Order extended audio description (legacy) in Rich Media CMS

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This article is designated for administrators.

About

This article explains how to order extended audio description (EAD) for one or more videos in the Rich Media CMS.

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.

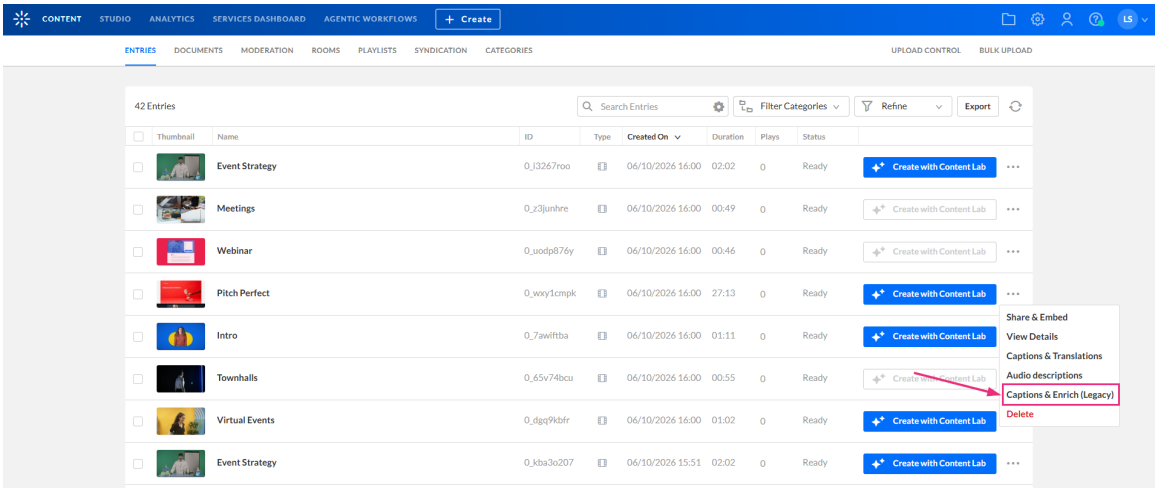
- To manually add an audio file, see our article Manually upload audio files to video.
- For a list of common terms related to creating caption and enrichment requests in Kaltura, see Reach terminology.

Media must be at least **10 seconds** long for audio description processing.

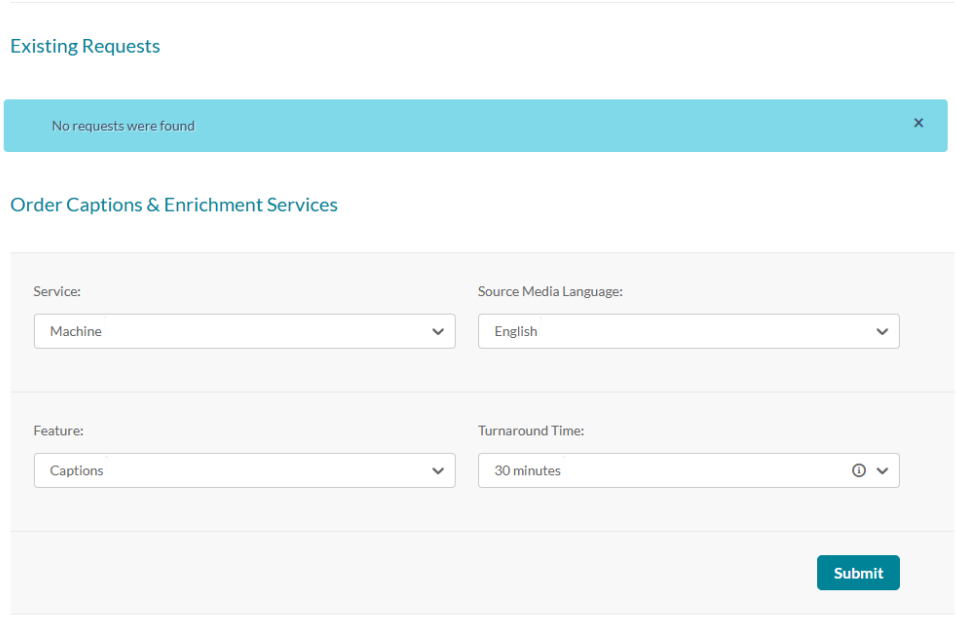
Order for a single video

1. Log into your Rich Media CMS.
   The **Entries** page displays by default.
2. Locate the desired entry, click the **three dots** to the right and select **Captions & Enrich (legacy)**.

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The **Captions & Enrich** page displays.



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**.

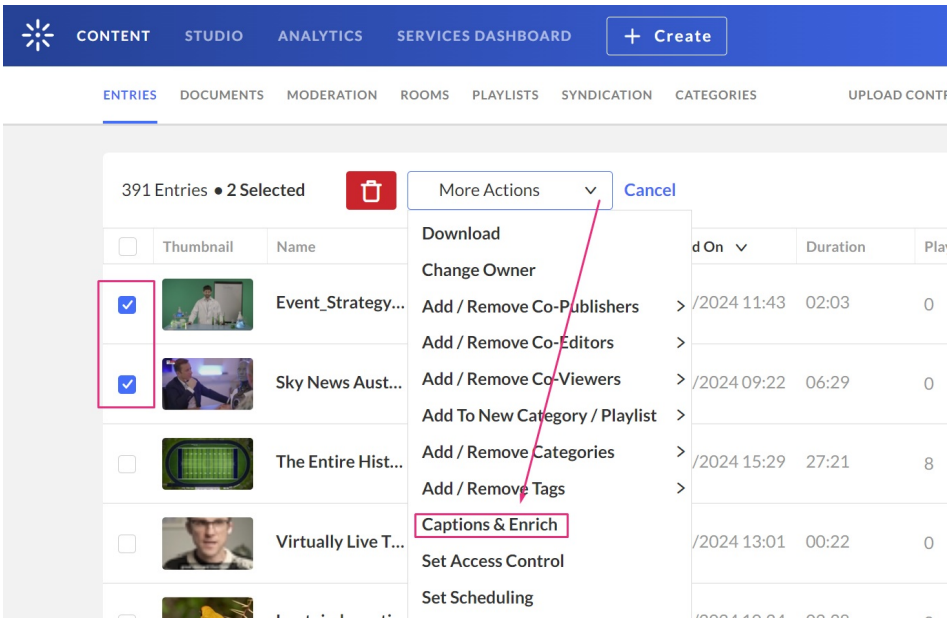
A confirmation message displays: *Your request has been received. Your video will automatically be updated upon completion.*

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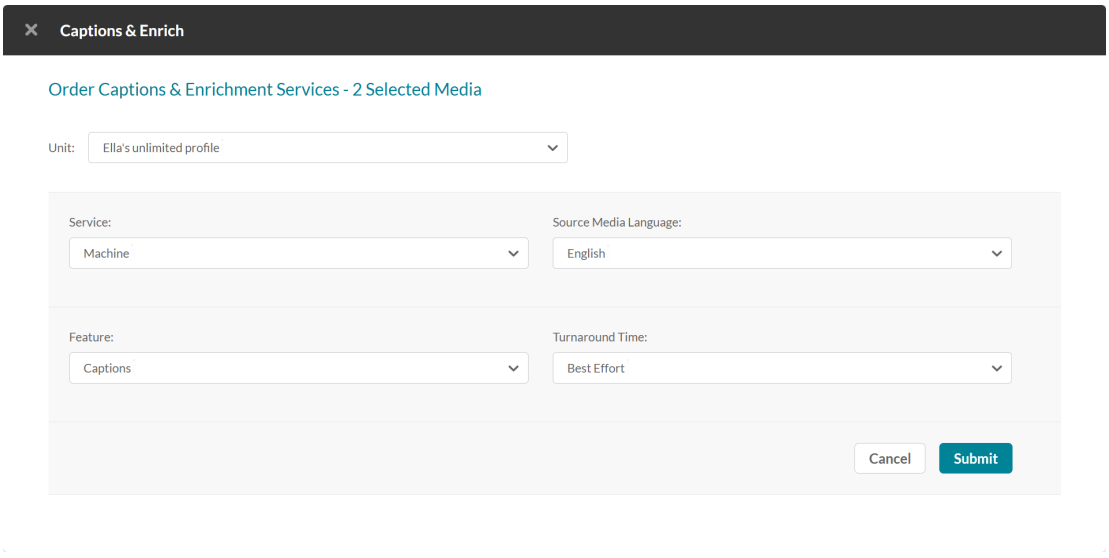
The request will be shown on the request list.

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**.



The **Captions & Enrich** page displays.



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.*

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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.

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