

Order standard audio description in KMC

Last Modified on 04/07/2026 10:04 am IDT

 This article is designated for all users.

About

This article explains how to order standard audio description for one or more videos in the KMC.

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.



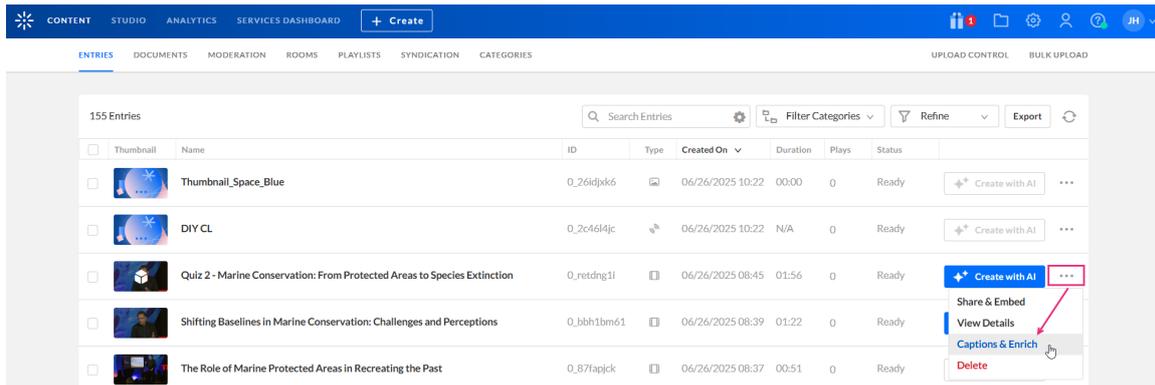
- To manually add an audio file, see our article [Manually upload audio files to video](#).
- For a list of common terms related to creating caption and enrichment requests in Kaltura, see [Reach terminology](#).



Media must be at least **10 seconds** long for audio description processing.

Order for a single video

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

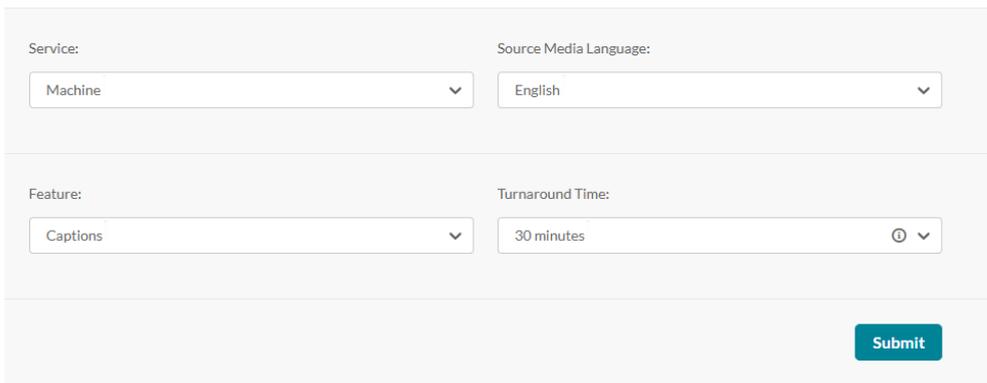


The **Captions & Enrich** page displays.

Existing Requests



Order Captions & Enrichment Services



The form contains the following fields:

- Service:** Machine
- Source Media Language:** English
- Feature:** Captions
- Turnaround Time:** 30 minutes

A **Submit** button is located at the bottom right of the form.

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**.

Existing Requests

Order Captions & Enrichment Services

Service: Professional

Source Media Language: English

Feature: Audio Description

Turnaround Time: 5 days

Instructions & Notes:

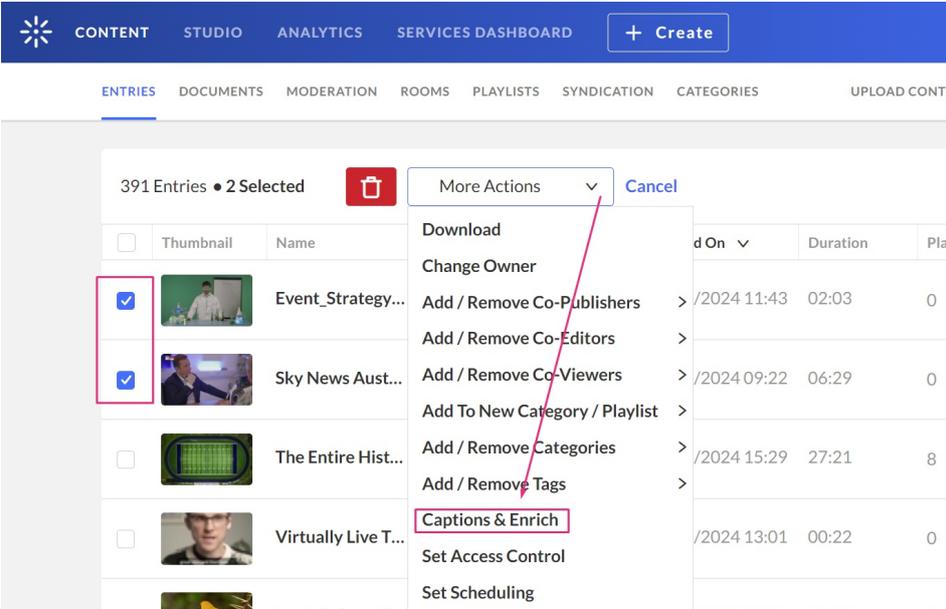
Submit

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.

Order for multiple videos

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



The screenshot shows the Kaltura interface with a navigation bar at the top containing 'CONTENT', 'STUDIO', 'ANALYTICS', 'SERVICES DASHBOARD', and a '+ Create' button. Below the navigation bar, there are several tabs: 'ENTRIES', 'DOCUMENTS', 'MODERATION', 'ROOMS', 'PLAYLISTS', 'SYNDICATION', 'CATEGORIES', and 'UPLOAD CONT'. The 'ENTRIES' tab is active, showing a list of 391 entries with 2 selected. A 'More Actions' dropdown menu is open, listing various actions such as 'Download', 'Change Owner', 'Add / Remove Co-Publishers', 'Add / Remove Co-Editors', 'Add / Remove Co-Viewers', 'Add To New Category / Playlist', 'Add / Remove Categories', 'Add / Remove Tags', 'Captions & Enrich', 'Set Access Control', and 'Set Scheduling'. The 'Captions & Enrich' option is highlighted with a red box. A red arrow points from the 'More Actions' dropdown to the 'Captions & Enrich' option.

Thumbnail	Name	Created On	Duration	Plays
<input checked="" type="checkbox"/>	Event_Strategy...	/2024 11:43	02:03	0
<input checked="" type="checkbox"/>	Sky News Aust...	/2024 09:22	06:29	0
<input type="checkbox"/>	The Entire Hist...	/2024 15:29	27:21	8
<input type="checkbox"/>	Virtually Live T...	/2024 13:01	00:22	0

The **Captions & Enrich** page displays.

× Captions & Enrich

Order Captions & Enrichment Services - 2 Selected Media

Unit:

Service: Source Media Language:

Feature: Turnaround Time:

3. Follow [steps 3-4 above](#).

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.*

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 must be enabled by your system administrator.

User experience

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



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 KMC](#).



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