

Captioning & enrichment profiles & services in KMC

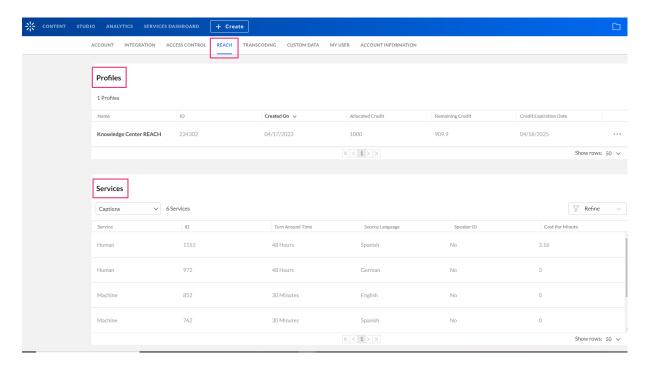
Last Modified on 10/11/2025 7:44 pm IDT



This article is designated for administrators.

About

In the REACH tab, you can view the profiles and services on your account and view the cost per service. The current services available are for captions, translations, alignment, audio description and chaptering.



Access the Profiles and Services page

- 1. Log into the KMC.
- 2. Click the **settings icon**.



3. Click the **REACH** tab.



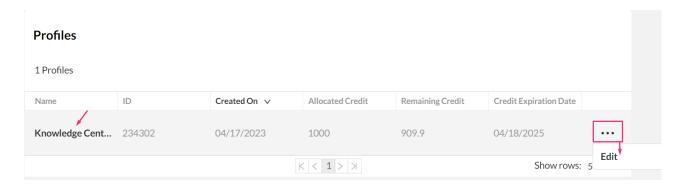


Profiles section

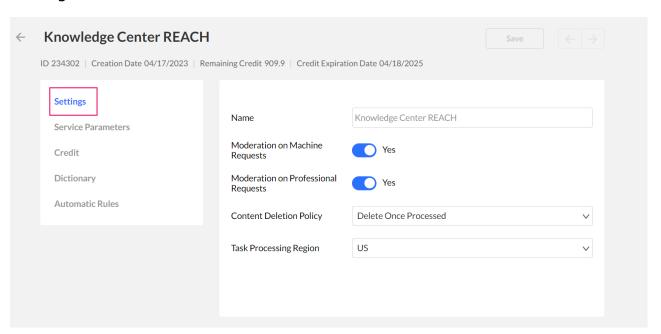
The Profiles section lists the REACH profile attributes as follows:

- Name
- ID
- Created on
- Allocated Credit
- Remaining Credit
- Credit Expiration Data

To access the profiles details page, click on the profile name or select **Edit** from the **three-dot menu**.



Settings



The following information is displayed:

Name



- Moderation on Machine Requests
- Moderation on Professional Requests



For moderation to work properly, make sure to set it up in both the KMC and video portal:

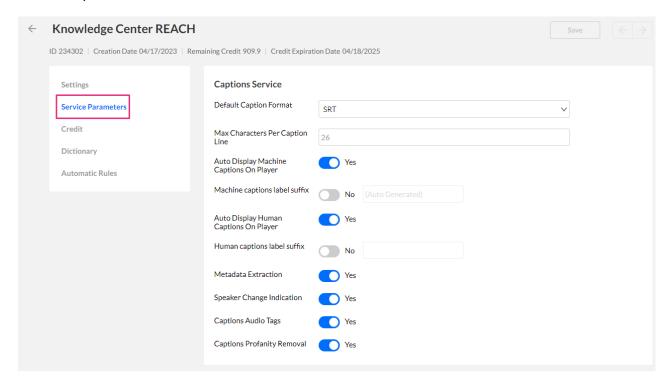
In KMC: Turn on moderation in the settings (see above). This must be done for each profile ID.

In video portal: Go to the Configuration Management console and set up moderators and entitlements in the REACH module.

If both steps aren't completed, moderation won't work.

- Content Deletion Policy
- Task Processing Region

Service parameters



The following information is displayed:

• **Default Caption Format** - Select the caption output format that you require: Select SRT or DFXP.



The REACH service can only generate captions in SRT or DFXP formats. It cannot *generate* captions in .VTT format, although it *supports* .VTT captions when manually



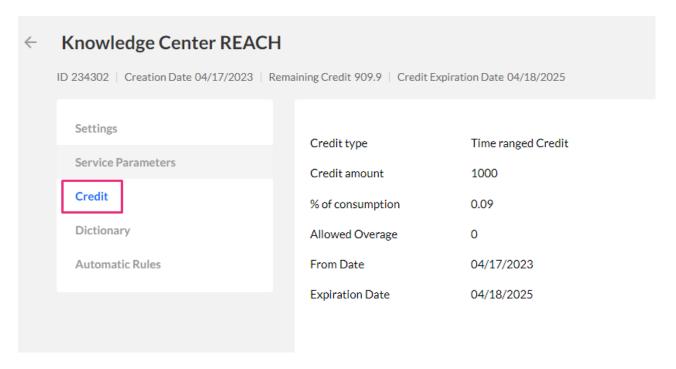
uploading to entries or ingested from Zoom Recordings.

- Max Characters Per Caption Line Select how many characters per line. The default is 26. Recommended 32 characters.
- Auto Display Machine Captions On Player Select whether to show <u>machine</u> captions while playing the video. If there are hidden captions, the captions will render for the in-video-search but won't be visible on the player.
- Machine captions label suffix Select whether to generate a label suffix. The default is "(Auto Generated)". For example when enabled, if the label is "English", the label is generated with the suffix "English (Auto Generated)". The label is displayed in the Captions tab.
- **Auto Display Human Captions On Player** Select whether to show <u>human</u> captions. If there are hidden captions, the captions will render for the in-video-search but not visible on the player.
- **Human captions label suffix** You have the option to add a label suffix. By enabling this feature and inputting your desired suffix, you can generate labeled content. For instance, if you enter "(Final)" as your suffix, "English" becomes "English (Final)" in the Captions tab.
- **Metadata Extraction** Select whether you want to enable metadata extraction. Key words will be automatically added as tags to the media for search purposes.
- **Speaker Change Indication** Select whether you want to enable speaker change indication (The ID change will be designated by: >>).
- Captions Audio Tags Select whether you want to enable audio tags e.g. [Music]
- Captions Profanity Removal Select whether you want to enable profanity removal.

Credit

The Credit tab details are view only and not editable. Contact your Kaltura representative to for credit information.

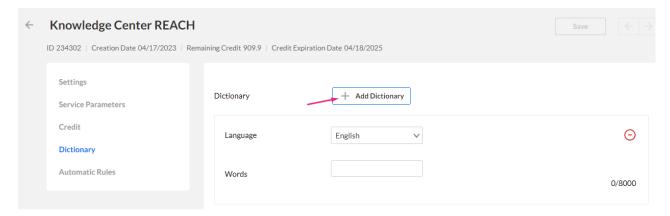




The following information is displayed:

- Credit type
- Credit amount
- Remaining Credit
- Allowed Overage
- From Date
- Credit Expiration Date

Dictionary



The **Dictionary tab** contains a list of the dictionaries. You can customize a dictionary by adding words that come up frequently in your videos, such as company names, people's names, or industry specific terms. This will ensure that the captions will accurately reflect what is being said in your videos for full accessibility.





This feature works for both machine and human / professional captions.

To create a dictionary:

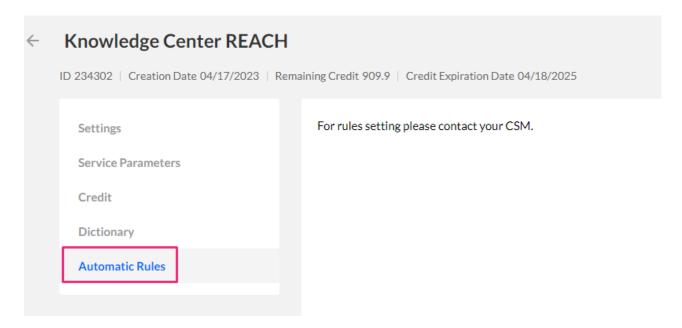
- 1. Click +Add Dictionary.
- 2. Select the **Language** for your dictionary from the drop-down options.
- 3. Add frequently used words in the **Words** field. Make sure to press enter after adding each word or phrase so it gets added to your dictionary.
- 4. Click Save.



You can create and manage one dictionary per Reach profile. The dictionary character limit is 8,000 characters.

Watch the video below to learn how to use the dictionary.

Automatic rules

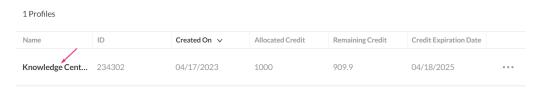


Services section

Click on the Profile Name.



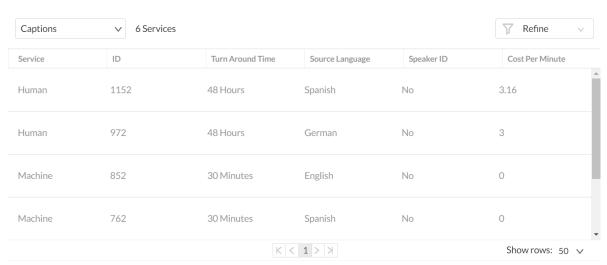
Profiles



The following information is displayed below, in the Services section:

- ID, Service
- Turn Around Time
- Source language
- Speaker ID
- Cost per minute

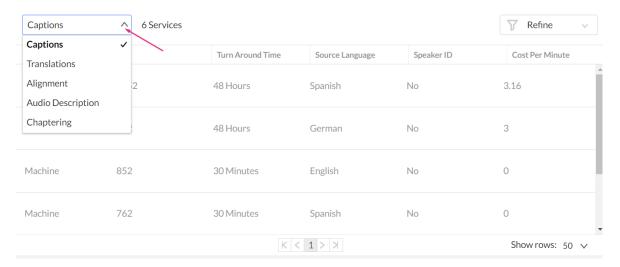
Services



The services are grouped according to the service and features. Click the drop-down menu to view the services available for the account.



Services



You can filter the display by using the Refine option.



You can refine the data according to the Language, Service or Turn Around Time.

