

Order extended audio description in KMC

Last Modified on 02/14/2026 8:31 pm IST

 This article is designated for administrators.

About

This article explains how to order extended audio description for one or more videos in the KMC. Extended audio description pauses the video as needed to provide detailed narration of key visual elements, making content more accessible to viewers with vision impairments.

This service must be enabled on your account, and is currently supported in English only.



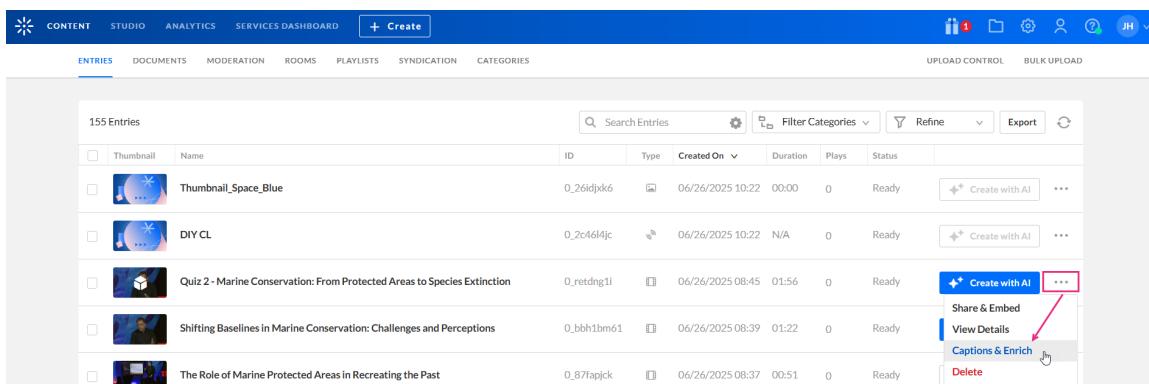
To manually add an audio file, see our article [Manually upload audio files to video](#).



For a list of common terms related to creating caption and enrichment requests in Kaltura, see [Reach terminology](#).

Order for a single video

1. Log into your KMC.
The **Entries** page displays by default.
2. Click the **three-dot menu** to the right of the desired entry, and select **Captions & Enrich**.



Thumbnail	Name	ID	Type	Created On	Duration	Plays	Status	Actions
	Thumbnail_Space_Blue	0_26idjyk6	Video	06/26/2025 10:22	00:00	0	Ready	
	DIY CL	0_2z46l4jc	Video	06/26/2025 10:22	N/A	0	Ready	
	Quiz 2 - Marine Conservation: From Protected Areas to Species Extinction	0_reting1i	Video	06/26/2025 08:45	01:56	0	Ready	
	Shifting Baselines in Marine Conservation: Challenges and Perceptions	0_bbh1bm61	Video	06/26/2025 08:39	01:22	0	Ready	
	The Role of Marine Protected Areas in Recreating the Past	0_87fapjck	Video	06/26/2025 08:37	00:51	0	Ready	

The **Captions & Enrich** page displays.

× Captions & Enrich

Order Captions & Enrichment Services - 1 Selected Media

Service:	Source Media Language:
Machine	English
Feature:	
Captions	
<input type="button" value="Cancel"/> <input type="button" value="Submit"/>	

3. 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.
- **Feature** - Select **Extended Audio Description**.
- **Turnaround Time** - Select the turnaround time from the drop-down menu (TAT options are set by your administrator).

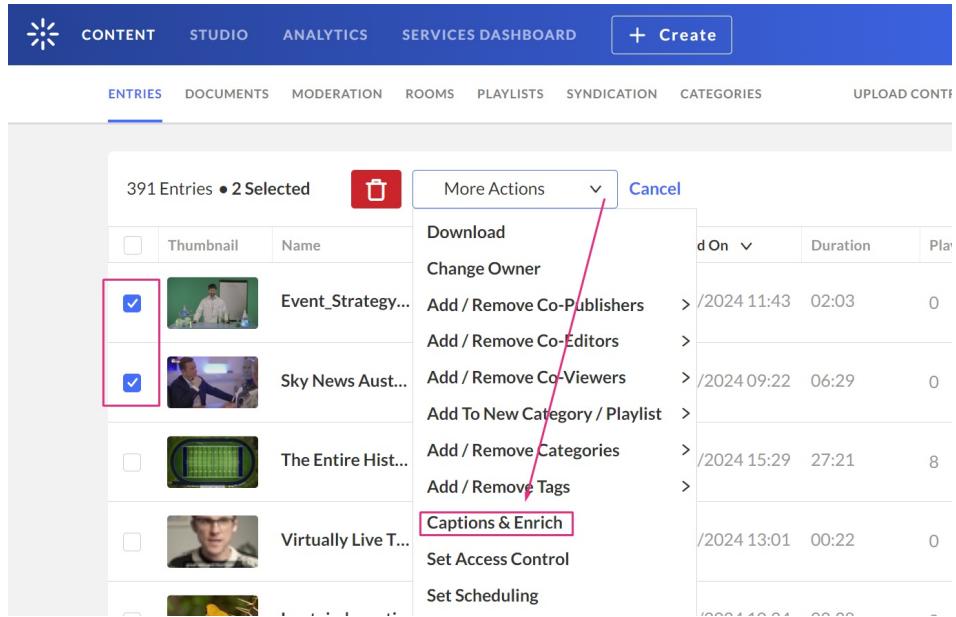
4. Click **Submit**.

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

The request will be shown on the request list.

Order for multiple videos

1. Click the boxes next to the desired videos.
The **More Actions** menu at the top of the page is activated.
2. Select **Captions & Enrich**.

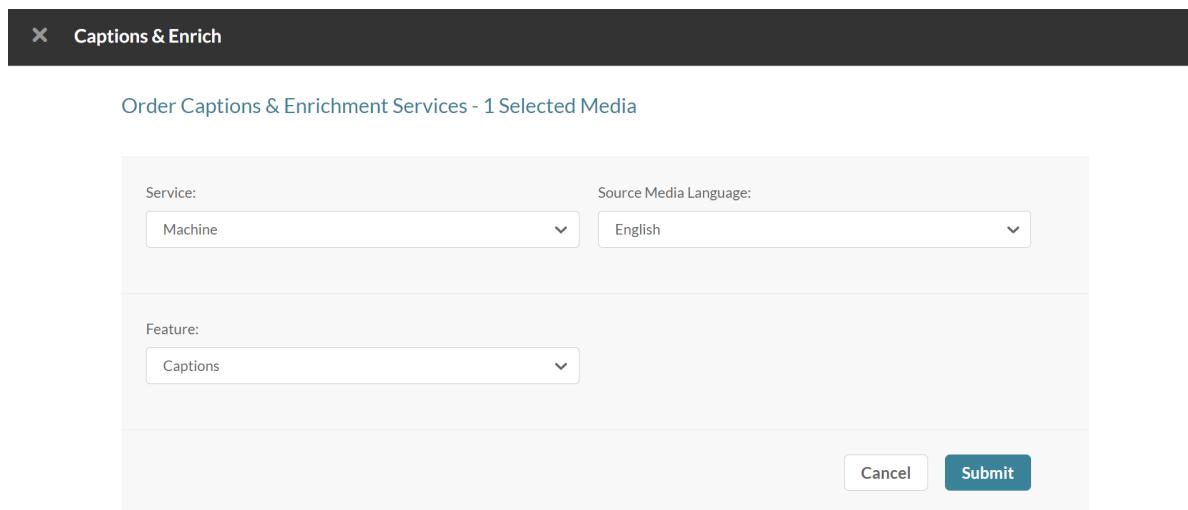


391 Entries • 2 Selected

More Actions Cancel

- Download
- Change Owner
- Add / Remove Co-Publishers
- Add / Remove Co-Editors
- Add / Remove Co-Viewers
- Add To New Category / Playlist
- Add / Remove Categories
- Add / Remove Tags
- Captions & Enrich**
- Set Access Control
- Set Scheduling

The **Captions & Enrich** page displays.



Order Captions & Enrichment Services - 1 Selected Media

Service: Machine

Source Media Language: English

Feature: Captions

Cancel Submit

3. Follow steps 3-4 above.

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

You can track 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.

Once completed, the audio description is uploaded automatically, and you will receive a notification (if notifications are enabled by your system administrator).

User experience

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



Not supported in the V2 player, mobile or non-VOD entries.