

Order OCR

Last Modified on 04/02/2025 1:29 pm 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.

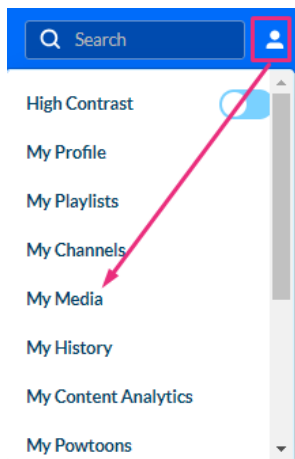
This article covers how to order OCR and view OCR requests in Kaltura's Video Portal.



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

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.

My Media

Search My Media

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

ACTIONS

- + Caption & Enrich
- Publish
- Add to playlist
- Delete

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

Private

Owner • on March 04, 2024

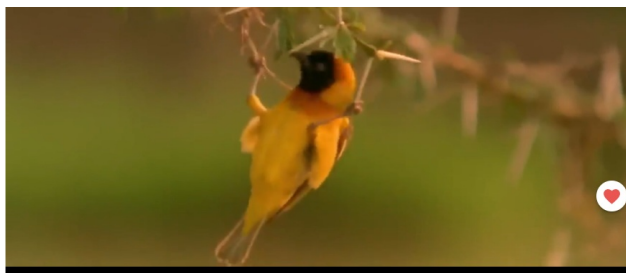
REINO de LEONES #1_MANADA en CONFLICTO_ Documental (HD)

Private

Owner • on March 03, 2024

¿quieres saber si 80 km/h cubriendo ¿verdad 36 h 10 km 45 grados 3 km + 53 more

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 Smolisz March 04, 2024

Details Share

No description provided

ACTIONS

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

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

Order Captions

Service: Source Media Language:

Feature:

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
▼

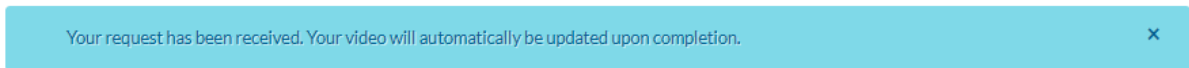
Feature:

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 DATE	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



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:

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

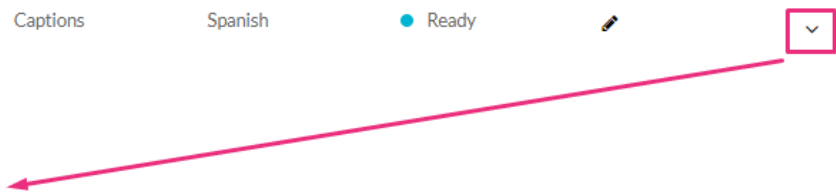
+ Order

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 is displayed to confirm your selection.

Cancel Request

Are you sure you want to cancel this request?

[No](#)[Yes](#)

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](#).