Introduction to Kaltura ASR captioning services

Content updated: 10/11/2025

This article is designated for all users.

About

Kaltura ASR (automatic speech recognition) creates captions automatically, for both live events and on-demand media. You order it through the REACH framework.

Kaltura ASR includes three main capabilities: live captions, language auto-detect for on-demand media, and dictionary support for custom words.

- To learn about REACH services in general, see Introduction to REACH captioning and enrichment services.
- To order captions, see Order captions and Order live captions.

To turn on Kaltura ASR or change its setup, contact your Kaltura representative.

Live ASR

Kaltura Live ASR creates captions in real time during live webcasts and events created in Kaltura. You order live captions through REACH, as part of your event setup.

Highlights

- Built into the REACH live caption ordering flow
- Supports multiple spoken languages (availability may vary by account, so contact your Kaltura representative for details)
- Dictionary support for custom vocabulary

If you reschedule an event, the caption order doesn't move with it. Cancel the order and place a new one at least 15 minutes before the event starts.

VOD ASR

For on-demand (VOD) media, Kaltura VOD ASR detects the main spoken language and creates captions in that language, so you don't have to select it.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

Highlights

- Simplifies captioning for multilingual video libraries
- Appears as **Auto-detect** in the **Languages** menu in **Captions & enrichment**
- Ideal for audio tracks in a single language other than English

- Detects one main language per video
- Mixed-language audio isn't supported

Supported languages

Language auto-detect for VOD ASR supports the following languages:

Arabic, Azerbaijani, Bosnian, Bulgarian, Catalan, Cantonese (CH/HK), Croatian, Czech, Danish, Dutch, English, Estonian, Filipino, Finnish, French, Galician, German, Greek, Hebrew, Hindi, Hungarian, Indonesian, Italian, Japanese, Korean, Latvian, Macedonian, Malay, Mandarin (CN), Mandarin (TW), Norwegian, Polish, Portuguese*, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, Tamil, Thai, Turkish, Ukrainian, Vietnamese

*Kaltura ASR recognizes Brazilian Portuguese, but doesn't label it separately. Both Brazilian and European Portuguese appear as **Portuguese**.

Dictionary support

Kaltura ASR supports optional dictionaries: lists of custom words, such as brand names, acronyms, and industry terms, that help it recognize those words correctly.

Highlights

- Available for both live and VOD ASR
- Custom vocabulary improves word recognition accuracy
- Included with the captioning service, with no extra setup needed

Dictionaries can't override standard spellings in supported languages.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.