

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.



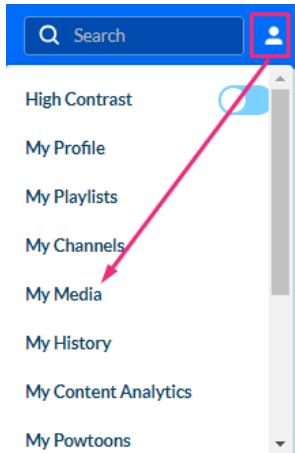
For OCR functionality to work, [REACH](#) must be enabled on the account.



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

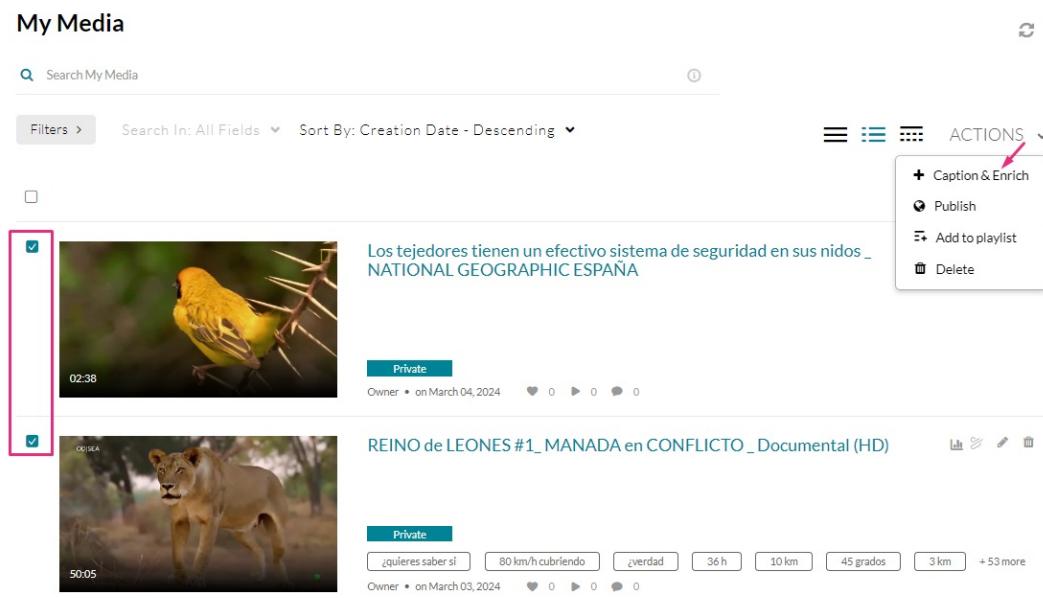
Access the Caption & Enrich service

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



The **My Media** page displays.

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.



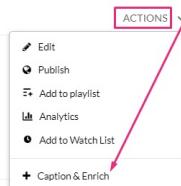
You can also access this option from a single video's **Media Page**, as shown below using the **Actions** menu.



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

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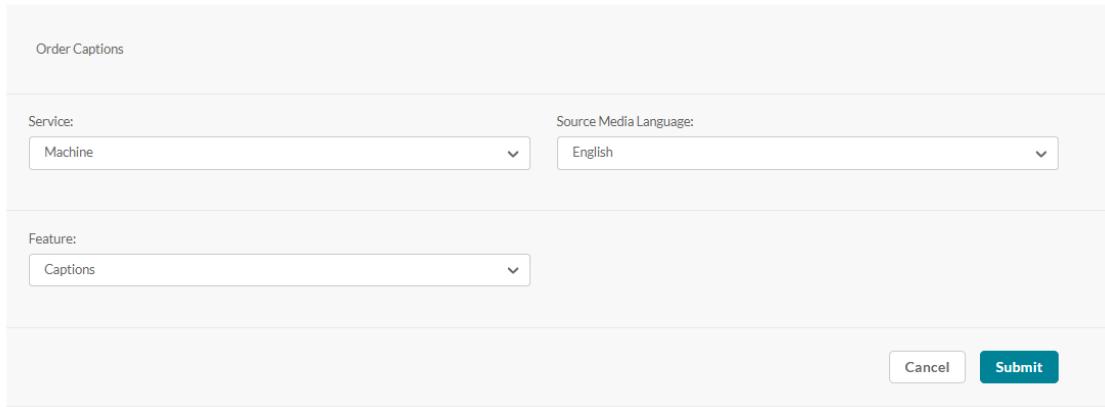
From Louise Szmosz March 04, 2024



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)



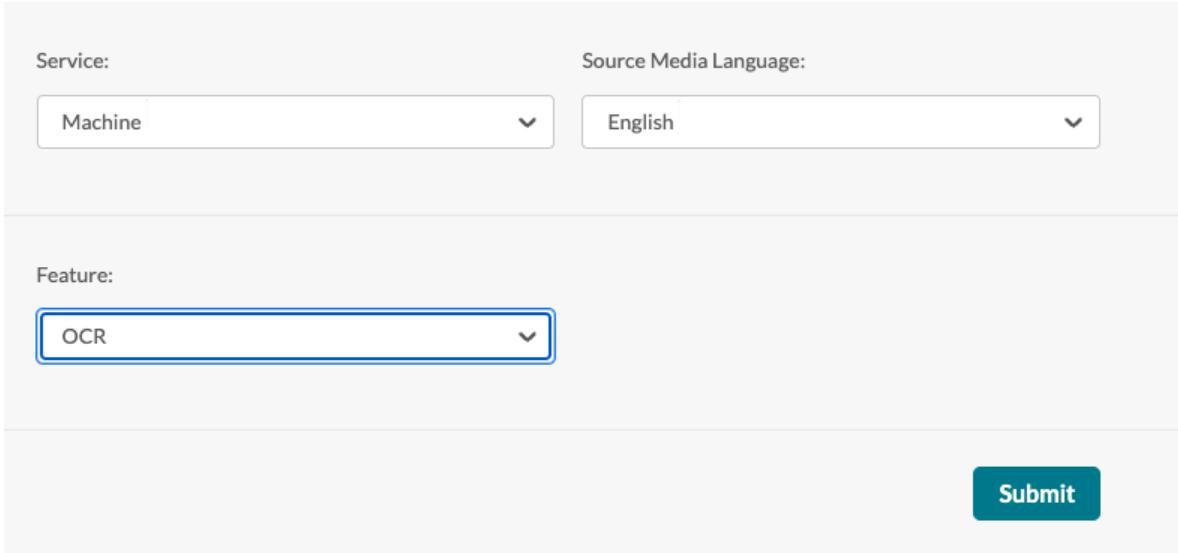
OCR is optimized for Latin-based characters, numbers, and common symbols (e.g., @, #, \$, %).



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.

- o **Feature** - Select 'OCR'



The screenshot shows a user interface for selecting OCR settings. At the top, there are two dropdown menus: 'Service' set to 'Machine' and 'Source Media Language' set to 'English'. Below these, a 'Feature' dropdown is shown with 'OCR' selected, highlighted by a blue border. At the bottom right is a teal 'Submit' button.

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. X

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 X

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:

Source Media Language:

Feature:

[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	 

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](#).
