

Order extended audio description (EAD)

Last Modified on 10/08/2025 3:51 pm IDT

 This article is designated for all users.

About

You can order **extended audio description** (EAD) for videos with limited natural pauses or dense visual content. EAD pauses playback to insert detailed narration of visual elements, then resumes the video when the narration is complete.

EAD uses speech synthesis to generate narration from a time-coded VTT file. Most browsers support speech synthesis, but some may not. To check browser compatibility, visit lambdatest.com.

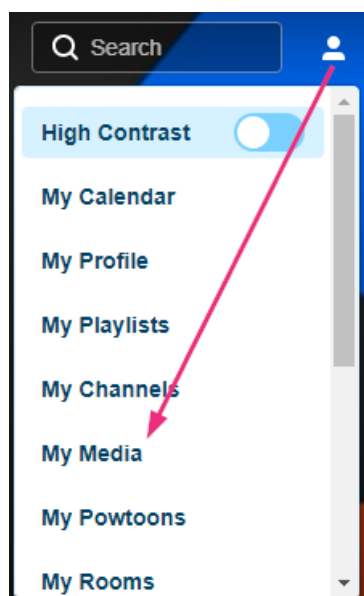


- Please contact your Kaltura representative to enable extended audio description on your account.
- Extended audio description requires a plugin in the Kaltura Player. To configure the plugin, administrators can visit our article [Extended audio description setup](#).
- Not supported in V2 player, mobile or non-VOD entries.

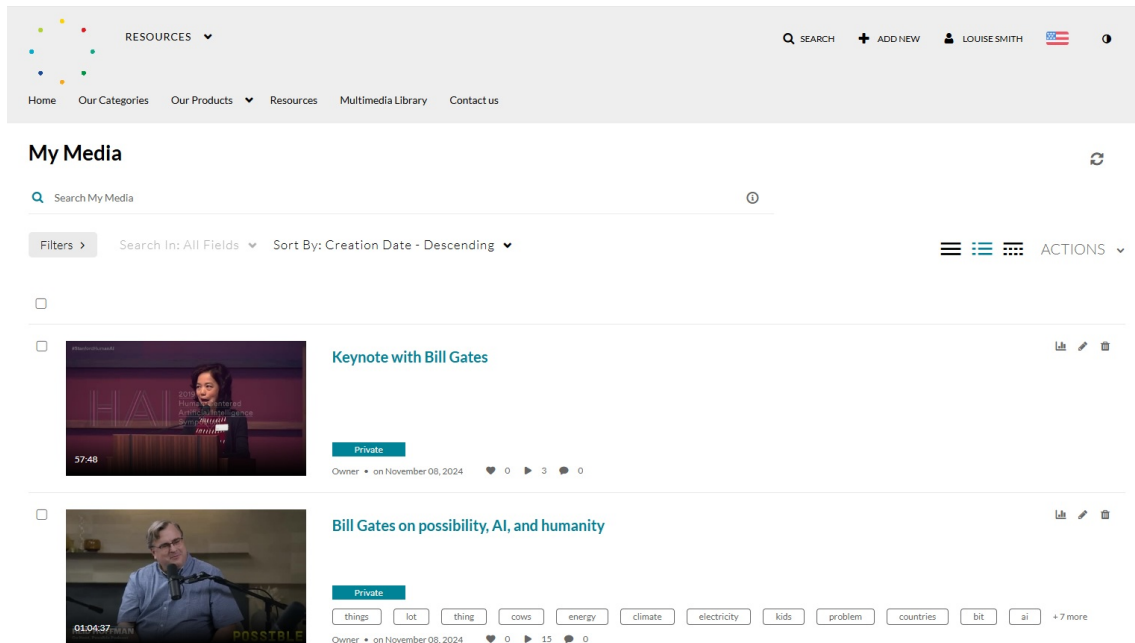
The video below features **extended audio description**.

Order for a single video

1. From the user menu select **My Media**.



The **My Media** page displays.



The screenshot shows the Kaltura My Media interface. At the top, there's a navigation bar with 'RESOURCES' and a search bar. Below the navigation bar, the 'My Media' section is visible. It includes a search bar, filters, and a sort by dropdown menu. The media list shows two items: 'Keynote with Bill Gates' and 'Bill Gates on possibility, AI, and humanity'. Both items have a thumbnail, a title, a status (Private), and a 'Published' label. The 'Keynote with Bill Gates' item has a duration of 57:48 and was uploaded on November 08, 2024. The 'Bill Gates on possibility, AI, and humanity' item has a duration of 01:04:37 and was uploaded on November 08, 2024. It also has a list of tags: things, lot, thing, cows, energy, climate, electricity, kids, problem, countries, bit, ai, and +7 more.

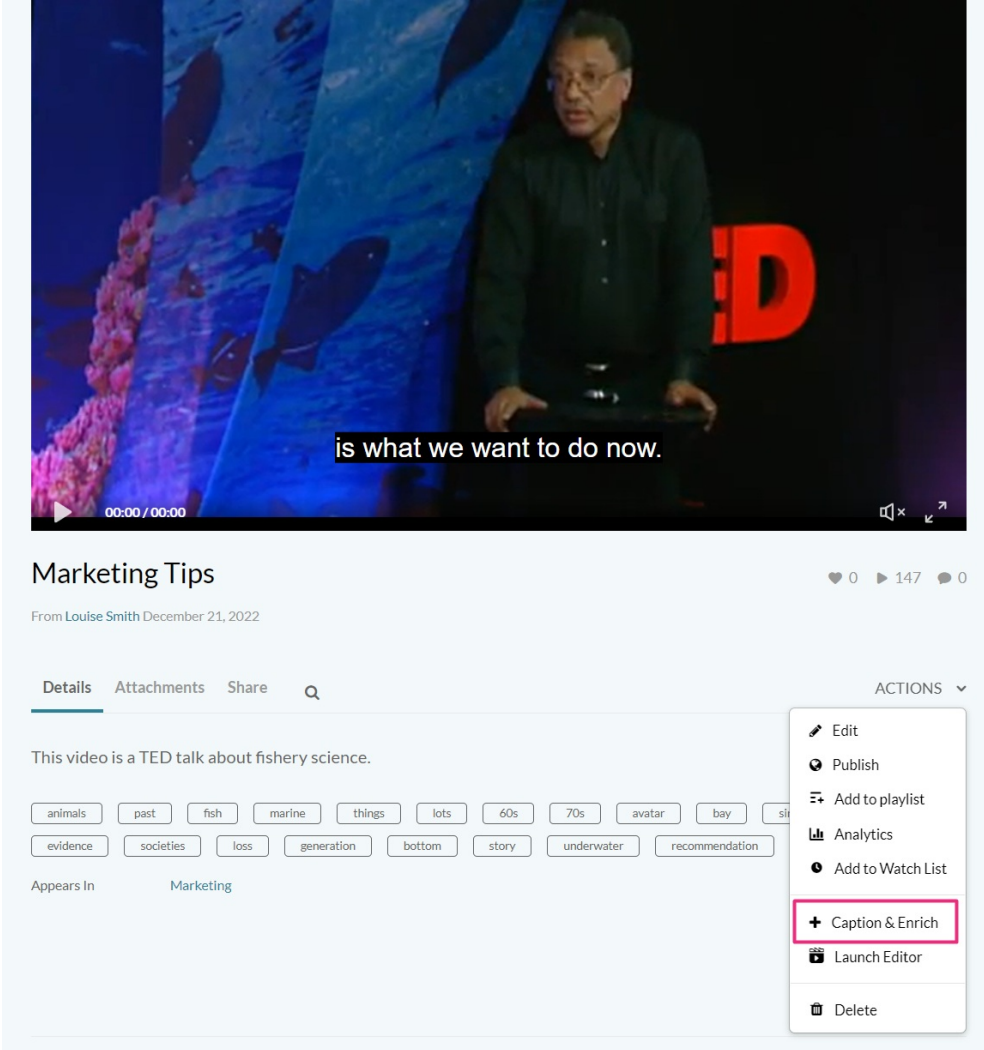
2. On the **My Media** page, click the desired media's thumbnail.



This screenshot shows a single media entry in the Kaltura My Media interface. The entry is titled 'Marketing Tips' and has a thumbnail showing a man speaking on a stage. A red arrow points to the thumbnail. The description reads 'This video is a TED talk about fishery science.' The status is 'Published'. Below the title and description, there are tags: animals, past, fish, marine, things, lots, 60s, 70s, avatar, bay, simulation, baseline, and +9 more. The entry was uploaded by 'Owner, Co-Editor' on December 21, 2022, and has 288 views and 0 likes.

The media entry displays.

3. From the **Actions** drop-down menu, select **+Caption & Enrich**.



is what we want to do now.

00:00 / 00:00

Marketing Tips

From Louise Smith December 21, 2022

Details Attachments Share

This video is a TED talk about fishery science.

animals past fish marine things lots 60s 70s avatar bay sit
evidence societies loss generation bottom story underwater recommendation

Appears In Marketing

ACTIONS

- Edit
- Publish
- Add to playlist
- Analytics
- Add to Watch List
- + Caption & Enrich**
- Launch Editor
- Delete

The **Captions and Enrichment Services Requests** screen displays.

Order Captions & Enrichment Services

Order Captions

Service:

Professional

Source Media Language:

English

Feature:

Extended Audio Description

Turnaround Time:

24 hours

Instructions & Notes:

Submit

4. Complete the following fields:

- **Service** - Choose **Professional** as the Service. Audio Description is supported for professional service only and must be enabled by your system administrator.)
- **Source Media Language** - Select **English** from the drop-down menu. (This service is only available in English)
- **Feature** - Select **Extended Audio Description**.
- **Turnaround Time** - Select the turnaround time from the drop-down menu. (The TAT options are set by your administrator.)

5. Click **Submit**.

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

The request will be shown on the request list. If there is an identical request for an audio description service, the system will display an error message: *Service was already requested for this video.*

Order Captions & Enrichment Services

Service was already requested for this video

✕

Order Captions

Service:

Professional

▼

Source Media Language:

English

▼

Feature:

Audio Description

▼

Turnaround Time:

5 days

▼

If there is insufficient credit to order this service, the system will display an error message: *The request cannot be fulfilled. Your account credit is depleted. Please contact your administrator.*

You can follow the order status in the **Existing Requests** section at the top of the screen. If your requests require approval, the request status will be 'Pending approval' until the requests are approved.

The audio description will be uploaded when completed, and you'll receive a message that your request has been received.



Notifications must be enabled by your system administrator.

Order for multiple videos

1. Go to your [My Media](#) page.
2. Select the media you want to order captions for by checking the checkbox next to each item.


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 0 0 3 0



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 0 0 13 0


- From the **Actions** menu, select **Request Captions & Enrich**.
The Captions & Enrich screen displays.

Search My Media

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

ACTIONS


☐
☐
☐



Kaltura Capture recording - June 28th 2023, 1:54:31 pm

Private

Owner on June 28, 2023 0 0 1 0




This is a new recording

Test

Private

test recording

Owner on June 28, 2023 0 0 0 0



Kaltura Capture recording - June 26th 2023, 1:29:32 pm

Private

Owner on June 28, 2023 0 0 0 0

- Follow [steps 4-5 above](#).

User experience

Users can enable **Extended audio description** by clicking the **AD** button on the player or using the toggle in the settings menu.

