

# Order OCR

Last Modified on 04/08/2025 1:06 pm IDT

28 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.



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For OCR functionality to work, REACH must be enabled on the account.

## Access the Caption & Enrich service

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



Q Search
High Contrast
My Profile
My Playlists
My Channels
My Media
My History
My Content Analytics
My Powtoons 🗸

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.

# 🔆 kaltura



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From	Louise	Szmoisz	March	04,	2024

Details Share Q	ACTIONS
No description provided	Publish
	🖬 Add to playlist
	Le Analytics
	Add to Watch List
	+ Caption & Enrich

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

#### My Media

C

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:

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Accuracy may vary and is not explicitly supported.

#### • Feature - Select 'OCR'

Service:	:	Source Media Language:	
Machine	~	English	~
Feature:			
OCR	~		

#### 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 DA	SERVICE	FEATURE	LANGUAGE	STATUS		
April 01, 2025	Machine	OCR	English	Pending	面	>

## **View orders**

#### Existing requests

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



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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 Serv	ices			
Service:			Source Media Langua	age:	
Machine		~	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	1	>
March 03, 2024	Machine	Captions	Spanish	<ul> <li>Ready</li> </ul>	ø	~
Requester: louise.s:	zmoisz@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.

ny associated actions will be canceled too.						
Existing Requests						+ Order
REQUEST DATE Y	SERVICE	FEATURE	LANGUAGE	STATUS		
March 04, 2024	Machine	Captions	German	Pending	Û	>
March 03, 2024	Professional	Captions	Spanish	Ready	ø	>
March 03, 2024	Machine	Captions	Spanish	Ready	ø	>

A confirmation message is displayed to confirm your selection.



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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.