

Order audio description

Last Modified on 07/15/2025 3:24 pm IDT

 This article is designated for all users.

About

What is audio description?

Audio description provides spoken narration of key visual details in a video, making content accessible to individuals with vision impairments. It helps these viewers experience content similarly to sighted audiences. Use audio description when important visual elements, such as on-screen text, facial expressions, costumes, scene changes, or other actions are necessary for a full understanding of the content.

Audio description options in Kaltura

Standard audio description: Snippets of narration are added during natural pauses in the video. Ideal for content with longer pauses or minimal speech, and voiced by a human narrator.

Extended audio description: Also known as 'advanced' audio description, the video is paused as needed to allow for more detailed narration. After that portion of the description is complete, the video resumes playing. This happens several times throughout the video. This option is suitable for videos that have few natural pauses, but contain a lot of visual content, making it tricky to describe without interrupting the original audio.

Extended audio description uses Speech Synthesis to synthesize sound from a time coded VTT file. Speech Synthesis is compatible with most browsers, however some browsers may not support it. You can check your browser compatibility of speech synthesis API at lambdatest.com.



Not supported in V2 player, mobile or non-VOD entries.



Please contact your Kaltura representative to enable extended audio description on your account. Extended audio description requires a plugin in the Kaltura Player. To configure the plugin, administrators can visit our article [Extended audio description setup](#).

The video below features **extended audio description**.



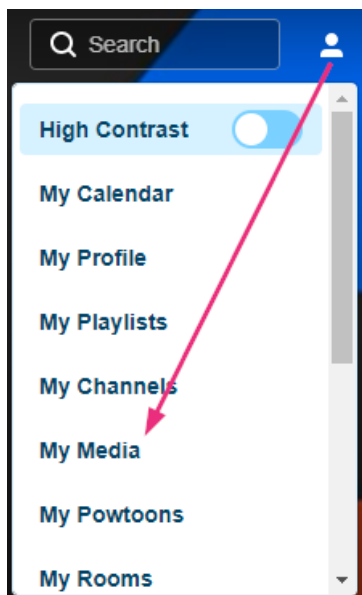
To manually add an audio file, see our article [Manually add audio files to video](#).




Standard audio descriptions are independent of captions. Removing a caption file will not impact the audio description.

Order for single video

1. From the user menu select **My Media**.



The [My Media](#) page displays.



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My Media

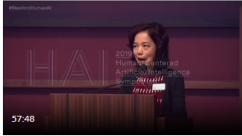
Search My Media

Filters

Search In: All Fields

Sort By: Creation Date - Descending


ACTIONS



Keynote with Bill Gates

Private

Owner on November 08, 2024 0 3 0




Bill Gates on possibility, AI, and humanity

Private

things lot thing cows energy climate electricity kids problem countries bit ai + 7 more

Owner on November 08, 2024 0 15 0

2. On the **My Media** page, click the desired media's thumbnail.



Marketing Tips

This video is a TED talk about fishery science.

Published

animals past fish marine things lots 60s 70s avatar bay simulation baseline + 9 more

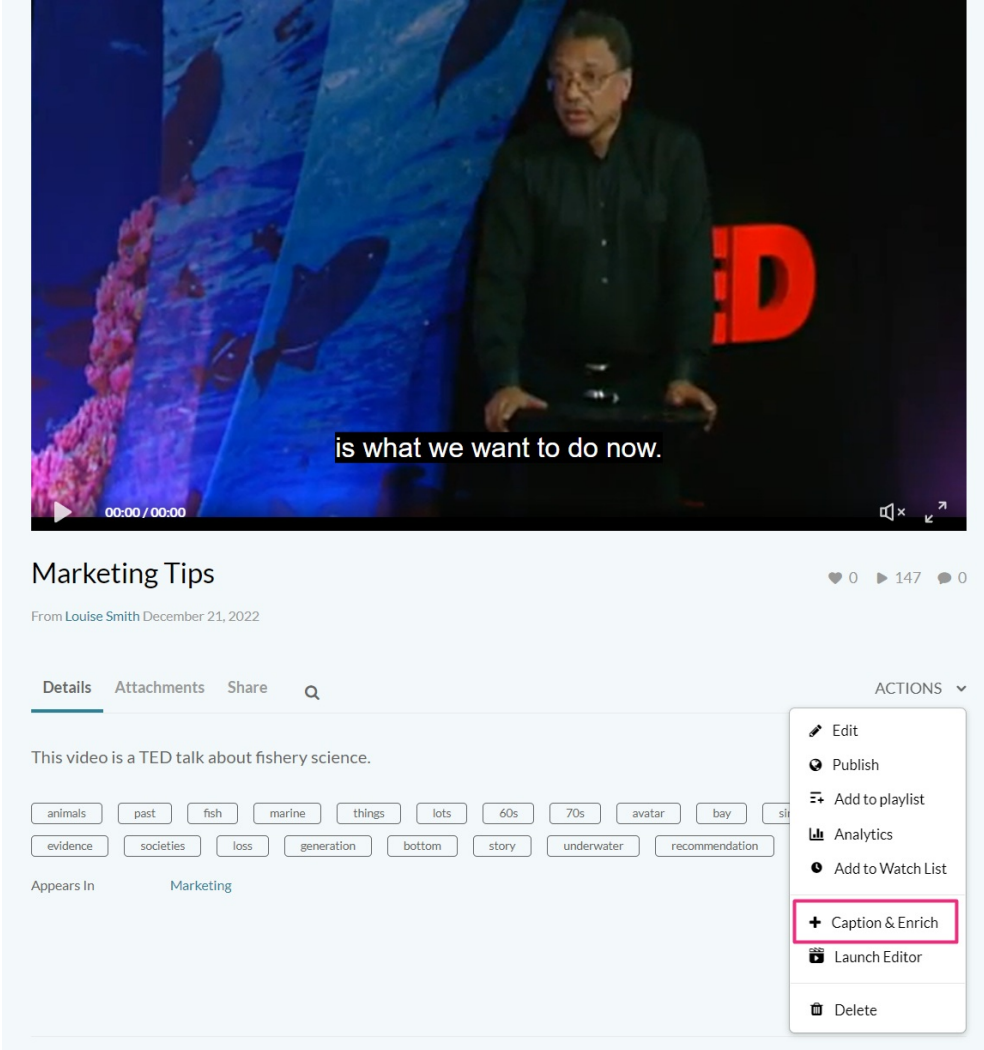
Owner, Co-Editor on December 21, 2022 0 288 0

The media entry displays.

3. From the **Actions** drop-down menu, select **+Caption & Enrich**.

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is what we want to do now.

00:00 / 00:00

Marketing Tips

From Louise Smith December 21, 2022

Details Attachments Share

This video is a TED talk about fishery science.

animals past fish marine things lots 60s 70s avatar bay sit
evidence societies loss generation bottom story underwater recommendation

Appears In Marketing

ACTIONS

- Edit
- Publish
- Add to playlist
- Analytics
- Add to Watch List
- Caption & Enrich**
- Launch Editor
- Delete

The **Captions and Enrichment Services Requests** screen displays.

Order Captions & Enrichment Services

Order Captions

Service:

Professional

Source Media Language:

English

Feature:

Extended Audio Description

Turnaround Time:

24 hours

Instructions & Notes:

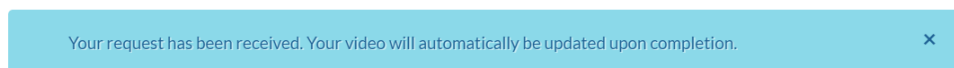
Submit

4. Complete the following fields:

- **Service** - Choose **Professional** as the Service. Audio Description is supported for professional service only and must be enabled by your system administrator.)
- **Source Media Language** - Select **English** from the drop-down menu. (This service is only available in English)
- **Feature** - Select **Audio Description** or **Extended Audio Description** as desired.
- **Turnaround Time** - Select the turnaround time from the drop-down menu. (The TAT options are set by your administrator.)

5. Click **Submit**.

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



The request will be shown on the request list.

If there is an identical request for an audio description service, the system will display an error message: 'Service was already requested for this video'.

Order Captions & Enrichment Services

Service was already requested for this video ✕

Order Captions

Service:

Professional▼

Source Media Language:

English▼

Feature:

Audio Description▼

Turnaround Time:

5 days▼

If there is insufficient credit to order this service, the system will display an error message: 'The request cannot be fulfilled. Your account credit is depleted. Please contact your administrator'.

Order Captions & Enrichment Services

The request cannot be fulfilled. Your account credit is depleted. Please contact your administrator ✕

Service:

Professional▼

Source Media Language:

English▼

You can follow the order status in the Existing Requests section at the top of the screen. If your requests require approval, the request status will be 'Pending approval' until the requests are approved.

The audio description will be uploaded when completed, and you'll receive a message that your request has been received.



Notifications must be enabled by your system administrator.

Order for multiple videos

1. Go to your [My Media](#) page.
2. Select the media you want to order captions for by checking the checkbox next to each item.


My Media

Search My Media

Filters > Search In: All Fields Sort By: Creation Date - Descending

ACTIONS


☒
☐



Keynote with Bill Gates

Private

Owner on November 08, 2024 0 0 3 0



Bill Gates on possibility, AI, and humanity

Private

things lot thing cows energy climate electricity kids problem countries bit ai +7 more

Owner on November 08, 2024 0 0 13 0


- From the **Actions** menu, select **Request Captions & Enrich**.
The Captions & Enrich screen displays.

Search My Media

Filters > Search In: All Fields Sort By: Creation Date - Descending

ACTIONS


☐
☐
☐



Kaltura Capture recording - June 28th 2023, 1:54:31 pm

Private

Owner on June 28, 2023 0 0 1 0




This is a new recording

Test

Private

test recording

Owner on June 28, 2023 0 0 0 0



Kaltura Capture recording - June 26th 2023, 1:29:32 pm

Private

Owner on June 28, 2023 0 0 0 0

- Follow [steps 4-5 above](#).

User experience

Users can enable audio description on the Kaltura V7 player by selecting **Audio Description** from the settings menu.



Users can enable **Extended audio description** by clicking the **AD** button on the player or using the toggle in the settings menu.

