Order captions with Content Lab

Content updated: 03/17/2026

This article is designated for all users.

About

You can order captions for your videos in Content Lab.

Captions display spoken dialogue and relevant audio information as on-screen text. They improve accessibility for viewers who are deaf or hard of hearing and support viewers who prefer to watch videos without sound.

- Captions are different from **translations**. Translations convert the spoken language in a video into another language and appear as subtitles. See our article Order video translations with Content Lab for details.
- You can also automate translation requests for new content by creating rules for categories. For more information, see Create captioning & enrichment rules in Rich Media CMS .

Before you start

- Video must be in "Ready" status (transcoded)
- Video must be 60 seconds or more in length
- Your account must have Content Lab enabled
- Your account must have an active REACH profile enabled with relevant catalog item(s)

Looking for more information about Content Lab? Feel free to contact your Kaltura representative.

Captions ordering is not currently available for Kaltura Virtual Events and Webinars.

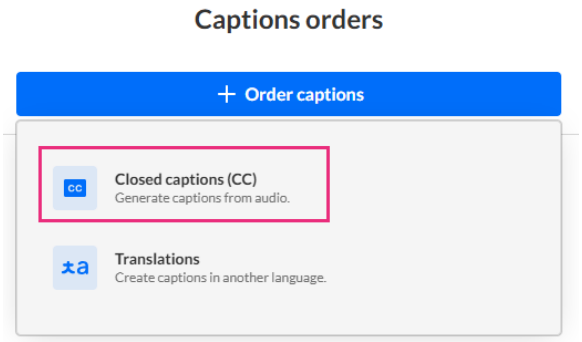
Order captions

1. Open **Content Lab**. For instructions, see Access Content Lab in your Kaltura

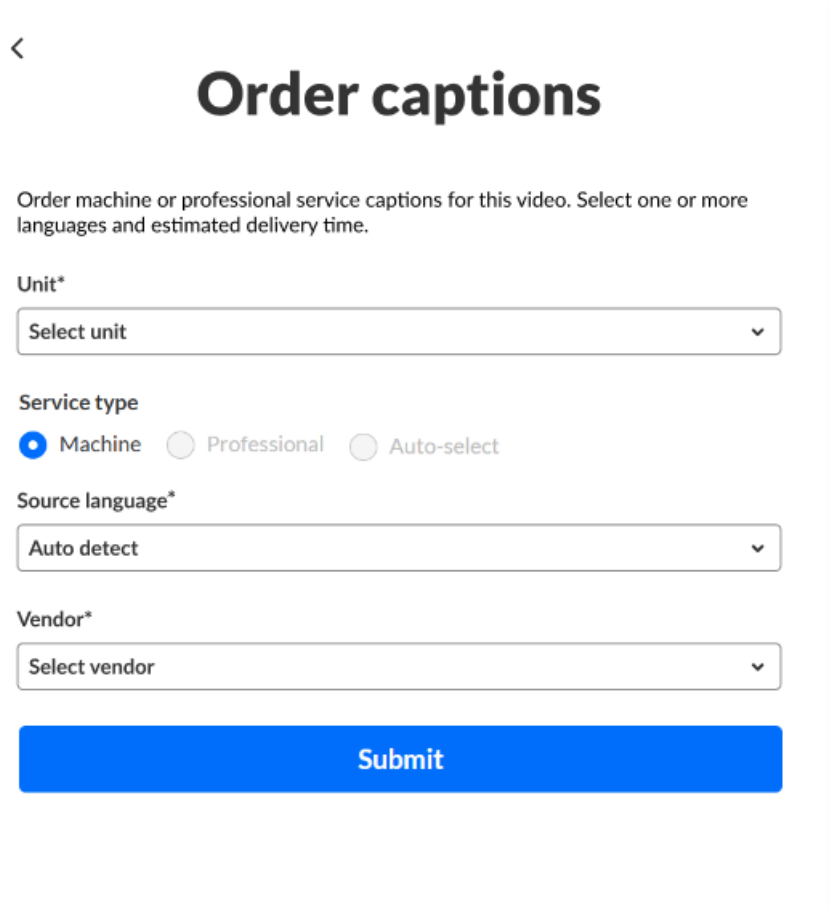
Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

application.

2. Click **Captions & Translations**.
3. Click **+ Order captions** and select **Closed captions (CC)**.



The **Order captions** screen displays.



4. Complete the following fields:
   - **Unit** - This option only appears in the event that different Reach profiles (budgets) are configured for each unit in your account. The selected unit will be charged for the captions request.
   - **Service Type** - Select one of the following:

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.

- **Machine** - Automatically generated captions.
- **Professional service** - Human-created and reviewed captions.
- **Auto-select** - Machine-generated captions that are reviewed by humans only when needed.

- **Source language** - Select the source media language from the drop-down menu. The options in the menu are dependent on your REACH plan.
- **Vendor** - Select the vendor. Items in this drop-down list appear as "Vendor Name + Turnaround time of the catalog item + Catalog item name" with available vendors based on catalog items.

Instructions (Professional only) - Add notes for human editors and reviewers. For example, you can provide guidance on terminology, speaker names, formatting preferences, or accessibility requirements.

5. Click **Submit**.
   A confirmation message displays.
   Your captions order appears in the "In Progress" area of the **Captions** screen and is labeled as "Pending". When the captions are ready, they are automatically added to the video.

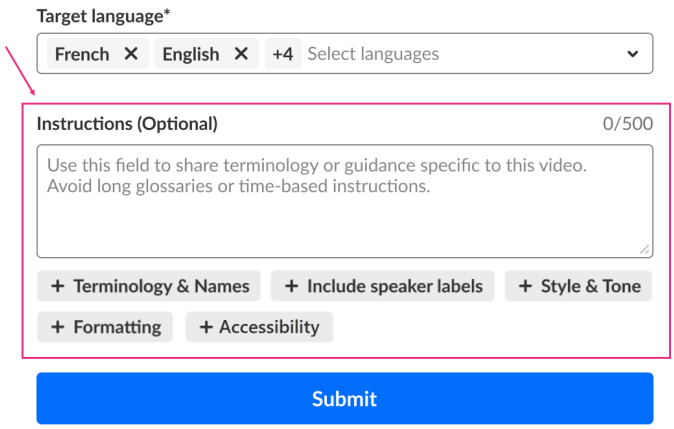
Add instructions for professional captions

The **Instructions** field and preset tags are available for **Professional** (human-generated) translations only. They aren't available for **Machine** (AI) translations.

You can:

- **Type your own instructions** in the **Instructions** field.
- **Click a preset tag** to populate the **Instructions** field, then select one of the suggested completions.
- **Click a preset tag** to populate the **Instructions** field, then edit or complete the text manually instead of selecting a suggested completion.

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.



Preset tags

Preset tags (available for human-generated translations only) are grouped into the following categories:

- **Terminology & names** – Define acronyms, speaker names, proper names, and preferred terminology.
- **Include speaker labels** – Request speaker labels where multiple speakers are present.
- **Style & tone** – Preserve wording, simplify phrasing, remove filler words, or maintain a consistent tone.
- **Formatting** – Improve punctuation, readability, and sentence casing.
- **Accessibility** – Include non-speech elements and clarify speaker identity.

View captions orders and perform additional tasks

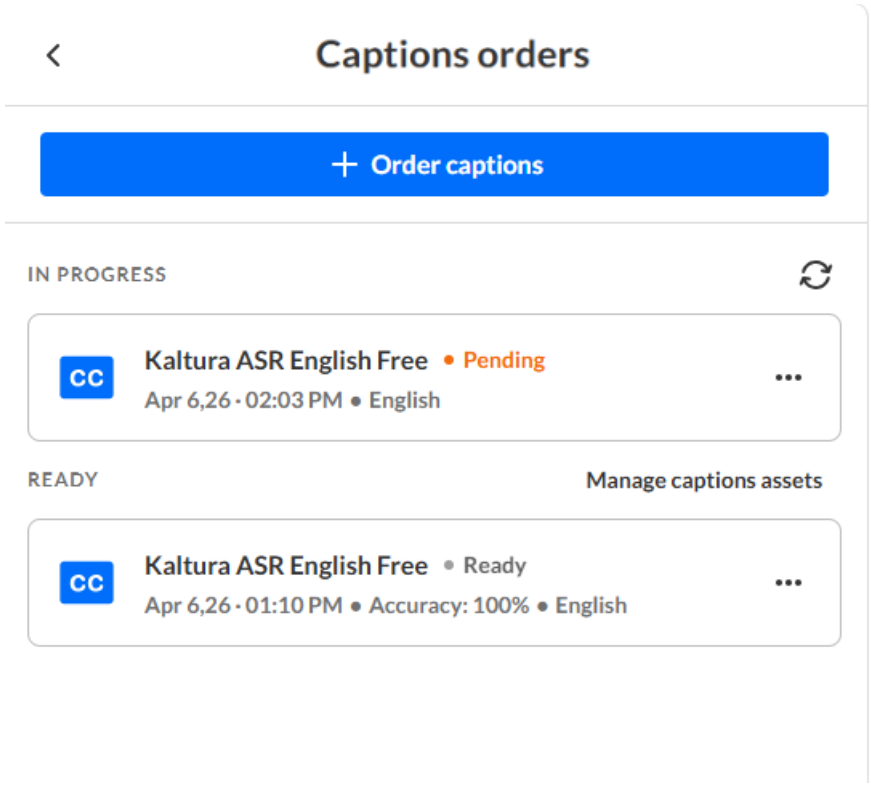
Navigate back to the Content Lab's main menu. The number of requests are displayed in the Captions & Translations box.

View status

Click on the Captions & Translations box to open the **Captions orders** screen.

In our example below, there are two existing captions orders - one is in Pending status, and one is in Ready status.

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.



Status types

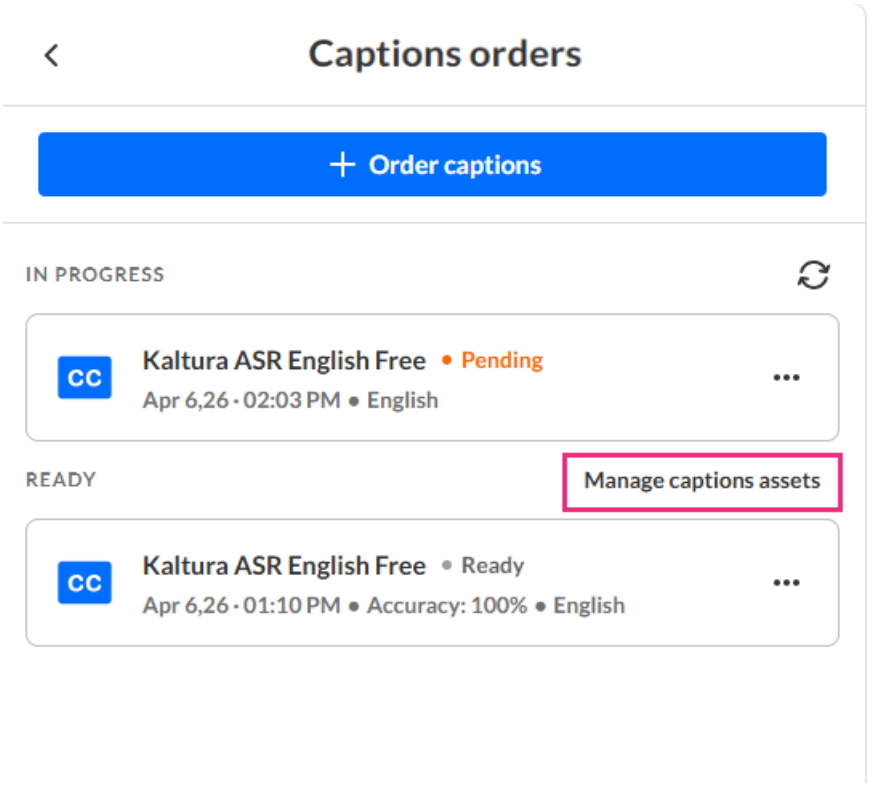
The following statuses are available for captions requests:

- **Pending** - when generating new request
- **Pending for Moderation** - requests in approval queue
- **Rejected** - requests that were rejected on moderation. This status must include reject reason.
- **Processing** - sent to the vendor and vendor received request (you cannot cancel a request when the status is Processing)
- **Completed** - when captions were received from the vendor
- **Error** - an error was sent from the vendor
- **Aborted**

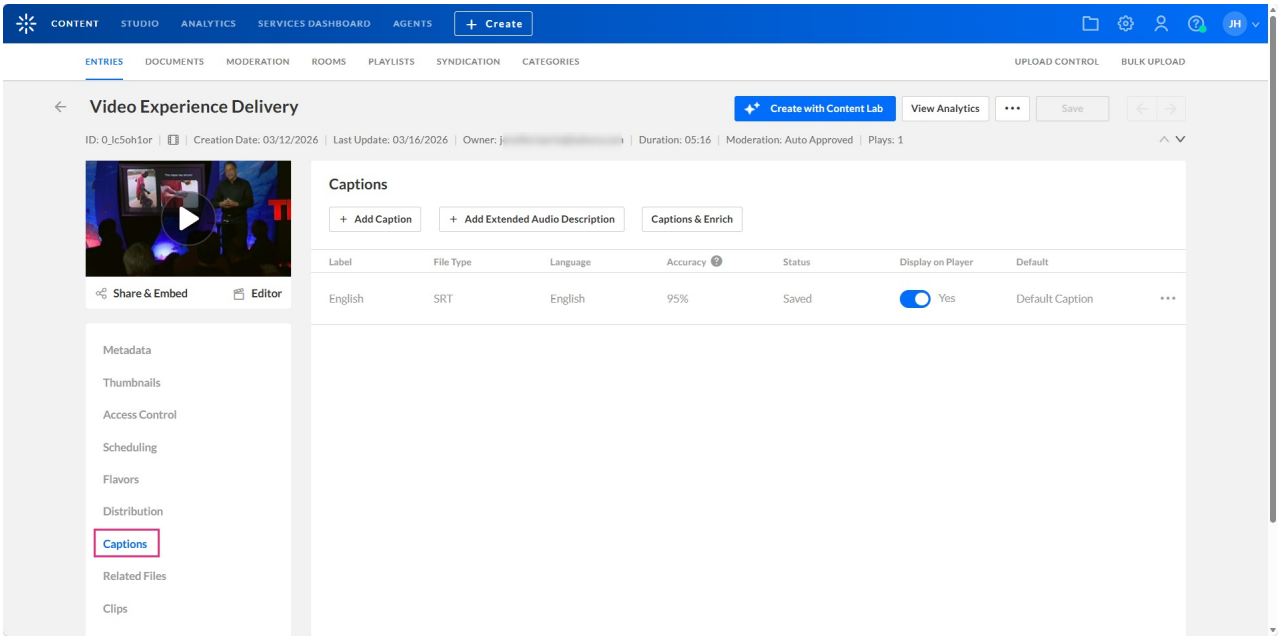
Manage captions assets

Click **Manage captions assets.**

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.



The **Captions** tab of the entry details page in Rich Media CMS displays.



For complete information on this tab, see Upload and manage captions in Rich Media CMS.

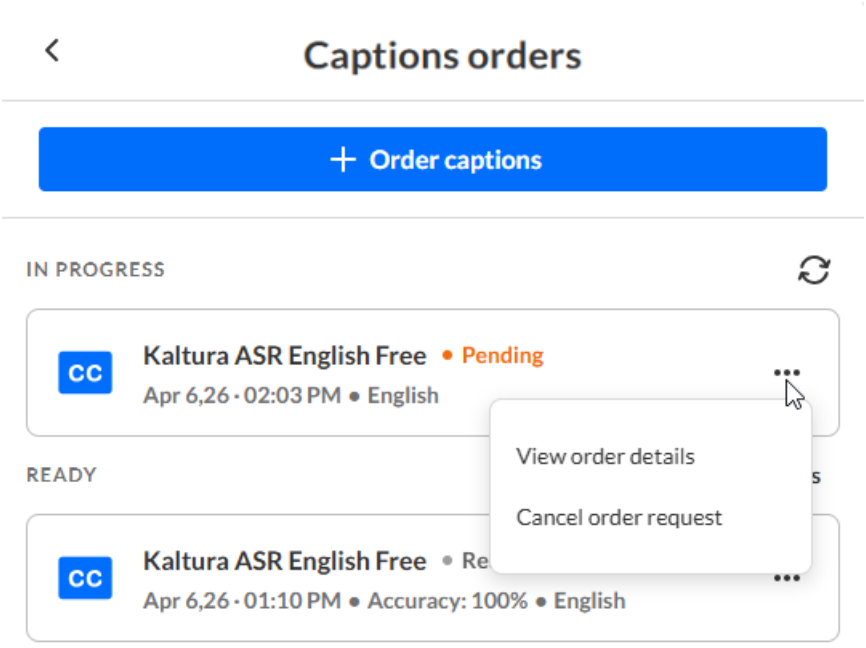
Additional tasks

Click on the **three dots** to the right of the request and choose from the available options depending on status type:

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.

View order details - available for all statuses

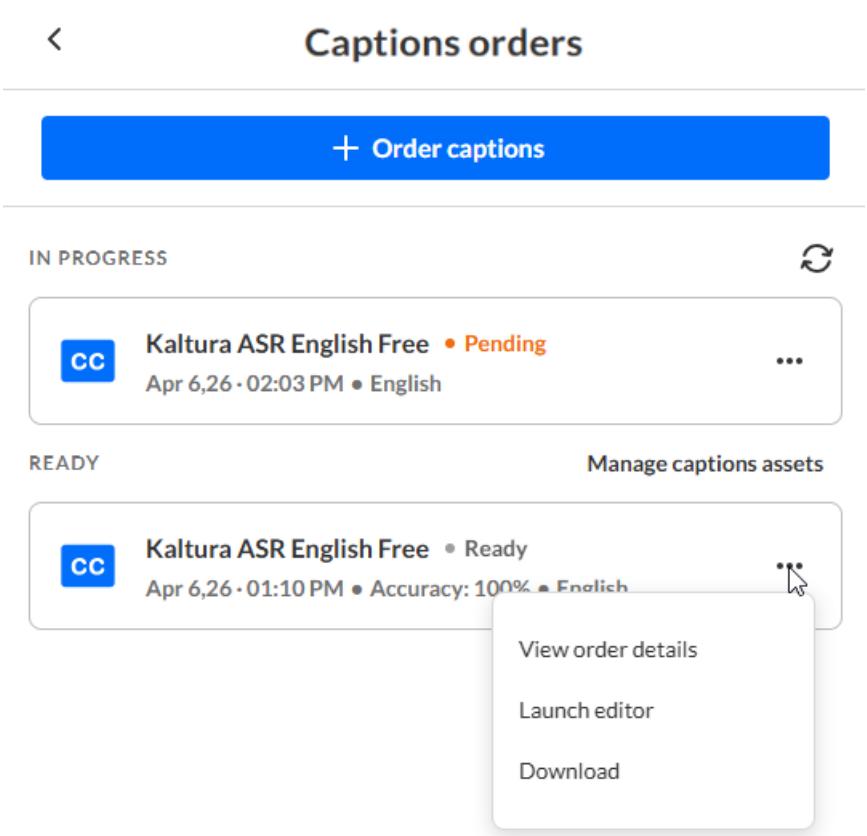
Cancel order request - only available for Pending



Launch editor - only available for Ready

Download - only available for Ready

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.

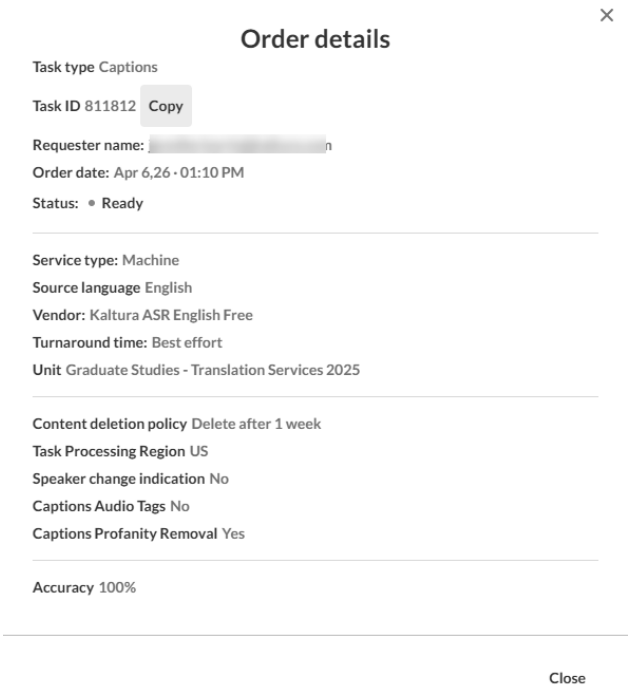


View order details

In the three-dot menu, select **View order details**.

The Order details screen displays.

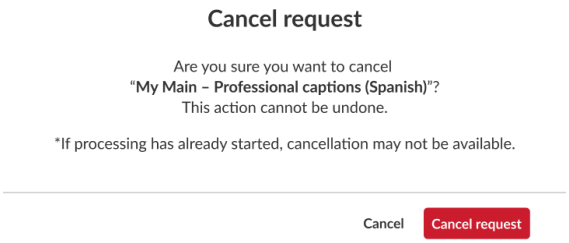
Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



Cancel order request

Canceling professional captions is not possible if they have been requested already and are in the status Processing.

1. Click **Cancel order request**. Note, any action items associated with the request will be canceled. A confirmation message displays.



2. Click **Cancel request**.
   If you try to cancel a request that's already in progress, a message displays: *The request is already in progress, therefore cannot be canceled.*

Launch editor

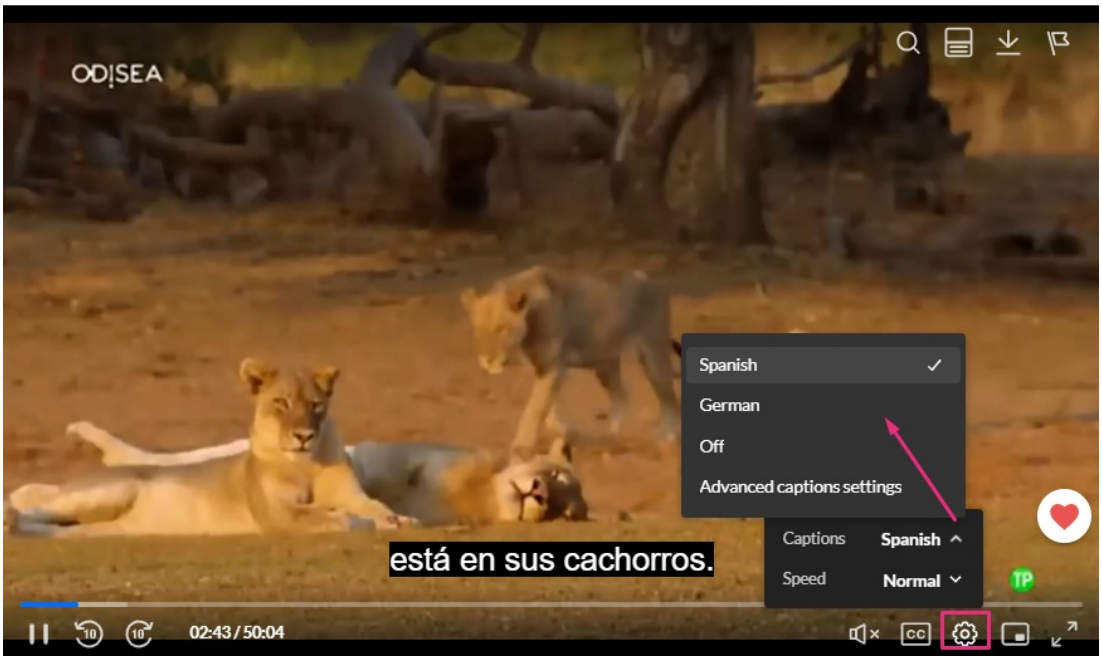
See our article Use the captions editor in Content Lab for details.

User experience

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.

Once captions are ready, they’re automatically added to the media. Depending on admin settings, a CC button may appear, letting users toggle captions on or off.

Admins can also set captions to display by default when playback starts. If multiple caption languages are available, users can select them from the captions sub-menu in the settings.



To learn more about how captions display on the player, visit our articles Captions and Audio Tracks and Accessibility.

You can resubmit REACH orders in certain cases, such as for updated media content or new profile settings. For details on how and when to use the resubmissions feature, see our article Resubmissions for REACH services.

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.