

Order OCR in Video Portal (legacy)

Last Modified on 05/07/2026 11:00 am IDT

 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.



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



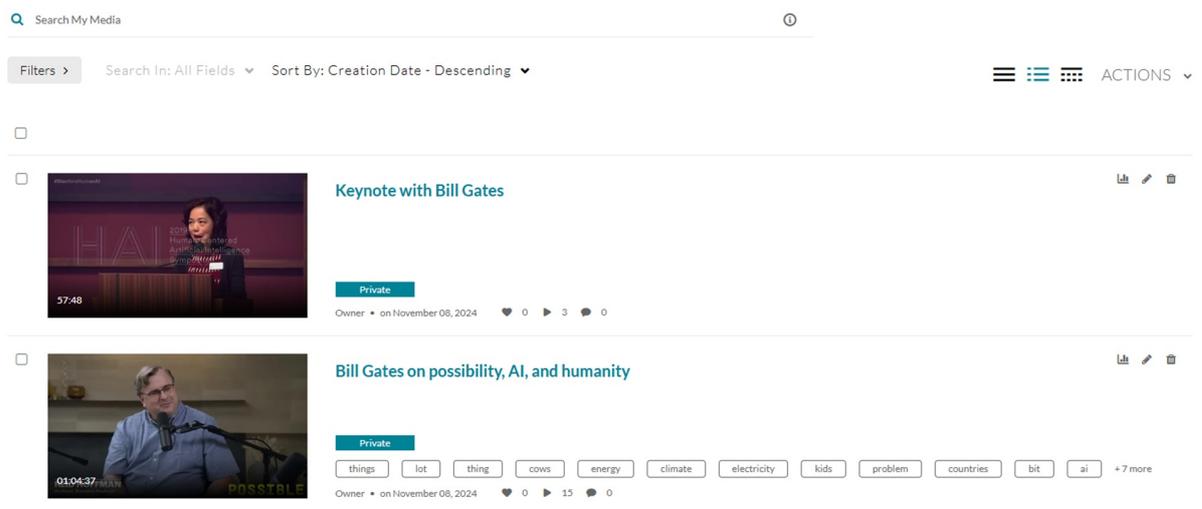
Want OCR to be ordered automatically? Check out our article [Create automated REACH rules for channels and galleries](#).

These instructions apply to the **Legacy Video Portal**. If you're using the Theming-based Video Portal, please refer to the [Content Hubs category](#).

Access the Caption & Enrich service

1. Go to your **My Media**.

My Media



Search My Media

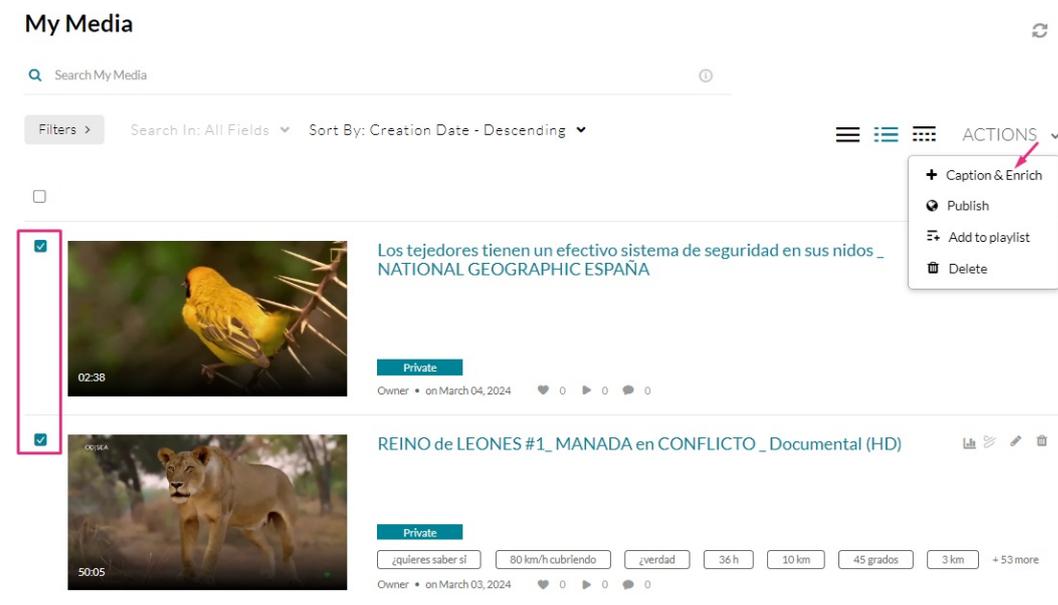
Filters > Search In: All Fields Sort By: Creation Date - Descending

ACTIONS

Keynote with Bill Gates Private
Owner • on November 08, 2024

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

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



My Media

Search My Media

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

ACTIONS

Los tejedores tienen un efectivo sistema de seguridad en sus nidos_ NATIONAL GEOGRAPHIC ESPAÑA Private
Owner • on March 04, 2024

REINO de LEONES #1_ MANADA en CONFLICTO_ Documental (HD) Private
¿quieres saber si 80 km/h cubriendo ¿verdad 36 h 10 km 45 grados 3 km +53 more
Owner • on March 03, 2024

+ Caption & Enrich
Publish
Add to playlist
Delete

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** window displays.

Existing Requests

No requests were found

Order Captions & Enrichment Services

Service:	Source Media Language:
Machine ▾	English ▾
Feature:	Turnaround Time:
Captions ▾	30 minutes ⓘ ▾
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.*

The order displays at the top of the screen.

REQUEST DAY	SERVICE	FEATURE	LANGUAGE	STATUS
April 01, 2025	Machine	OCR	English	● Pending >

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	
February 19, 2026	Machine	Captions	English	● Processing	>

Order Captions & Enrichment Services

Service:	Source Media Language:
<input type="text" value="Machine"/>	<input type="text" value="English"/>
Feature:	Turnaround Time:
<input type="text" value="Captions"/>	<input type="text" value="30 minutes"/>
<p style="text-align: right;">Submit</p>	

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.*

View OCR labels

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