

## Kaltura REACH

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### REACH Release Notes - October 1, 2023

**KMS Version: 5.110.04**

**KMC Version: 7.14.0**

**Date Released: October 1, 2023**

#### What's New

- **Larger reach dictionary** - Reach dictionary character limit has been increased from 4,000 to 8,000 characters.

#### Resolved Issues

ID	Description
SUP-37913	Cost per minute fix

### REACH Release Notes - Oct 17th, 2021

**KMS Version: 5.106.30**

**KMC Version: 7.0.1**

**Date Released: October 17, 2021**

#### What's New

- **Cancel Pending requests** - You can cancel requests that are Pending. Any action items associated with the request are canceled.  
You cannot cancel a request when the status is Processing

## REACH Release Notes January 31, 2021

**KMS Version: 5.103.90**

**KMC Version: 6.4.0**

**Date Released: January 31, 2021**

### What's New

- **REACH profile: Added captions label suffix field** - added the ability to set a suffix to the caption's label. The label suffix may be add separately for human captions and machine generated caption. The settings are found in KMC setting, REACH profile Service Parameters Tab. See the article [Reach Profiles and Services](#) for details on configuring this setting.
- **Added support for WebVTT in KMC, KMS** as well as in the **captions editor**. Admins can upload WebVTT captions file format and edit them with the captions editor. See [Editing Captions - REACH v2](#) for additional information.

## REACH Release Notes - May 3, 2020

**KMS Version: 5.99.36**

**KMC Version: 5.26**

**Date Released: May 3, 2020**

### What's New

- **Captions Editor Extension to 12 Hours** - The Captions' editor session has been extended to 12 hours. -
- **Multi language Translations** - A new vendor (SyncWords) has been added to Kaltura REACH for machine translations. The first phase of the integration includes the ability to select one language for machine translation. The vendor will do human captions for the source language and then machine translations for the specific language. Turn around time is automatically set to best effort. For price information, contact your Kaltura representative.  
Next phases, coming soon, will allow for selecting multiple languages and selecting

different turn around time. Also the price will dramatically decrease for those that have captions files and the turn around time will be set automatically to half an hour.

#### Captions requests

[+ Order](#)

REQUEST DATE	SERVICE	FEATURE	LANGUAGE	STATUS	
26/04/20	Machine	Translation	Spanish	Completed	<a href="#">Edit</a> <a href="#">&gt;</a>

#### Order Captions

Service:

Machine

Source Media Language:

English

Feature:

Translation

Target Translation Language:

Spanish

Portuguese

✓ Spanish

Submit

- **Amberscript Price Change** - Partial prices were decreased and there are new options for 24 hours and 48 hours.
- **KMS Captions Alert** - If a 3 hour Turn around Time is selected for captions and if the video is more than 10 minutes an alert is displayed that it will take more than 3 hours to process.

#### Order Captions

Service:

Professional (99%+)

Source Media Language:

English

Feature:

Captions

Turnaround Time:

3 hours

[Info](#) [v](#)

☐ Add Speaker Names

The selected Turn Around Time can be fulfilled only for media that is up to 10 minutes duration.

- **KMS Captioning Accuracy** - It is possible to control the accuracy of uploaded

captions.

- The default accuracy for a manual caption upload is 100%.
- For entries that have multiple captions for the same language, the captions that will be displayed on the player will be the captions with the highest accuracy.

## Resolved Issues

ID	Description

## Known Issues

ID	Description

## Limitations

### REACH Release Notes - Feb 28, 2020

**KMS Version: 5.98**

**KMC Version: 5.24.0**

**Date Released: Feb 28, 2020**

## Overview

These release notes pertain to the Kaltura REACH v2.0 on KMC, released February 28, 2020.

### Version KMC 5.24.0

#### What's New in This Release

**Captioning Accuracy** - It is possible to control the accuracy of uploaded captions.

- The default accuracy for a manual caption upload is 100%.
- For entries that have multiple captions for the same language, the captions that will be displayed on the player will be the captions with the highest accuracy.

### REACH Release Notes - Feb 16, 2020



**KMS Version: 5.96**

**KMC Version: 5.23.0**

**Date Released: Feb 16, 2020**

## Overview

These release notes pertain to the Kaltura REACH v2.0 on KMC, released February 16, 2020.

## Version KMC 5.23.0

### What's New in This Release

Now available in KMC

- Presenting [REACH Profiles](#) and Profile's Information - provides a review of the account's REACH profiles and the ability to edit the profile's different parameters.
- Presenting [REACH Services](#) - Now available in KMC, provides a review the account's REACH services.
  - Known Issue - Currently only Captions and Translations services are presented, additional services will be added soon.

To access the REACH Profiles and Services Page: Login to the KMC. Go to the Settings tab and select the REACH tab.

## REACH Release Notes - January 12th

**KMS Version: 5.96**

**KMC Version: 5.21.0**

**Date Released: Jan 12, 2020**

## Overview

These release notes pertain to REACH v2.0 released Jan 12, 2020.

### What's New

We continue to improve our services by bringing the best of breed vendors to REACH 2.0, our Captions and Enrichment Service suite.

- **Premium ASR:** You can now enjoy premium ASR, Human caption and translation for Scandinavian languages, provided by our new REACH 2.0 vendor [AmberScript](#). The following languages are supported: Swedish, Norwegian, Danish, Finnish, Dutch, Flemish, German, French, Spanish, Italian, Portuguese.

### **Known Limitations**

- SRT only (no DFXP support)
  - Metadata extraction is not supported – adding keywords as tags
  - Json and txt files - currently not supported, will be added in the near future
  - Audio tags and speaker change indication - not supported
- **Automatic Ordering Rules**

REACH 2.0 now supports creating automatic ordering rules by Privacy Context. The rule is configured on the account level and may be applied to all content with a specific privacy context or to all content excluding a specific privacy context.

## **REACH Release Notes - Nov 5, 2019**

**KMS Version: 5.91**

**KMC Version: 5.18.0**

**Date Released: Nov 5, 2019**

### **Overview**

**These release notes pertain to REACH v2.0 released Nov 5, 2019.**

### **New Services Version**

We continue to bring top technologies to REACH2.0, our Captions and Enrichment Service suite. This version introduces the following two services:

#### **Audio Description**

Audio Description is a professional service that improves accessibility for the blind, or for people who are visually impaired.

The Audio Description service adds an audio track to a video, that combines the

original audio and spoken narration of the video visual element, such as actions, written text, scenes, etc.

The service is supported for English only.

## **Chaptering**

Chaptering is a professional AI based video service. Chaptering creates chapters automatically for a video. The chapters are reviewed by professionals and added as a content metadata, just like creating manual chapters.

Chaptering improves the user experience as it provides a more personal and customized way of viewing a video. Automatic chaptering also improves search and discoverability of content by adding metadata.

This service is supported for English only.

## **REACH Release Notes - Oct 27, 2019**

**KMS Version: 5.91**

**KMC Version: 5.18.0**

**Date Released: Oct 27, 2019**

### **Overview**

These release notes pertain to REACH v2.0, released Oct 27, 2019.

### **Version KMC 5.18.0**

- **Captions' Display** - Now available on KMC, the option to hide/show captions while playing the video. By using the "Display On Player" toggle button per captions (go to entry page -> captions tab).

## **REACH Release Notes - July 22, 2019**

**KMS Version: 5.88**

**KMC Version: 5.12.0**

**Date Released: July 22, 2019**

## Overview

These release notes pertain to REACH v2.0 released July 22, 2019.

### Version KMS 5.88 KMC 5.12.0

- Bug Fixing

#### Resolved Issues

ID#	Summary
SUP-18484	Caption Editor is now supported in IE
SUP-18599	Caption Editor - the preview player now display captions line breaks
SUP-17997	Caption Editor - When session is expired, a relevant message will be displayed to the user.  Session time was extended.
	Caption Editor - Editing Reach V1 DFXP captions is working properly, line breaks and commas are respected.

## REACH Release Notes - June 24, 2019

**KMS Version: 5.87**

**KMC Version: 5.11.0**

**Date Released: June 24, 2019**

## Overview

### Version KMS 5.87

These release notes pertain to the Kaltura REACH v2, released on June 24, 2019 for KMS Version 5.87

#### What's New in This Release



- **Department Level Billing and Moderation**- manage multiple budgets on the same account, enable moderation per department, present per department usage report, support different permissions per department. For more information see REACH V2 -[Department Level Billing and Moderation](#)
- **Usage report** -The following fields are now available in the CSV report (sent by Email, from the Services Dashboard)
  - Media Name
  - Media Duration
  - Reach Profile Name
- **Automatic rules**- Support for automatic ordering by tags.
- **New Service - Alignment**. This service provides a captions file based on a transcript (txt) file uploaded by the user. For more information see the[KMC article for REACH v2](#), or the[KMS/KAF article for REACH v2](#).

#### Known Limitations

- Department level permissions - The "Notified Users" parameter cannot be specified per profile.

#### Resolved Issues

ID#	Summary
SUP-18157	Mandarin Chinese, Cantonese Chinese, British English captions are now displayed properly.
SUP-18216	Media name and duration were added to the Reach CSV report,

## REACH Release Notes - May 5, 2019

**KMS Version: 5.85**

**KMC Version: 5.8.0**

**Date Released: May 5, 2019**

### Overview

**Version KMS 5.85 KMC 5.8.0**

These release notes pertain to the Kaltura REACH v2, released on April 28, 2019 for KMS Version 5.85 and KMC Version 5.8.0.

#### What's New in This Release

- **Ordering Captions for YouTube entries** - Now available via KMS as well.
- **Caption Editor**
  - **Delete** a specific caption line
  - **Add anew caption line**
  - **Character count** per caption line
  - **Character limit** per caption line on editing. The character limit is by configuration (set in KMS Admin, Captions module)
  - **Replace** found text with **empty text** value
- **Transcript Widget**
  - **Synchronization between player captions and the Transcript Widget active captions.** The Transcript Widget captions are replaced once the user chooses different captions.

#### Resolved Issues

ID#	Summary
SUP-17474	The Add Speaker box is displayed properly, also when the caption's name is very long.
SUP-17509	Transcript Widget on Canvas - the Hide/Show transcript style of the display was improved. The transcript widget appears as hidden when the transcript.collapsed=true.
SUP-17920	The request's status colors were corrected ["completed" status is now in blue color, "processing" is yellow, "pending approval" is grey].

## REACH Release Notes - March 3, 2019

### KMS Version: 5.83



**KMC Version: 5.6.4**

**Date Released: March 3, 2019**

## Overview

### Version KMS 5.83 KMC 5.6.4

These release notes pertain to the Kaltura REACH v2, released on March 3, 2019 for KMS Version 5.83 and KMC Version 5.6.4.

#### What's New in This Release

- **Ordering Captions for YouTube entries** - Now available via the KMC only.
- **Transcript Widget on embedded items in LMS** - The transcript widget size is now auto resized according to the allowed sizes in the different LMSs.
- **Ordering captions for "Draft Entries" as part of automatic ordering rules** - From this release and forward, automatic captions' rules are also applied on draft entries. After a draft entry is created, a caption request is created with the status "Draft". The caption request will be updated and sent after the media is uploaded to the draft entry.

#### Resolved Issues

ID#	Summary	
KMS-19191	The Transcript Widget on embed pages is now placed below the player, and not above the player.	

## REACH Release Notes - February 3, 2019

**KMS Version: 5.82**

**KMC Version: 5.2.0**

**Date Released: February 3, 2019**

### Version KMS 5.82

These release notes pertain to the Kaltura REACH v2, released on February 3, 2019 for KMS Version 5.82.

## What's New in This Release

- **Additional Appended Files** - In addition to the captions, .txt and .json files will be added to the content related files. The files are available for download from the KMC and KMS.

## REACH Release Notes - December 16, 2018

**KMS Version: 5.80**

**KMC Version: 5.2.0**

**Date Released: December 16, 2018**

## Overview

### Version KMS 5.80

These release notes pertain to the Kaltura REACH v2, released on December 16, 2018 for KMS Version 5.80.

## What's New in This Release

- **Unified Caption Editor** - The Kaltura Caption Editor is now available for all media's captions. You can open the editor from Media edit page, Captions tab. [\(1\)](#)
- **Unified Transcript Widget with default display mode** - A configuration was added to the Transcript Widget, that allows showing the transcript in the widget by default, or hiding it. [\(2\)](#)

## Resolved Issues

ID#	Summary
REACH2-78	The Transcript Widget no longer overlaps the player.
REACH2-479	Editor - The video preview has been fixed and is not missing when content access control requires a KS.

## References

(1) REACH2-267; (2) REACH2-314; REACH2-306

## REACH Release Notes - November 18, 2018

**KMS Version: 5.79**

**KMC Version: 5.2.0**

**Date Released: November 18, 2018**

These release notes pertain to the Kaltura REACH v2, released on November 19, 2018 for KMS Version 5.79 and KMC Version 5.2.0.

### What's New in This Release

- **New Interfaces in MediaSpace, KAF extensions, KMC: Services Ordering, Request Moderations, Managing and monitoring**
- **Ordering Workflows**
  - Ability to review existing captions' requests per entry
  - Ordering Manual Captions per entry
  - Bulk Ordering - from My Media (KMS, KAF) or entries list (KMC)
  - Ability to create and manage automatic ordering rules - per channel (KMS, KAF) and category (KMC)
  - Automatic ordering rules per account
- **Requests Moderation**
  - Enable moderation per service (Machine, Professional)
  - Review requests and additional information, including request cost
  - Approve/Reject requests
  - Bulk approval
  - Wide filtering options
  - Account/profile credit presentation - used and remaining credit
- **Manual Workflow Notifications (Configuration)**
  - When a caption request was rejected by the admin
  - When a caption request was approved by the admin
  - When captions were completed
  - When the account/profile reaches the credit limit (75%, 90%, 100%)
  - Aggregated notifications per user
- **Monitoring and Managing**
  - Managing accounts and profiles (sub accounts - per instance)

- Account/profile credit presentation - used and remaining credit
- Requests statistic
- Requests detailed list, status and additional information
- Wide filtering options
- Send requests CSV
- **Caption Editor**
  - Simplified Caption Editor
  - Edit caption text
  - Edit captions' timestamp
  - Search and replace text
  - Shortcuts are available
- **Transcript Widget** - (supported from player 2.7.x)
  - Transcript Widget is enabled in KMS and KAF for various players. Configure the Transcript Widget per player, in the KMC studio.
  - Unified Transcript Widget - to all captions, either generated by REACH or manually uploaded.
  - Present captions in the Transcript Widget, following the video
  - Search within the transcript
  - Download transcript
  - Print transcript
- **Entitlement Management**
  - Maintain permissions for the different actions (ordering, request approvals, editing, etc.)
  - Enable permissions according to roles or for specific users
  - Manage trusted users - those users' requests will not require admin approvals
  - Enable specific services per instance
- **Captions' Display**
  - Display captions on player - configuration on the account/profile level, per service (Machine or Professional) - whether to display the captions while playing the video or not (supported from player 2.7.x)
  - Per entry - the ability to hide/show captions while playing the video
- **Metadata Extraction** - (Configuration) key words will be added as tags as part of the captioning process.
- **Security, Detection Policy** (Configuration) - content (video + captions) will be deleted from the captions vendor servers according to the deletion policy. The options are: after captions are completed, after a week, after a month, or not deleted at all.

- **Glossary** (Configuration) - the ability to add glossary on the account level to be considered while captioning.
- **Reports** - request usage and billing reports by API.

### Known Limitations

- Reach v2 is fully supported in MediaSpace V2 UI. MediaSpace v1 UI supports Reach with UI limitations on the services dashboard.
  - Caption Editor
    - Shortcuts do not work on IE
    - Caption Editor - supported only on app with minimum width of 940px
  - Creating ordering rules per channels in KAF - no specific permissions apply on rules. (There is no filter on the content creator role, any content published in the channel will be captioned.)
-