

# Order extended audio description in KMC

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 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](#).



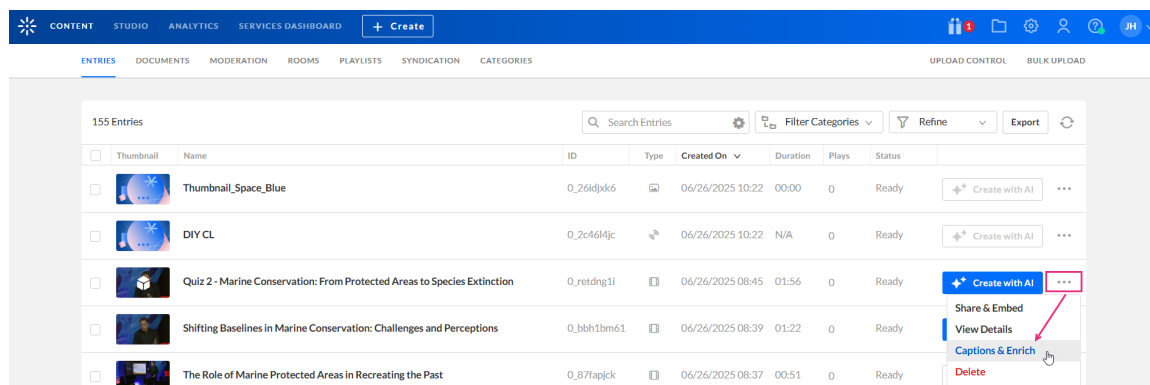
For a list of common terms related to creating caption and enrichment requests in Kaltura, see [Reach terminology](#).

## 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**.



The **Captions & Enrich** page displays.

Order Captions & Enrichment Services - 1 Selected Media

Service:

Machine

Source Media Language:

English

Feature:

Captions

Cancel

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**.



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+ Create

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391 Entries • 2 Selected

More Actions

Cancel

<input type="checkbox"/>	Thumbnail	Name	Created On	Duration	Plays
<input checked="" type="checkbox"/>		Event_Strategy...	/2024 11:43	02:03	0
<input checked="" type="checkbox"/>		Sky News Aust...	/2024 09:22	06:29	0
<input type="checkbox"/>		The Entire Hist...	/2024 15:29	27:21	8
<input type="checkbox"/>		Virtually Live T...	/2024 13:01	00:22	0

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.

×

Captions & Enrich

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.