

Order OCR in Video Portal

Last Modified on 02/14/2026 11:24 am IST

 This article is designated for all users.

About

OCR (Optical Character Recognition) makes it easy to search for text within a video, like titles, slide content, labels on graphs, or other on-screen text. This helps students and employees quickly find what they're looking for, improving productivity and saving time.

This article covers how to order OCR and view OCR requests in Kaltura's Video Portal.



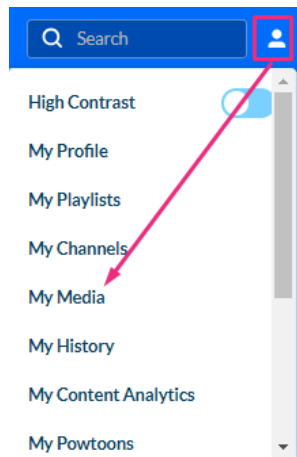
For OCR functionality to work, [REACH](#) must be enabled on the account.



Want OCR to be ordered automatically? Check out our article [Create automated REACH rules for channels and galleries](#).

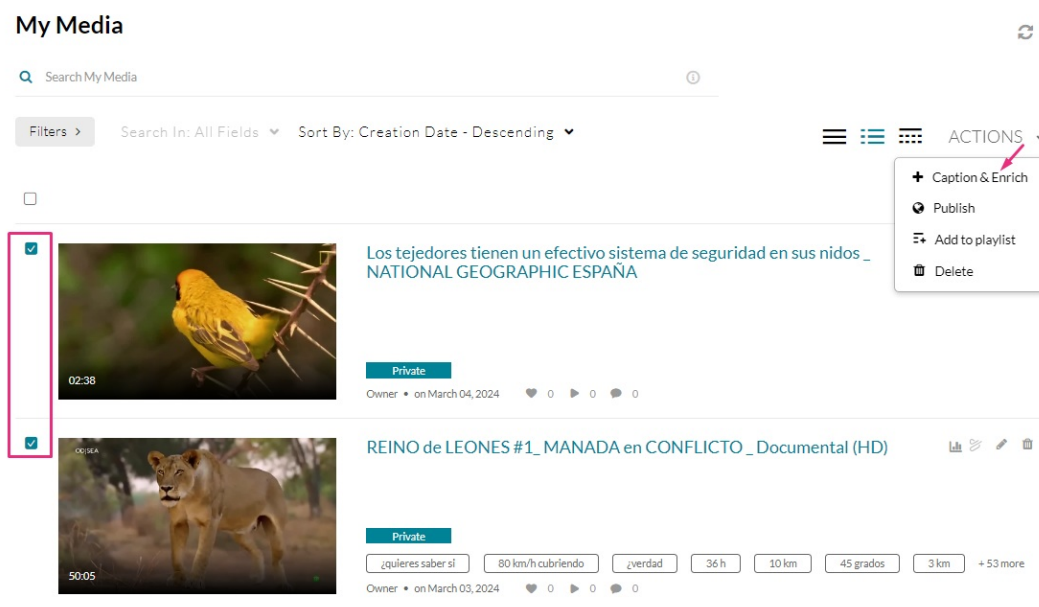
Access the Caption & Enrich service

1. Select **My Media** from the video portal user menu.



The **My Media** page displays.

- On the My Media page, check the box(es) next to the video(s) you want, then choose **Caption & Enrich** from the **Actions** menu.



You can also access this option from a single video's [Media Page](#), as shown below using the **Actions** menu.



Los tejedores tienen un efectivo sistema de seguridad en sus nidos_ NATIONAL GEOGRAPHIC ESPAÑA

From Louise Szmolcz March 04, 2024

Details Share Q

No description provided

ACTIONS

- Edit
- Publish
- Add to playlist
- Analytics
- Add to Watch List
- + Caption & Enrich

The **Order Captions & Enrichment Services** screen displays.

My Media



Order Captions & Enrichment Services - 2 Selected Media

Order Captions

Service:

Machine

Source Media Language:

English

Feature:

Captions

Cancel

Submit

Order OCR

1. Complete the following fields:

- **Service** - Select 'Machine'
- **Source Media Language** - Leave as-is (it does not affect the OCR request)



OCR is optimized for Latin-based characters, numbers, and common symbols (e.g., @, #, \$, %).



Non-Latin scripts may be partially supported: - Chinese, Japanese, Korean: Works best with printed text in standard fonts. - Arabic, Hindi, and others:

Accuracy may vary and is not explicitly supported.

- **Feature** - Select 'OCR'

Service:

Machine

Source Media Language:

English

Feature:

OCR

Submit

2. Click **Submit**.

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

Your request has been received. Your video will automatically be updated upon completion.

The order displays at the top of the screen.

REQUEST DAY	SERVICE	FEATURE	LANGUAGE	STATUS
April 01, 2025	Machine	OCR	English	<div> <div></div> Pending </div> <div> <div></div> </div>

View orders

Existing requests

If there are no existing requests, a message displays: *No requests were found.*

Existing Requests

No requests were found

If there are existing requests, they are displayed in the **Existing Requests** section. (Clicking **+Order** will take you to the Order Captions & Enrichment Services section to create another order.)

Existing Requests

[+ Order](#)

REQUEST DATE ▼	SERVICE	FEATURE	LANGUAGE	STATUS	
20/11/19	Machine	Translation	Russian	● Pending	>
20/11/19	Machine	Captions	English	● Completed	>

Order Captions & Enrichment Services

Service:

Machine ▼

Source Media Language:

English ▼

Feature:

Captions ▼

Submit

Request status types




The following statuses are available for OCR requests:

- **Pending** - The request is being created
- **Processing** - Sent to the vendor and the vendor received the request
- **Ready** - OCR is complete
- **Error** - The request failed; error details are included
- **Aborted** - The request was canceled

Use the arrow at the side of the request to display more details about the order.

Existing Requests

[+ Order](#)

REQUEST DATE ▾	SERVICE	FEATURE	LANGUAGE	STATUS		
March 03, 2024	Professional	Captions	Spanish	● Ready		>
March 03, 2024	Machine	Captions	Spanish	● Ready		

Requester: louise.szmoisz@kaltura.com

Feature: Captions

Turnaround Time: 30 Minutes

Cancel request




You can cancel Pending requests by clicking the **trash can icon** next to the request.



Any associated actions will be canceled too.

Existing Requests

[+ Order](#)

REQUEST DATE ▾	SERVICE	FEATURE	LANGUAGE	STATUS		
March 04, 2024	Machine	Captions	German	● Pending		>
March 03, 2024	Professional	Captions	Spanish	● Ready		>
March 03, 2024	Machine	Captions	Spanish	● Ready		>

A confirmation message displays. Click 'Yes' to confirm.

If you try to delete a request that's already in progress, a message displays: *The request is already in progress, therefore cannot be canceled.*

Existing Requests

[+ Order](#)

The request is already in progress, therefore cannot be canceled.

View OCR labels



To learn about OCR results in search, check out the [Global Search article](#).
