Order VOD audio description (legacy) in Rich Media CMS

Content updated: 11/10/2024

This article is designated for all users.

About

This article explains how to order audio description (AD) for one or more VOD entries in the Rich Media CMS.

Standard audio description adds spoken narration of key visual elements during natural pauses in the video, making content more accessible to viewers with vision impairments.

This service must be enabled on your account by your administrator and is currently supported in English only.

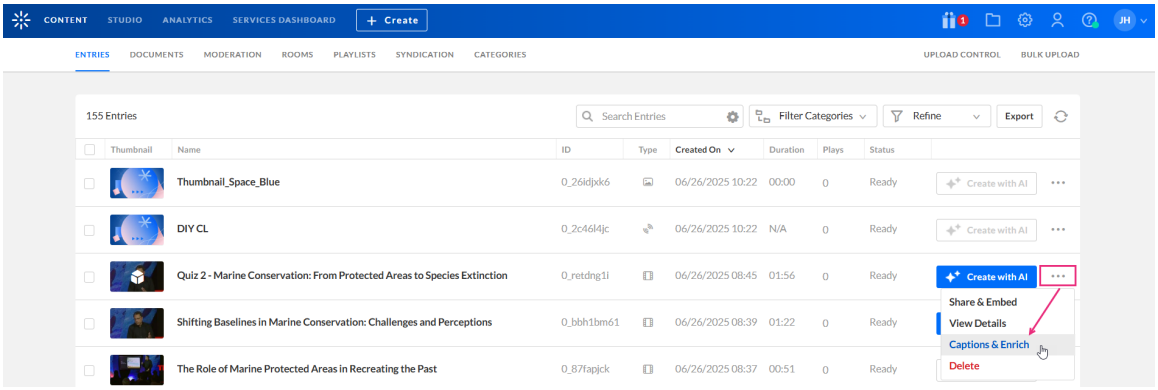
- To manually add an audio file, see our article Manually upload audio files to video.
- For a list of common terms related to creating caption and enrichment requests in Kaltura, see Reach terminology.

- Not supported in the V2 player, mobile or non-VOD entries.
- Media must be at least **10 seconds** long for audio description processing.

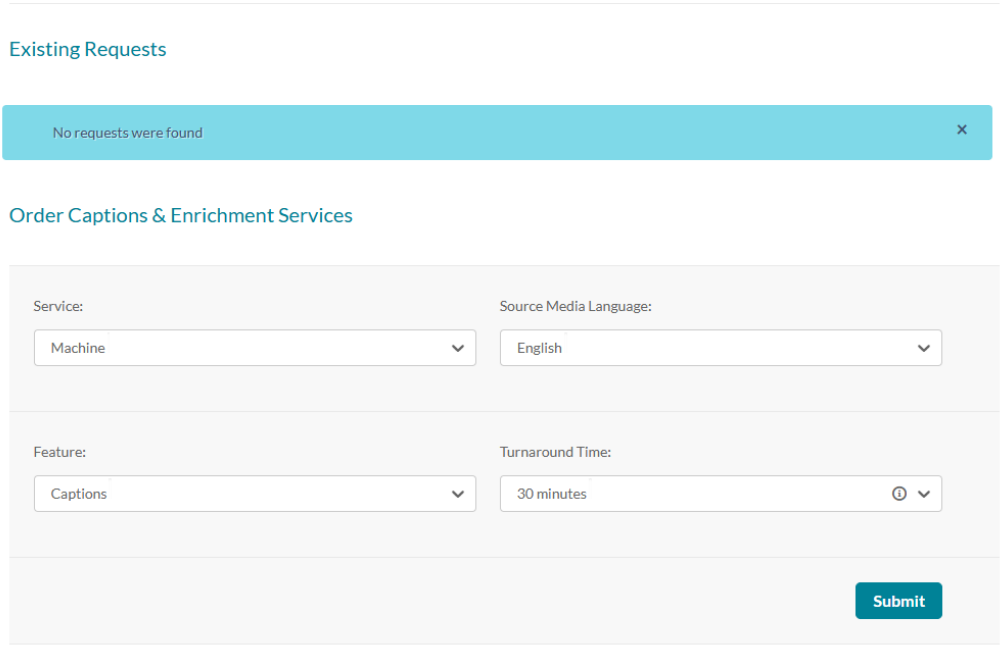
Order for a single video

1. Log into your Rich Media CMS.
   The **Entries** page displays by default.
2. Click the **three-dot menu** to the right of the desired entry, and select **Captions & Enrich**.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



The **Captions & Enrich** page displays.

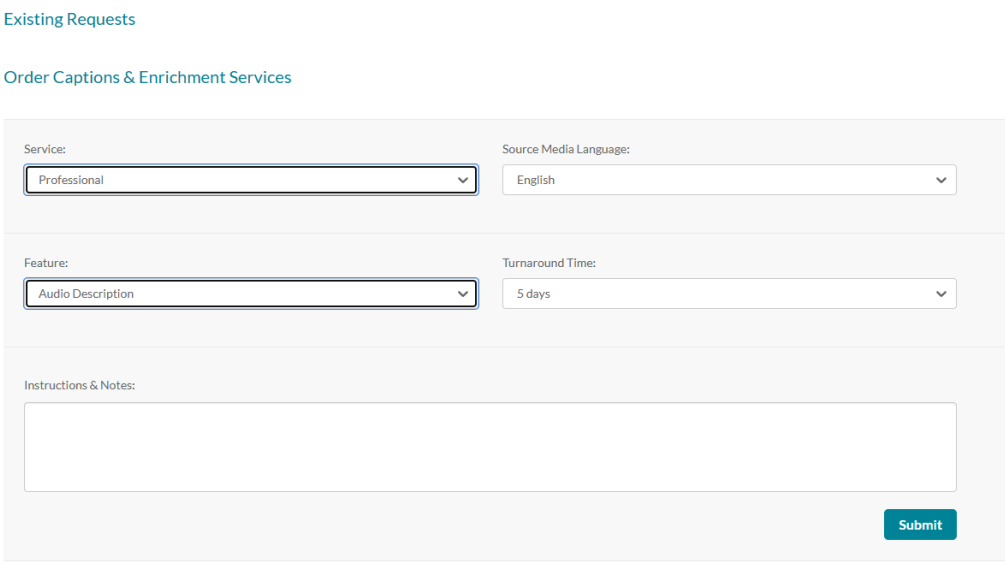


3. Complete the following fields:

- **Service** - Choose **Professional** as the Service.
- **Source Media Language** - Select **English** from the drop-down menu.
- **Feature** - Select **Audio Description**.
- **Turnaround Time** - Select the turnaround time from the drop-down menu (the TAT options are set by your administrator.)

4. Click **Submit**.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

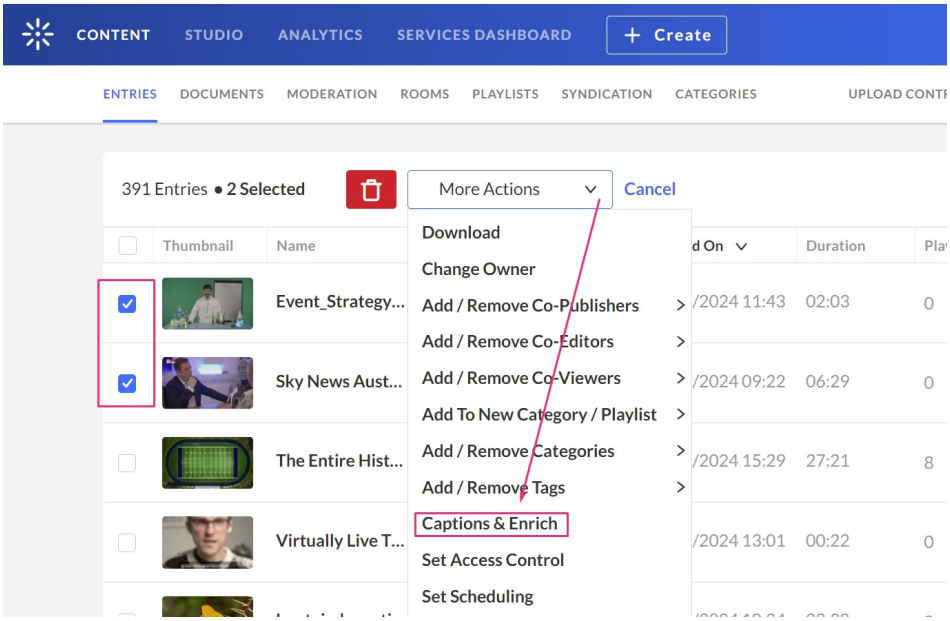


A success message displays.

The request will be shown on the request list.

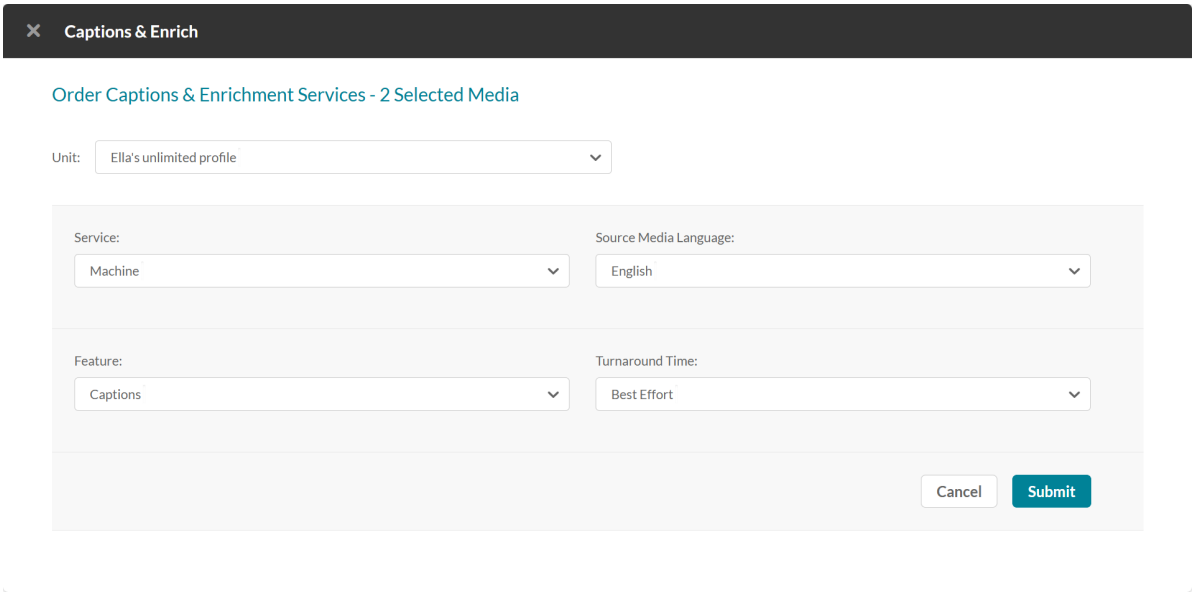
Order for multiple videos

1. Select the boxes next to the desired videos.
   The **More Actions** menu at the top of the page is activated.
2. Select **Captions & Enrich**.



The **Captions & Enrich** page displays.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



3. Follow steps 3-4 above.

If there is insufficient credit to order this service, an error message will display.

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 notification that your request has been received.

Notifications are enabled by your system administrator.

User experience

Users can enable audio description by clicking the **AD** button on the player.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



Download audio description

Audio description files created via REACH can also be downloaded in MP4 format (audio-only). To download the file, go to the **Flavors** tab of the entry.

For more information, see Manage flavors in Rich Media CMS.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.