

Order captions with Content Lab

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 This article is designated for all users.



Looking for more information about this feature? Feel free to contact your Kaltura representative.



Ordering captions via the Content Lab is available only in KMC at this time.

About

Captions primarily convey dialogue and other relevant audio information, making videos accessible to individuals who are deaf or hard of hearing, or for viewers who prefer to watch videos without sound.

They're typically in the same language as the video, and are important for viewers who are deaf, hard of hearing, or prefer watching without sound.

It's important not to confuse captions with **subtitles**, which are a translation of the video's dialogue into another language. For information on ordering subtitles, check out our article [Ordering Translations](#).



To order services like captions, OCR, chaptering, or dubbing for an entire category, you can create a rule which automatically triggers requests for new entries that match your criteria. Learn more in our article [Create captioning & enrichment rules in KMC](#).

Captioning options

Kaltura provides two options for captioning:

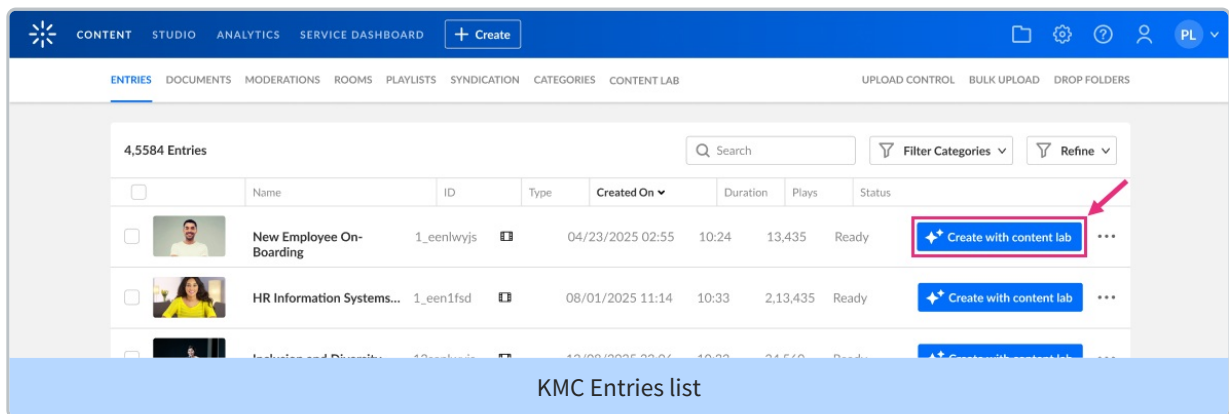
Machine: Also known as ASR, this service achieves an average accuracy of 85%. It enables searchable video content, captions editing, and can support resubmission. The machine engine improves over time and supports custom vocabularies for enhanced accuracy, along with dictionary use. For more information about the dictionary, check

out our article [Captioning & enrichment profiles & services in KMC](#).

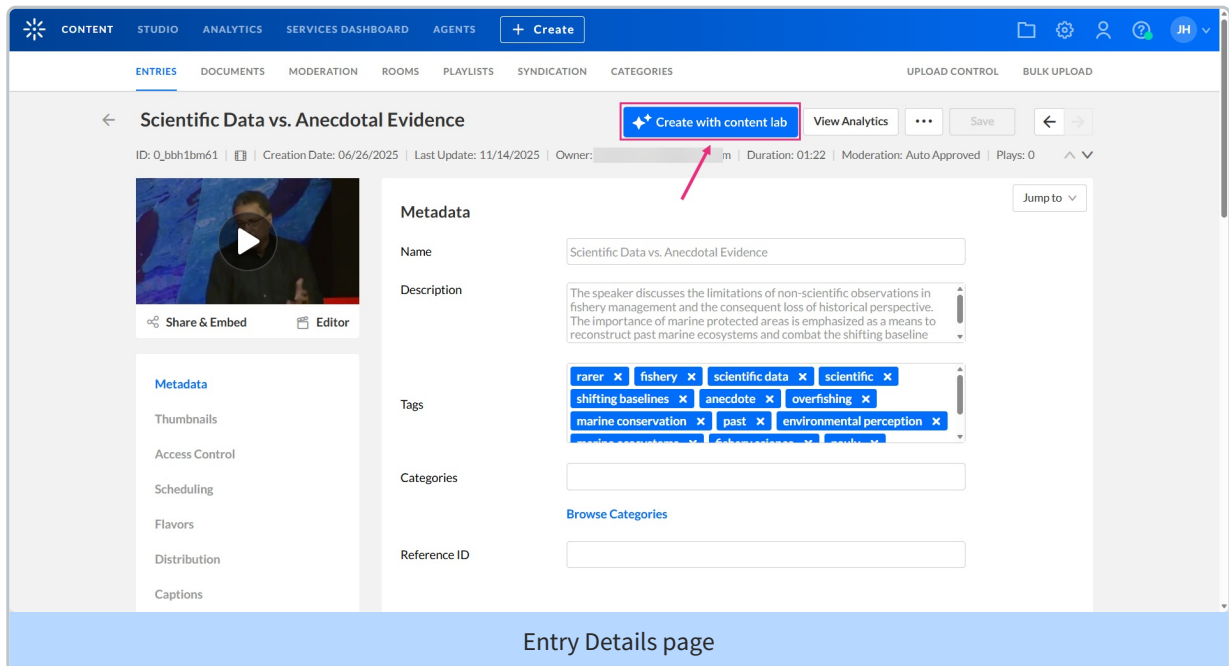
Professional: This service uses human transcribers to provide full-service captioning with 99% accuracy, meeting Closed Captions laws and media standards. Turnaround time varies based on your [Reach plan](#). Ideal for public-facing content like marketing, learning, and training videos.

Access the Content Lab in KMC

1. Log into your KMC. The **Entries list** displays by default.
2. Access the Content Lab through the **Create with content lab button** on the [Entries list](#).



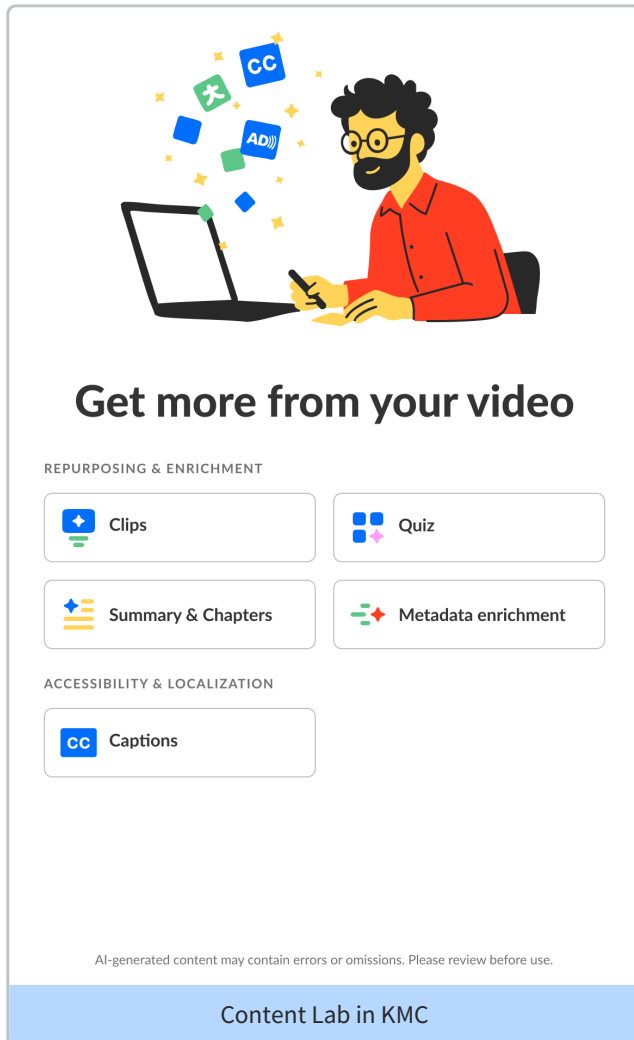
Alternately, you may click on the desired entry's title or thumbnail and access the Content Lab through the [Entry Details page](#).



Order captions with Content Lab

1. Click **Create with content lab**.

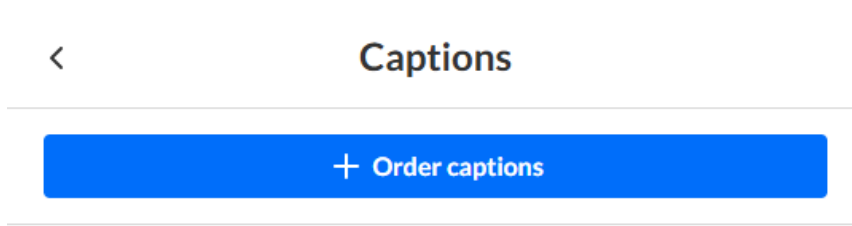
The 'Get more from your video' screen displays.



This is the Content Lab's main menu. Options shown vary depending on the services configured for your account.

2. Click **Captions**.

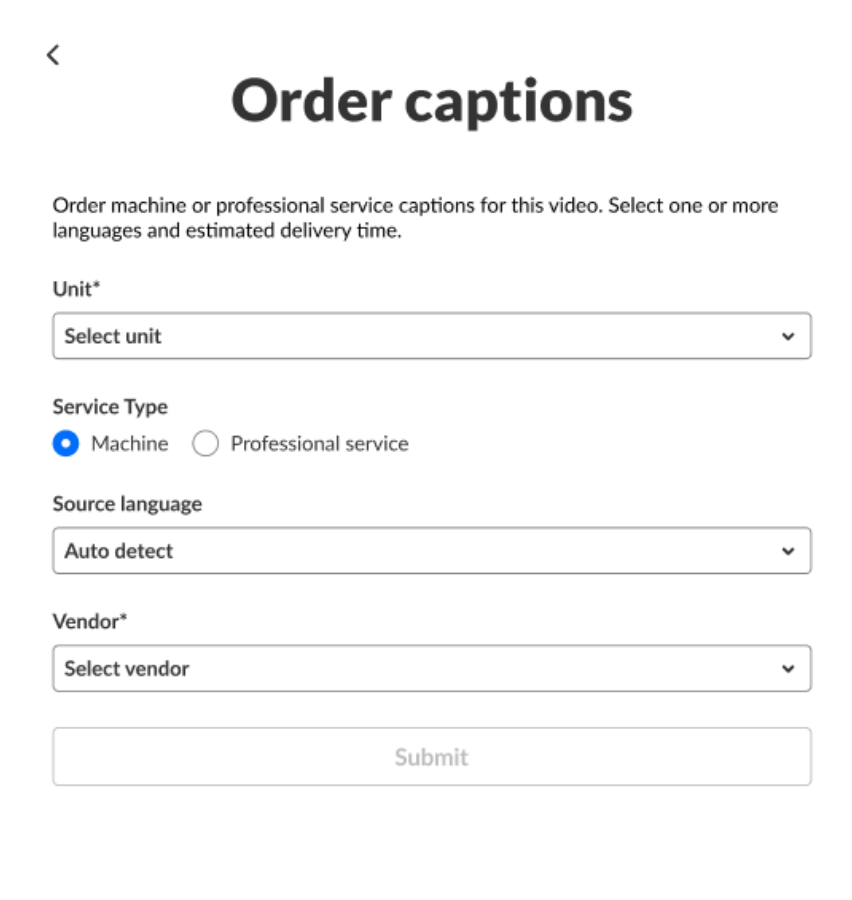
The **Captions** screen displays.



Order captions, translate existing captions, or align transcript with video.

3. Click **+ Order captions**.

The Order captions screen displays.



Order machine captions



Order captions

Order machine or professional service captions for this video. Select one or more languages and estimated delivery time.

Unit*

Service Type

Machine Professional service

Source language

Vendor*

1. 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 Machine.
- **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.

2. Click **Submit**.

A confirmation message displays: *Captions order submitted successfully*. Click the **X** at the top right to close the message.

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.

Order professional captions

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Order captions

Order professional or machine-generated captions for this video.
Select one or more languages and choose your preferred delivery time.

Unit*

Internal videos

Service Type

 Machine Professional service

Source language*

English

Vendor*

Kaltura - 30 min

Instructions (Optional)

0/500

Provide more details to match your desired outcome

 Terminology & Names Include speaker labels Style & Tone Formatting Accessibility

Submit

1. 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 Professional.
- **Source Language** - Select the source media language from the drop-down menu (this is the language the video is currently in). The options in the drop-down 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 (Optional)** - This box is relevant for professional captions only and is used for adding notes for the attention of human editors and reviewers.
 - Option 1: Manually type your own instructions in the Instructions field.
 - Option 2: Click on a preset tag provided below the Instructions field. The Instructions field is populated with that tag and a list of suggestions for

additional text instructions displays. Click on one of the suggestions to autocomplete the instructions.

- Option 3: Click on a preset tag. The Instructions field is populated with that tag and a list of suggestions for additional text instructions displays. Instead of clicking on one of the suggestions to autocomplete the instructions, manually type in the Instructions field to complete the text.

Following are the available preset tags:

Terminology & Names:

Define acronyms “Please define acronyms at first use and use them consistently throughout.”

Use correct speaker names “Please ensure speaker names and titles are accurate and used consistently.”

Use correct proper names “Please ensure all proper names (e.g., brands, products, organizations, and titles) are accurate and used consistently.”

Use consistent terminology “Please use consistent and accurate terminology throughout.”

Include speaker labels: Please include speaker labels where multiple speakers are present

Style & Tone:

Preserve original wording “Please preserve the original wording and phrasing as much as possible.”

Remove filler words “Please remove filler words where they do not affect meaning.”

Simplify wording “Please simplify complex phring where possible while preserving meaning.”

Maintain consistent tone “Please maintain a clear and consistent tone throughout.”

Formatting:

Ensure correct punctuation “Please ensure punctuation is accurate and

consistent.”

Format for readability “Please format captions for clarity and readability.”

Use consistent casing “Please use consistent sentence casing throughout.”

Accessibility:

Include non-speech elements “Please include relevant non-speech elements such as sound effects where appropriate.”

Clarify speaker identity “Please ensure speakers are clearly identified when needed for understanding.”

2. Click **Submit**.

A confirmation message displays: *Captions order submitted successfully*. Click the **X** at the top right to close the message.

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.





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 box.




Get more from your video

REPURPOSING & ENRICHMENT

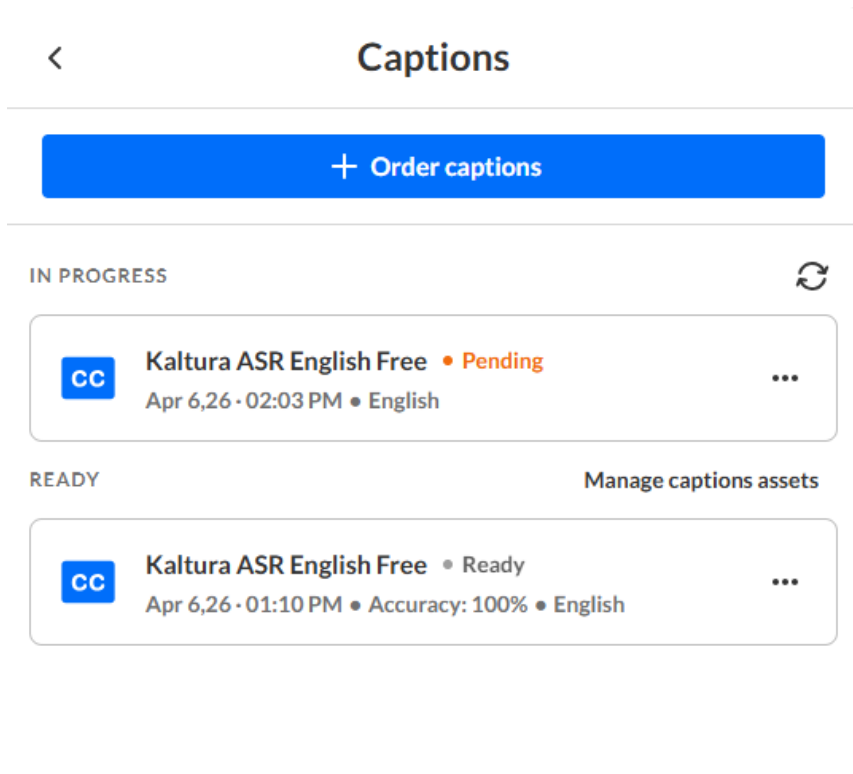
 Clips	 Quiz
 Summary & Chapters	 Metadata enrichment

ACCESSIBILITY & LOCALIZATION

 Captions 2 Active
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AI-generated content may contain errors or omissions. Please review before use.

Click on the Captions box to open the **Captions** screen. In our example below, there are two existing captions orders - one is in Pending status, and one is in Ready status.



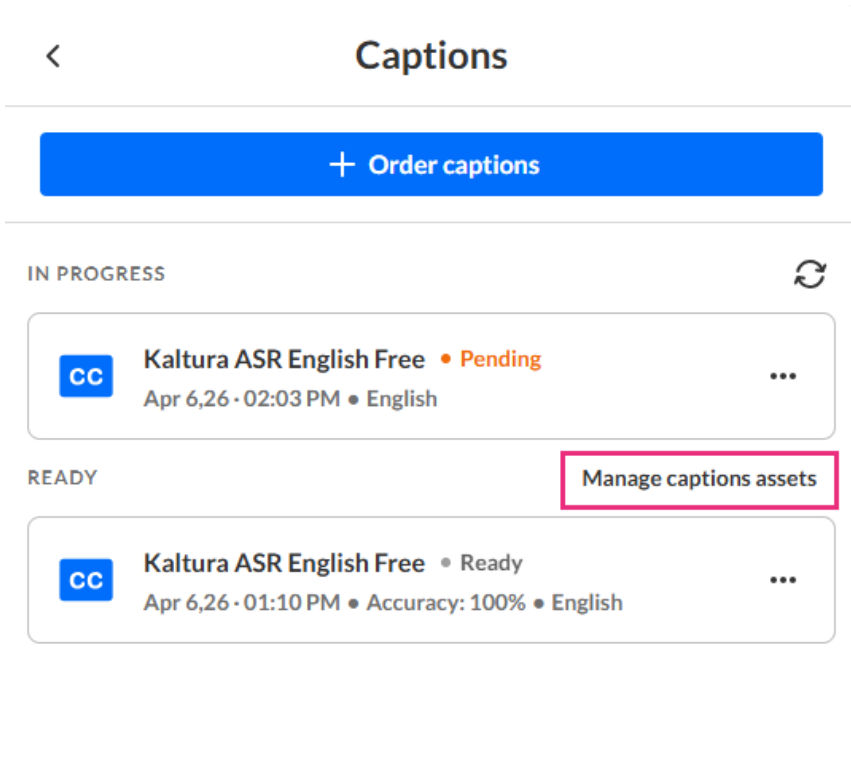
Status types

The following statuses are available for captions requests:

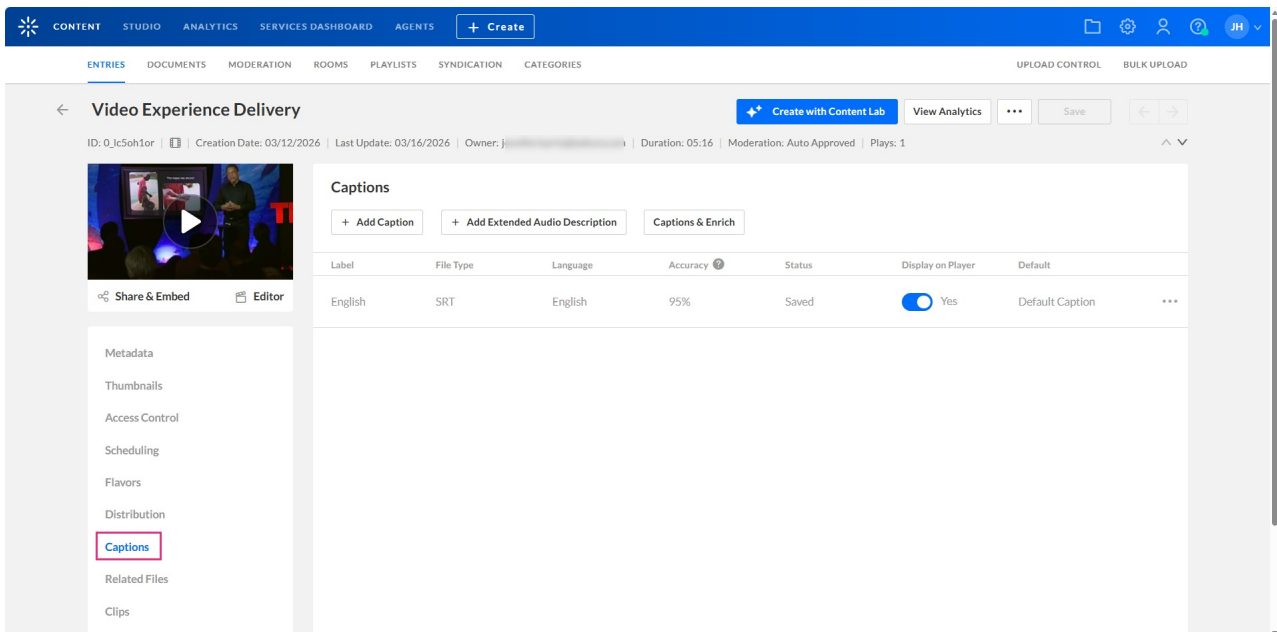
- **Pending** - when generating new request
- **Pending for Moderation** - requests in approval queue
- **Rejected** - requests that were rejected on moderation. This status must include reject reason.
- **Processing** - sent to the vendor and vendor received request (you cannot cancel a request when 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**.



The **Captions** tab of the Entry details page in KMC displays.



For complete information on this tab, see [Upload and manage captions in KMC](#).

Additional tasks

Click on the three dots to the right of the request and choose from the available options depending on status type - View order details, Cancel order request (only available for Pending), Launch editor, or Download.



Captions

[+ Order captions](#)

IN PROGRESS



CC Kaltura ASR English Free • **Pending**
Apr 6,26 · 02:03 PM • English



- View order details
- Cancel order request

READY

CC Kaltura ASR English Free • **Ready**
Apr 6,26 · 01:10 PM • Accuracy: 100% • English



Captions

[+ Order captions](#)

IN PROGRESS



CC Kaltura ASR English Free • **Pending**
Apr 6,26 · 02:03 PM • English



READY

Manage captions assets

CC Kaltura ASR English Free • **Ready**
Apr 6,26 · 01:10 PM • Accuracy: 100% • English



- View order details
- Launch editor
- Download

View order details

Click View order details. The Order details screen displays.

×

Order details

Task type Captions

Task ID 811812 Copy

Requester name: [REDACTED]

Order date: Apr 6,26 - 01:10 PM

Status: • Ready

Service type: Machine

Source language English

Vendor: Kaltura ASR English Free

Turnaround time: Best effort

Unit Graduate Studies - Translation Services 2025

Content deletion policy Delete after 1 week

Task Processing Region US

Speaker change indication No

Captions Audio Tags No

Captions Profanity Removal Yes

Accuracy 100%

Close

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.

Cancel request

Are you sure you want to cancel
 "My Main – Professional captions (Spanish)"?
 This action cannot be undone.

*If processing has already started, cancellation may not be available.

Cancel **Cancel request**

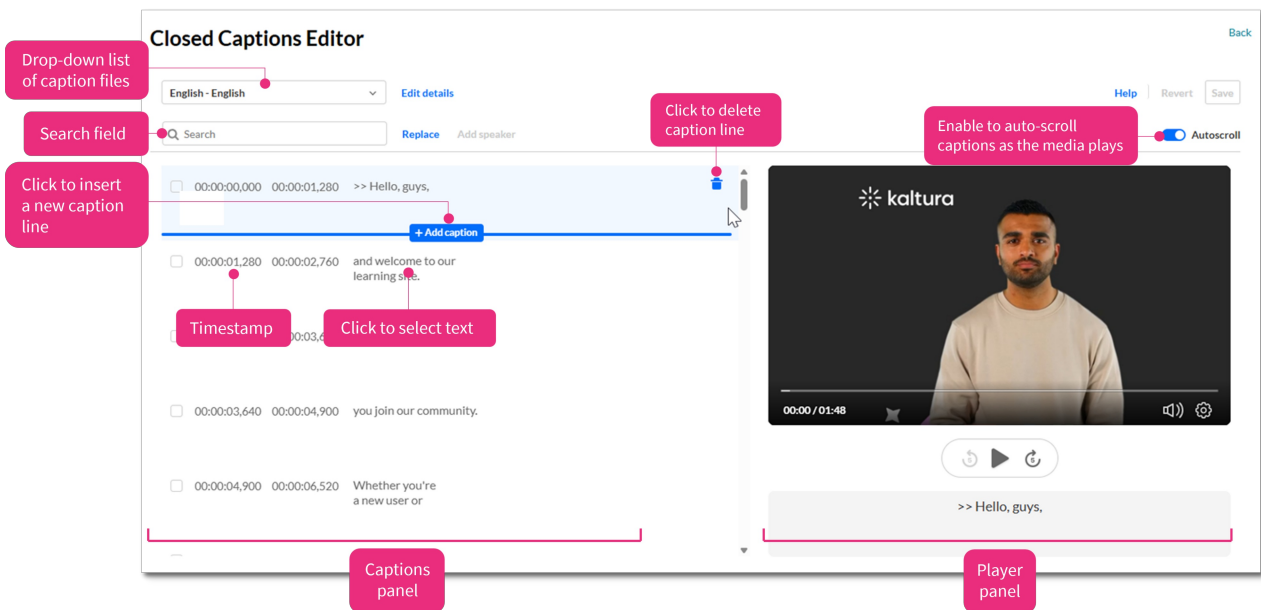
2. Click **Cancel request**.

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

Launch editor

Click **Launch editor**. The Captions editor opens.

Editor layout

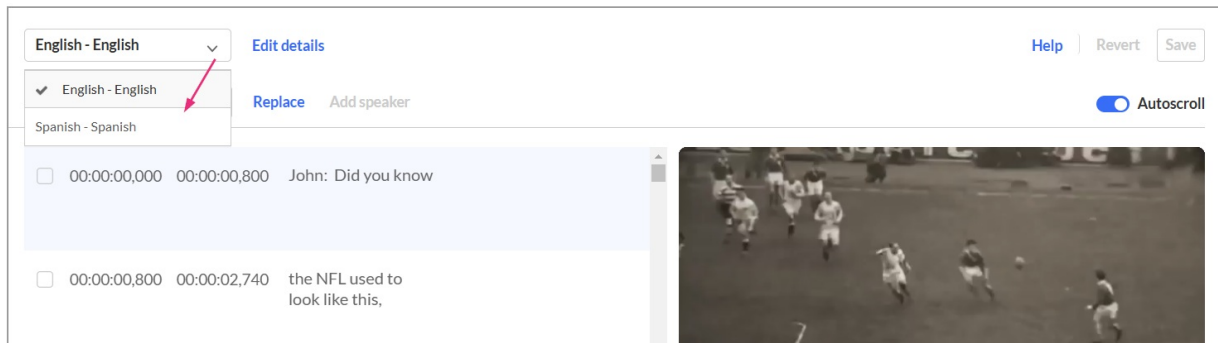


The editor has two main areas - captions panel and player panel:

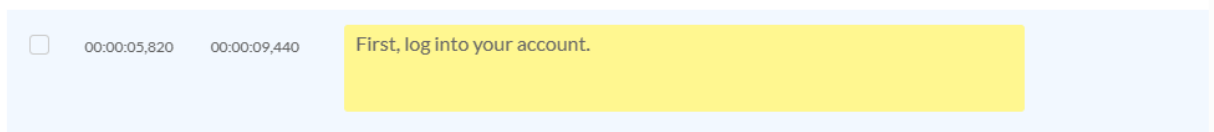
Captions panel

The captions panel displays the captions and the editing options, including the following:

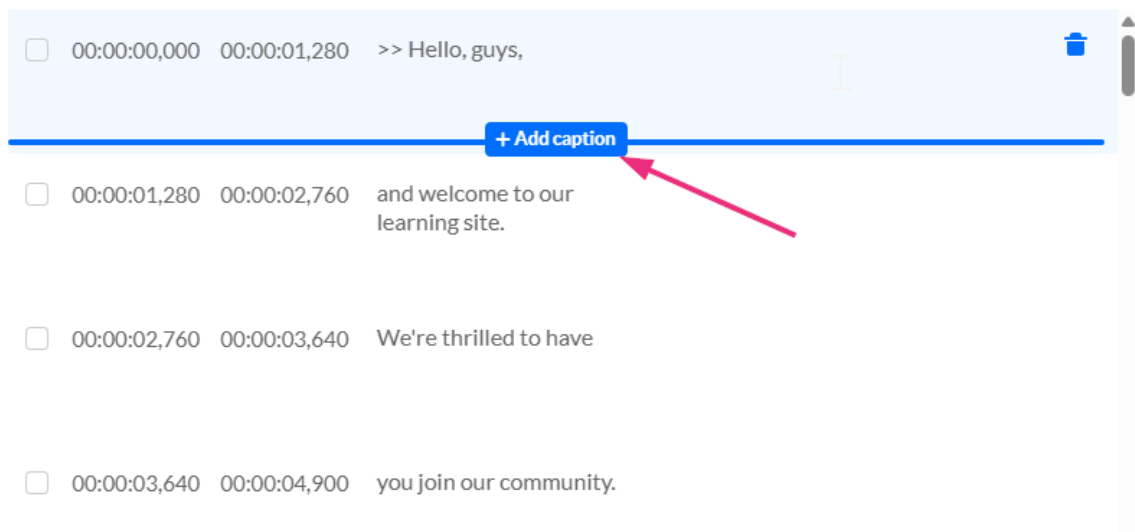
- **Captions drop-down list** - If there is more than one caption file for the entry, you can select a different caption file from the list.



- **Edit details** - Click to change the caption's language, accuracy, and label.
- **Search field** - Type a search term and hit 'enter' on your keyboard. The results are highlighted in yellow, as shown in the image below.



- **Replace** - Quickly find specific words or phrases in captions and replace them with new ones.
- **Add speaker** - Click to add a speaker's name.
- **Autoscroll** - Click to enable to auto-scroll captions as the media plays.
- **Trash can icon** - Click the trash can at the right of the caption line to delete that line (the trash can appears when you hover).
- **Add caption** - Click to add a new line of text (the **+Add caption** button appears when you hover).



- **Timestamp** - Click to modify the time.



The captions editor uses the **SMPTE time format**: hours, minutes, seconds, and milliseconds (hh:mm:ss,mmm). This format helps you set precise start and end points for each caption.

- **Caption text** - Click to modify the text.

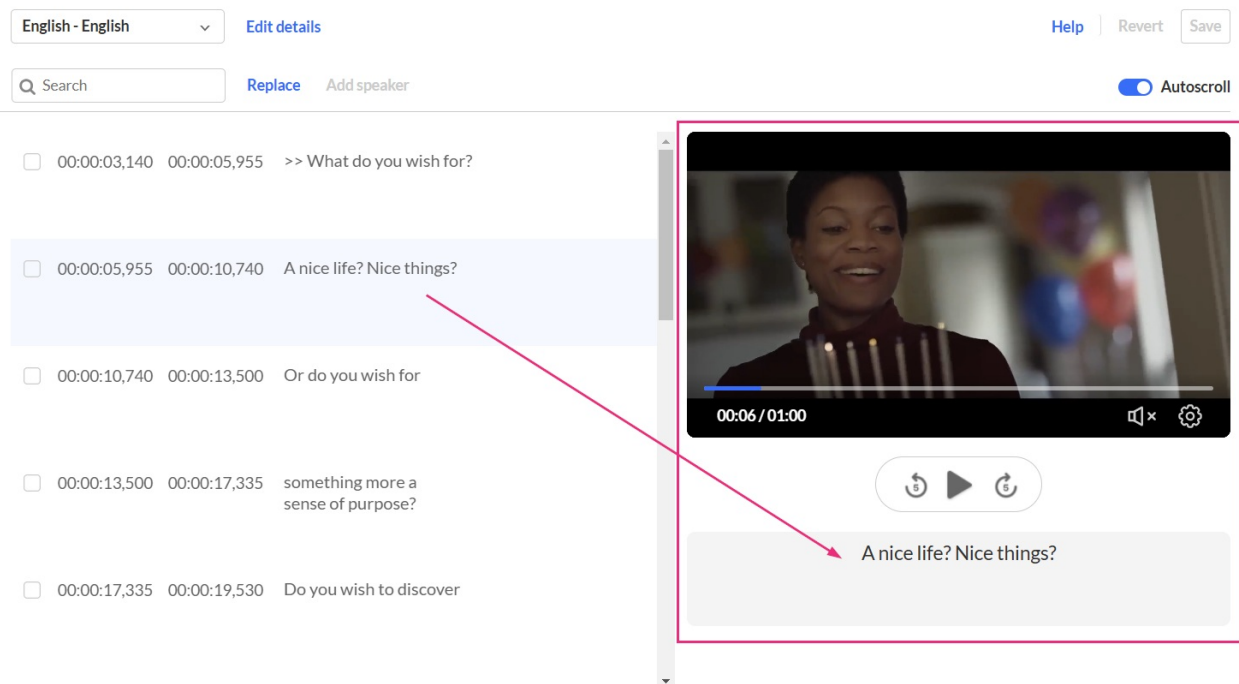


Kaltura supports **dual screen** inside the captions editor.

Player panel

The player panel displays the player, allowing you to sync the text with the audio and visuals in real-time to ensure each caption line accurately aligns with the on-screen content.

When you click on a caption line, and the player jumps to the correct frame for the selected text as shown in the example below.

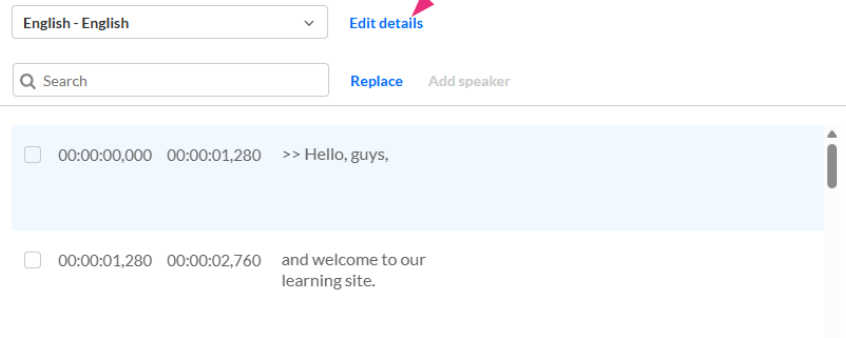


Editing options

Edit caption details

1. Click on **Edit details**.

Closed Captions Editor



The Edit caption details screen displays. You can change the caption's language, accuracy, and label.

Edit caption details

Language

Accuracy % 81%

Label
Appears in caption selector

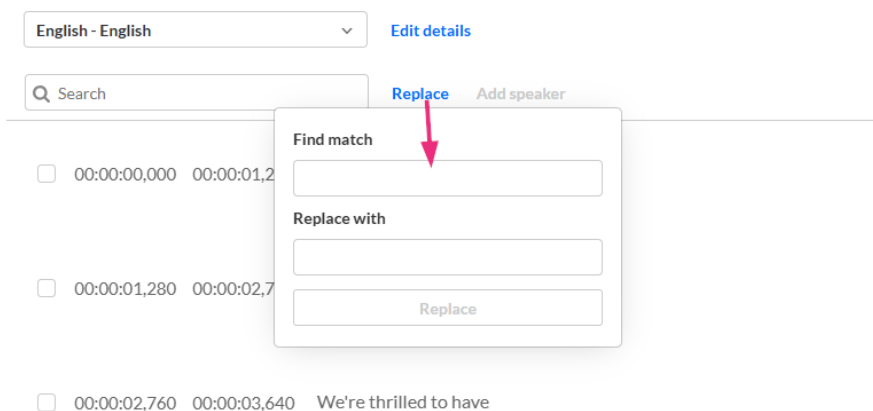
[Cancel](#) [Save](#)

The information is immediately updated.

Find and replace text

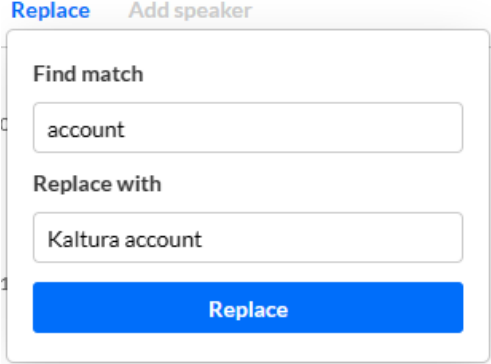
1. Click **Replace**.

Closed Captions Editor



2. Enter the search term in the **Find match** field,

3. Enter the replacement term in the **Replace with** field.



4. Click **Replace**.

5. Click **Save**.

You are asked to confirm captions accuracy.

Confirm captions Accuracy

Please update the accuracy rating to the best of your knowledge. Human-reviewed descriptions are typically **96–99% accurate**.

Check that:

- Sound cues and speaker tags are included
- Names and acronyms are correct
- Timing and readability are accurate

Accuracy 90%

Cancel

Save

6. Move the slider accordingly, then click **Save**.

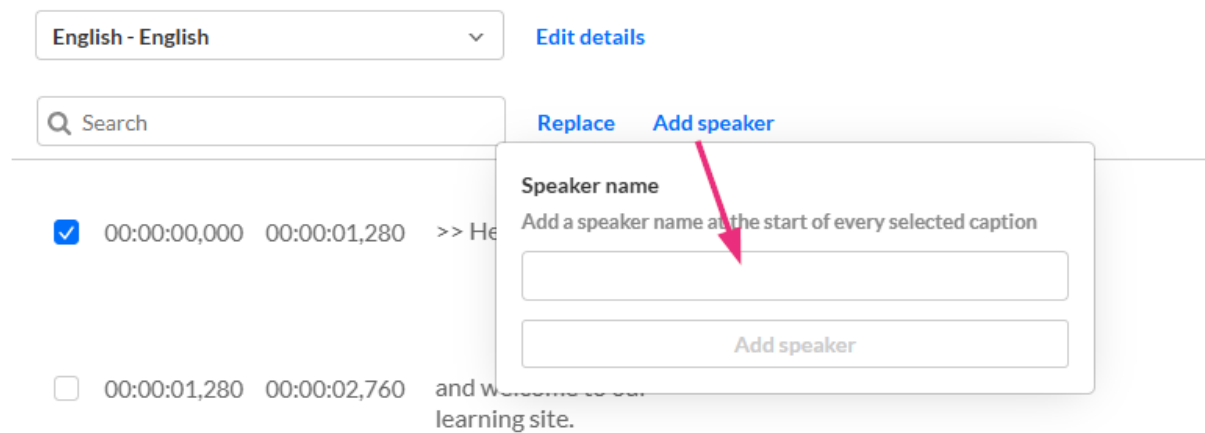
The search term is replaced immediately.

Add speaker's name

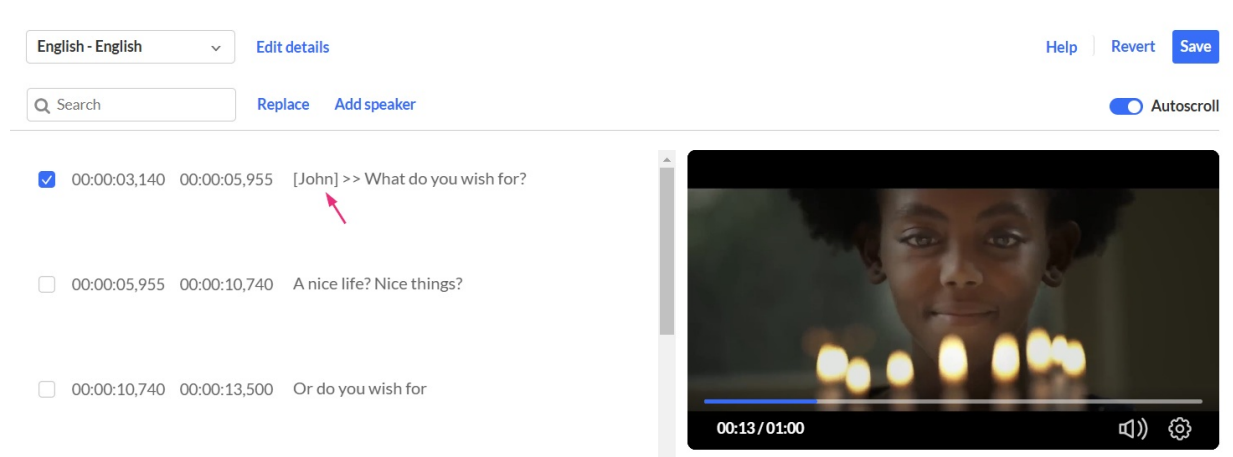
1. Select the row(s) where you want to add the speaker's name, then click **Add speaker**.

2. In the 'Speaker name' field, type the name, then click **Add Speaker**.

Closed Captions Editor



The speaker's name is added at the beginning of each line.



3. Click **Save**.

You are asked to confirm captions accuracy.

Confirm captions Accuracy

Please update the accuracy rating to the best of your knowledge. Human-reviewed descriptions are typically **96–99% accurate**.

Check that:

- Sound cues and speaker tags are included
- Names and acronyms are correct
- Timing and readability are accurate

Accuracy  90%

Cancel

Save

4. Move the slider accordingly, then click **Save**.

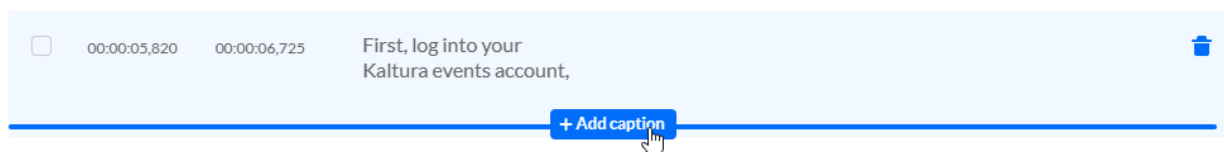
The information is immediately updated.



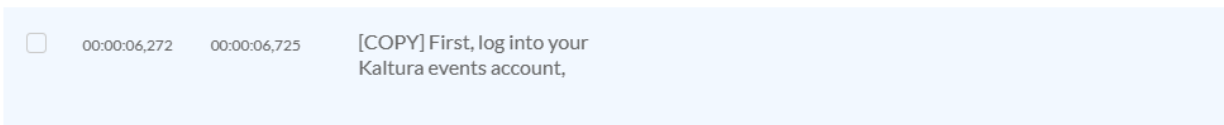
For general information about Kaltura's player, check out our article [Introduction to the Kaltura Player](#).

Add a caption line

1. Hover over the caption row until you see **+ Add caption** and then click on it.



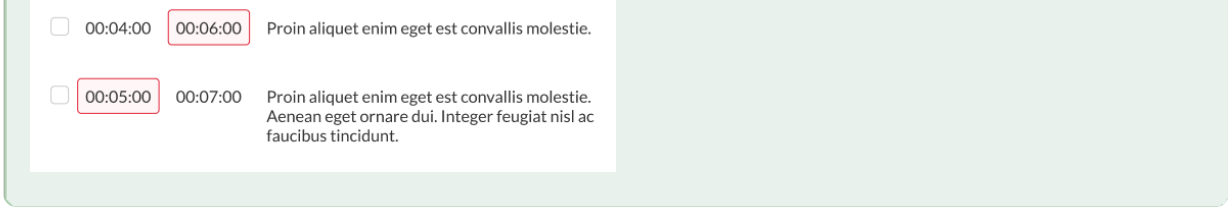
The caption is duplicated.



2. Click on the caption text to activate the text field, then modify the text as desired.



When editing a caption, adjust the timing to avoid overlaps. Kaltura highlights any timing errors in red for easy identification, as shown below.



3. Click **Save**.

You are asked to confirm captions accuracy.

Confirm captions Accuracy

Please update the accuracy rating to the best of your knowledge. Human-reviewed descriptions are typically **96–99% accurate**.

Check that:

- Sound cues and speaker tags are included
- Names and acronyms are correct
- Timing and readability are accurate

Accuracy  90%

Cancel

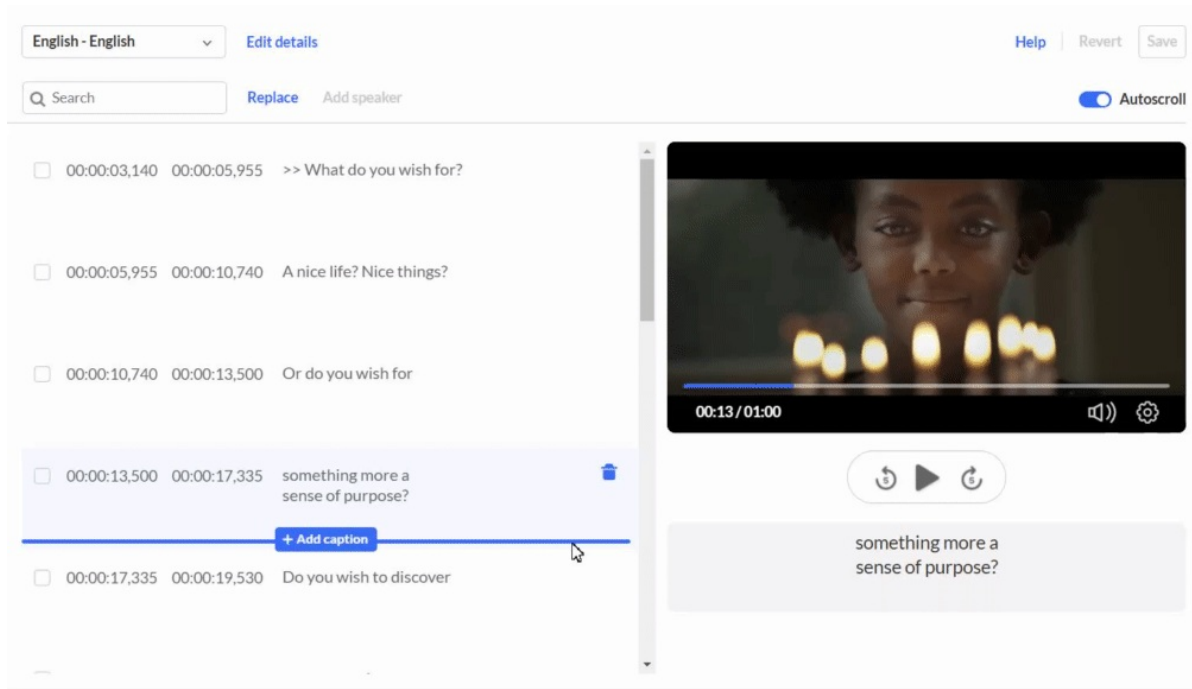
Save

4. Move the slider accordingly, then click **Save**.

The information is immediately updated.

Edit a caption line

1. Click on the caption text to activate the text field, then modify the text as desired.



2. Edit the text as desired.
3. Click **Save**.

You are asked to confirm captions accuracy.

Confirm captions Accuracy

Please update the accuracy rating to the best of your knowledge. Human-reviewed descriptions are typically **96–99% accurate**.

Check that:

- Sound cues and speaker tags are included
- Names and acronyms are correct
- Timing and readability are accurate

Accuracy 90%

Cancel

Save

4. Move the slider accordingly, then click **Save**.

The information is immediately updated.

Revert and Save

Revert takes you back to the last saved changes. **Save** saves the modified caption file.

Revert **Save**

Keyboard shortcuts

1. Player seek 5S backwards = Ctrl <-
2. Player seek 2S backwards = <-
3. Player seek to 0 = Home and in Mac Command <-
4. Player pause-play toggle = space
5. Player seek 5S forward = Ctrl ->
6. Player seek 2S forward = ->

Download

Click **Download**. The captions file is downloaded to your machine.

User experience

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](#).