

# REACH profiles & services in Rich Media CMS

Last Modified on 05/06/2026 8:40 pm IDT

 This article is designated for administrators.

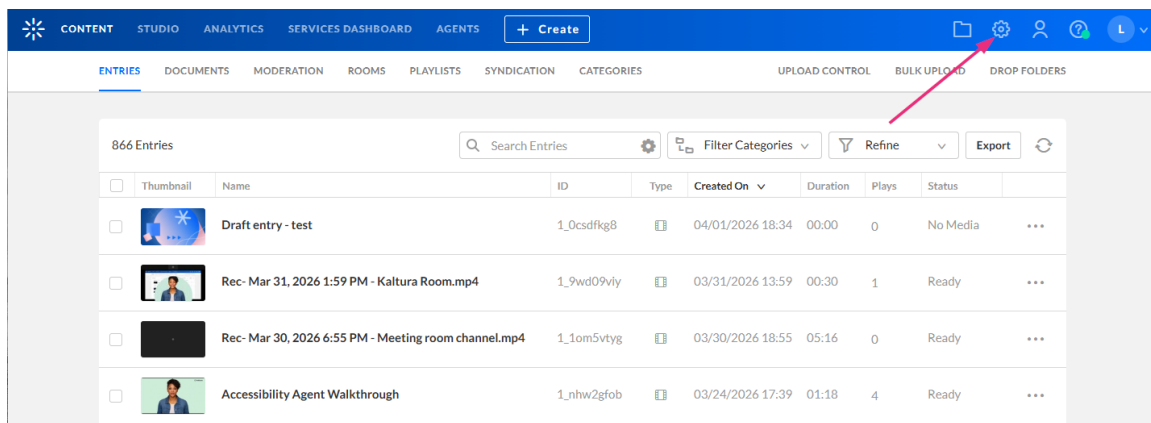
## About

In the REACH tab of the Rich Media CMS, you can view the **REACH** profiles and services configured in your account, including the cost per service.

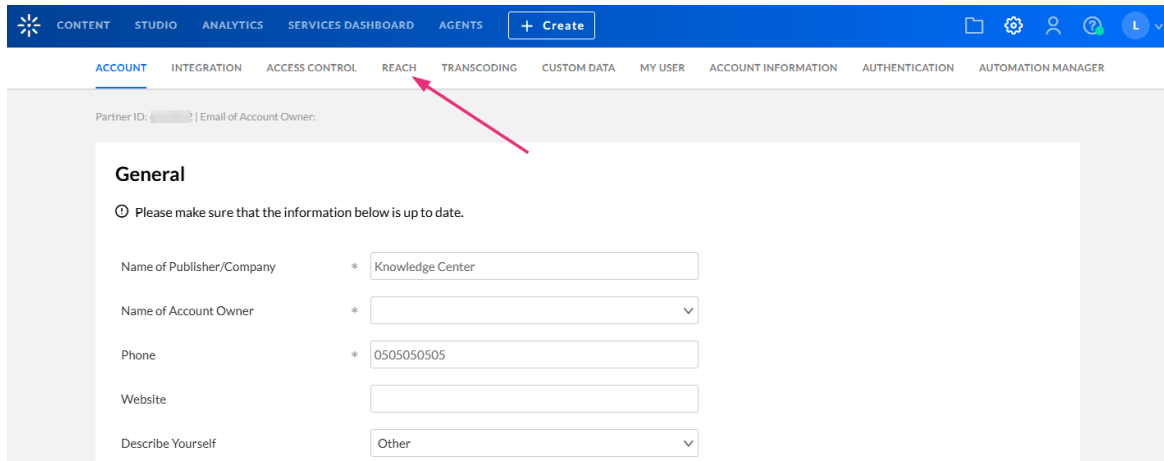
Available services include captions, translations, alignment, audio description, and chaptering.

## Access the profiles and services page

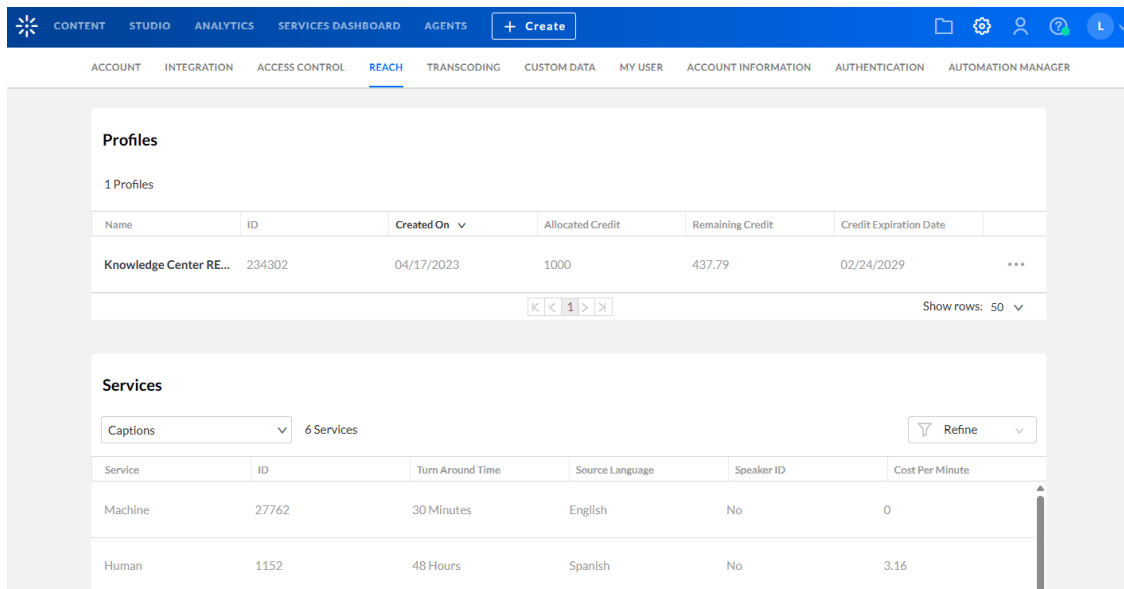
1. Log into the Rich Media CMS.
2. Click the **settings (gear) icon** at the top right.



3. The **Account** page displays by default.
4. Click the **Reach** tab.



The profiles and services page displays.



## Profiles section

The Profiles section displays the following information for each REACH profile:

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

To open a profile, click on the profile name or click the **three dots** and select **Edit**.

**Profiles**

1 Profiles

Name	ID	Created On	Allocated Credit	Remaining Credit	Credit Expiration Date	
Knowledge Center REACH	234302	04/17/2023	1000	437.79	02/24/2029	...

Show rows: 5 Edit

The settings tab opens.

**Knowledge Center REACH**

ID 234302 | Creation Date 04/17/2023 | Remaining Credit 437.79 | Credit Expiration Date 02/24/2029

**Settings**

Service Parameters

Credit

Dictionary

Automatic Rules

**Name**

**Moderation on Machine Requests**  Yes

**Moderation on Professional Requests**  Yes

**Content Deletion Policy**

**Task Processing Region**

## Settings

The **Settings** tab displays the following fields:

- Name
- Moderation on Machine Requests
- Moderation on Professional Requests

**i**

For moderation to work properly, make sure to set it up in both the Rich Media CMS and Video Portal:

**In Rich Media CMS:** 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

← Knowledge Center REACH
Save
← →

ID 234302 | Creation Date 04/17/2023 | Remaining Credit 909.9 | Credit Expiration Date 04/18/2025

Settings

Service Parameters

Credit

Dictionary

Automatic Rules

### Captions Service

Default Caption Format

Max Characters Per Caption Line

Auto Display Machine Captions On Player  Yes

Machine captions label suffix  No

Auto Display Human Captions On Player  Yes

Human captions label suffix  No

Metadata Extraction  Yes

Speaker Change Indication  Yes

Captions Audio Tags  Yes

Captions Profanity Removal  Yes



REACH capabilities vary by vendor and by workflow. Availability of specific features - such as audio tagging, caption formats, or enrichment options - may differ across automated and human-based services. Review your configured vendor profile to confirm which capabilities are supported in your environment.

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 machine 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 human 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

← **Knowledge Center REACH**

ID 234302 | Creation Date 04/17/2023 | Remaining Credit 909.9 | Credit Expiration Date 04/18/2025

<div style="background-color: white; padding: 5px; margin-bottom: 5px;">Settings</div> <div style="background-color: #e0e0e0; padding: 5px; margin-bottom: 5px;">Service Parameters</div> <div style="background-color: white; padding: 5px; border: 2px solid #e91e63; margin-bottom: 5px;"><b>Credit</b></div> <div style="background-color: #e0e0e0; padding: 5px; margin-bottom: 5px;">Dictionary</div> <div style="background-color: #e0e0e0; padding: 5px;">Automatic Rules</div>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Credit type</td> <td>Time ranged Credit</td> </tr> <tr> <td>Credit amount</td> <td>1000</td> </tr> <tr> <td>% of consumption</td> <td>0.09</td> </tr> <tr> <td>Allowed Overage</td> <td>0</td> </tr> <tr> <td>From Date</td> <td>04/17/2023</td> </tr> <tr> <td>Expiration Date</td> <td>04/18/2025</td> </tr> </table>	Credit type	Time ranged Credit	Credit amount	1000	% of consumption	0.09	Allowed Overage	0	From Date	04/17/2023	Expiration Date	04/18/2025
Credit type	Time ranged Credit												
Credit amount	1000												
% of consumption	0.09												
Allowed Overage	0												
From Date	04/17/2023												
Expiration Date	04/18/2025												

The Credit tab details are view only and not editable.

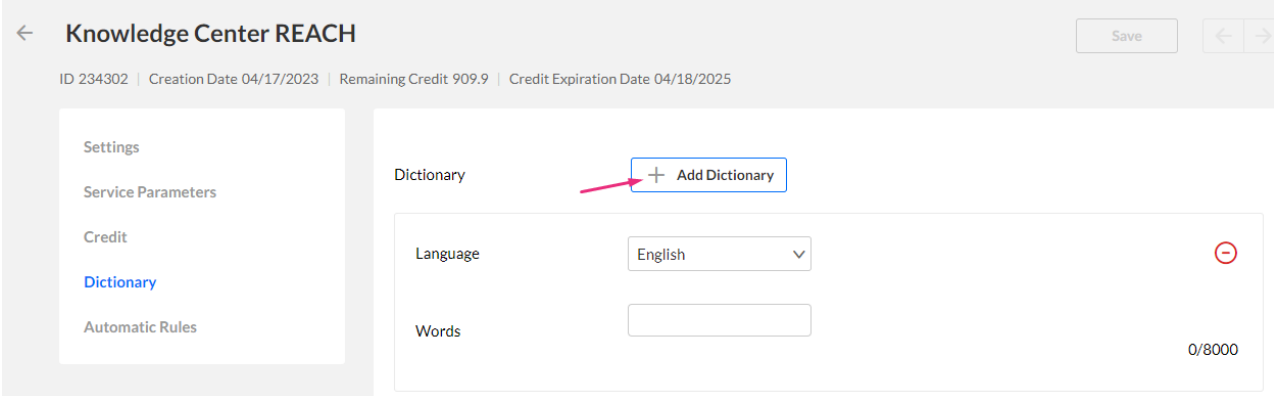


Contact your Kaltura representative for credit information.

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 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**.

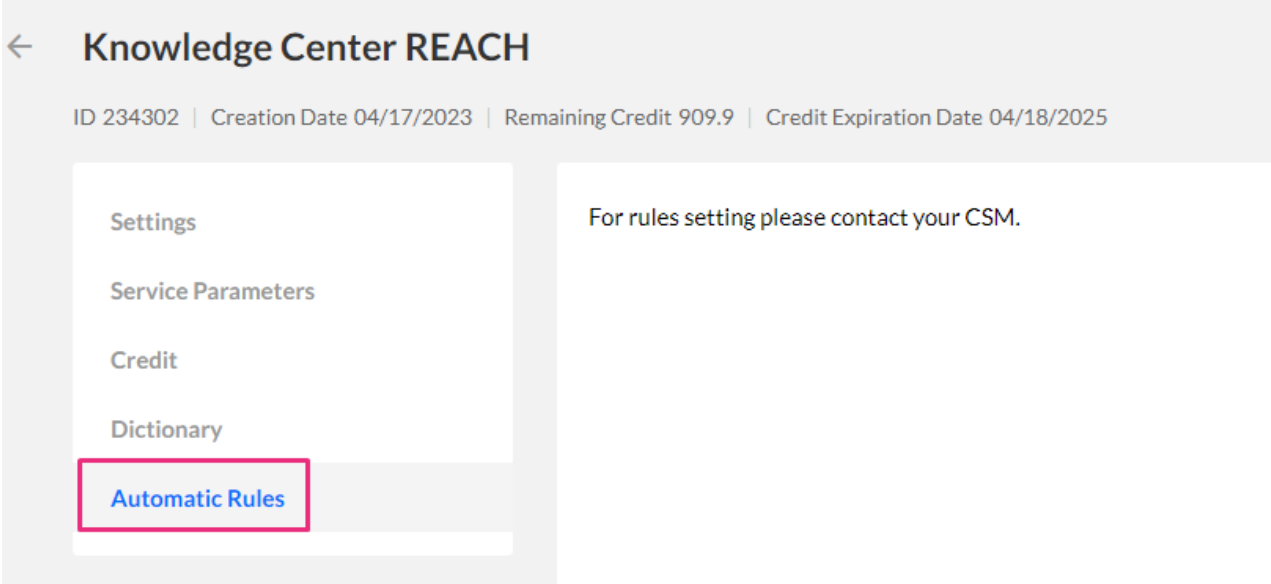


You can create and manage one dictionary per Reach profile. The dictionary

character limit is 8,000 characters.

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

## Automatic rules



The screenshot shows the 'Knowledge Center REACH' interface. At the top, it displays 'ID 234302 | Creation Date 04/17/2023 | Remaining Credit 909.9 | Credit Expiration Date 04/18/2025'. On the left, there is a sidebar menu with options: Settings, Service Parameters, Credit, Dictionary, and Automatic Rules. The 'Automatic Rules' option is highlighted with a red rectangular box. The main content area on the right contains the text: 'For rules setting please contact your CSM.'

The Automatic Rules tab is used to configure rules that automatically apply REACH services to media.

Automatic rules aren't configured directly in Rich Media CMS. To set up or modify automatic rules, contact your Kaltura Customer Success Manager (CSM).

## Services section

### Services

Captions ▾ 6 Services Refine ▾

Service	ID	Turn Around Time	Source Language	Speaker ID	Cost Per Minute
Human	1152	48 Hours	Spanish	No	3.16
Human	972	48 Hours	German	No	3
Machine	852	30 Minutes	English	No	0
Machine	762	30 Minutes	Spanish	No	0

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Show rows: 50 ▾

The following information is displayed in the Services section:

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

The services are grouped according to the service and features.

Click the drop-down menu to view the services available for the account.

**Services**

Captions 6 Services Refine

ID	Turn Around Time	Source Language	Speaker ID	Cost Per Minute
27762	30 Minutes	English	No	0
1152	48 Hours	Spanish	No	3.16
972	48 Hours	German	No	3
762	30 Minutes	Spanish	No	0

You can filter the display by using the **Refine** option.

**Services**

Captions 6 Services Refine

Service	ID	Turn Around Time	Source Language	Speaker ID	Cost Per Minute
Machine	27762	30 Minutes	English	No	0
Human	1152	48 Hours	Spanish	No	3.16

You can refine the data by **Language**, **Service** or **Turn Around Time**.

ADDITIONAL FILTERS

Languages

Choose Languages

Service

Turn Around Time

Clear All

Close

