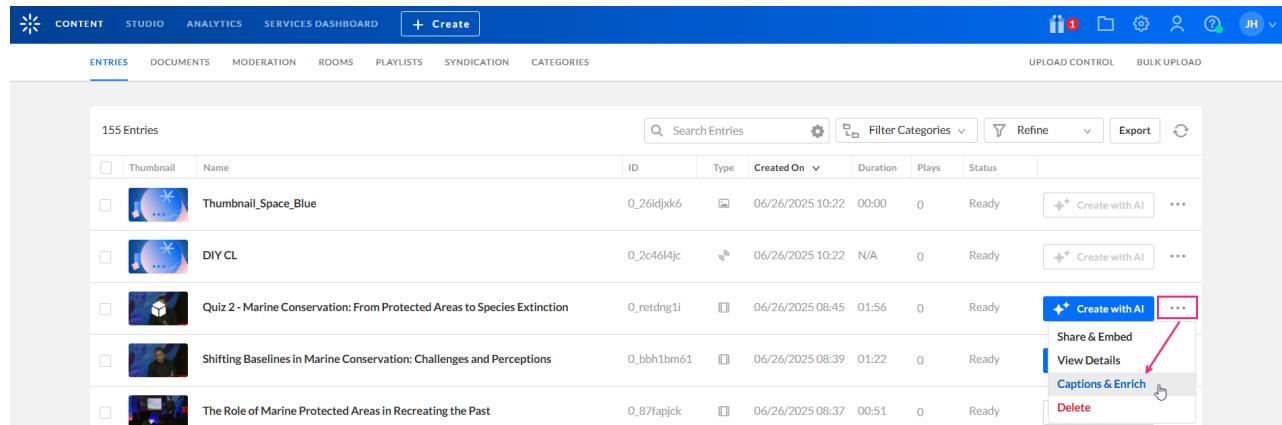


You can set up an automatic email notification to be alerted when the professional captions are ready. This is configured by your administrator in the [Reach module's notifiedUsers field](#).

View orders

Existing requests

To view the order status, navigate to the **three-dot menu** on the entry line and select **Captions & Enrich**.

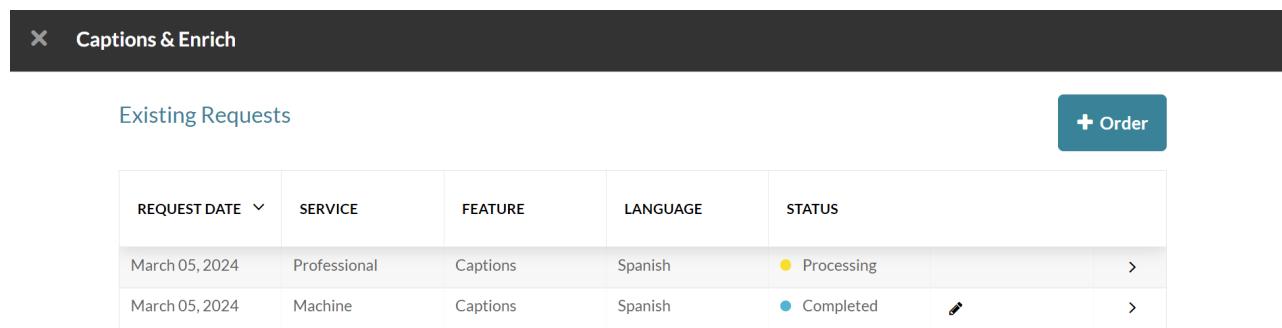


Entries

155 Entries

Thumbnail	Name	ID	Type	Created On	Duration	Plays	Status	Actions
	Thumbnail_Space_Blu	0_26ldjxk6	Image	06/26/2025 10:22	00:00	0	Ready	Create with AI ...
	DIY CL	0_2c4614jc	Image	06/26/2025 10:22	N/A	0	Ready	Create with AI ...
	Quiz 2 - Marine Conservation: From Protected Areas to Species Extinction	0_retdng1i	Image	06/26/2025 08:45	01:56	0	Ready	Create with AI ...
	Shifting Baselines in Marine Conservation: Challenges and Perceptions	0_bbh1bm61	Image	06/26/2025 08:39	01:22	0	Ready	Create with AI ...
	The Role of Marine Protected Areas in Recreating the Past	0_87fapjck	Image	06/26/2025 08:37	00:51	0	Ready	Create with AI ...

If there are existing requests, they are displayed in the **Existing Requests** section. (Clicking **+Order** will take you to the Order Captions & Enrichment Services section to create another order.)



Captions & Enrich

Existing Requests

REQUEST DATE	SERVICE	FEATURE	LANGUAGE	STATUS
March 05, 2024	Professional	Captions	Spanish	Processing
March 05, 2024	Machine	Captions	Spanish	Completed

+ Order

Order Captions & Enrichment Services



Service:

Source Media Language:

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**

Use the arrow at the side of the request to display the order details.

Existing Requests

[+ Order](#)

REQUEST DATE	SERVICE	FEATURE	LANGUAGE	STATUS	
March 05, 2024	Professional	Captions	Spanish	● Error	<input type="button" value="▼"/>
Requester: louise.szmoisz@kaltura.com Feature: Captions Turnaround Time: 48 Hours					
<input type="button" value="▼"/>					
March 05, 2024	Machine	Captions	Spanish	● Completed	<input type="button" value=""/>
<input type="button" value="▶"/>					

Duplicated requests

If you submit an identical order to one that exists, the following message is displayed:
Service was already done for this video. Are you sure you want to resubmit?

Cancel request



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

1. To cancel a **Pending** request, click on the trash can icon in the request line. Note, any action items associated with the request will be canceled.

Existing Requests

+ Order

REQUEST DATE	SERVICE	FEATURE	LANGUAGE	STATUS	
March 04, 2024	Machine	Captions	German	Pending	
March 03, 2024	Professional	Captions	Spanish	Ready	
March 03, 2024	Machine	Captions	Spanish	Ready	

A confirmation message displays: *Are you sure you want to cancel this request?*

2. Click **Yes**.

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.*

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](#).