

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 Rich Media CMS 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 Rich Media CMS](#).

Captioning options

Kaltura provides two options for captioning:

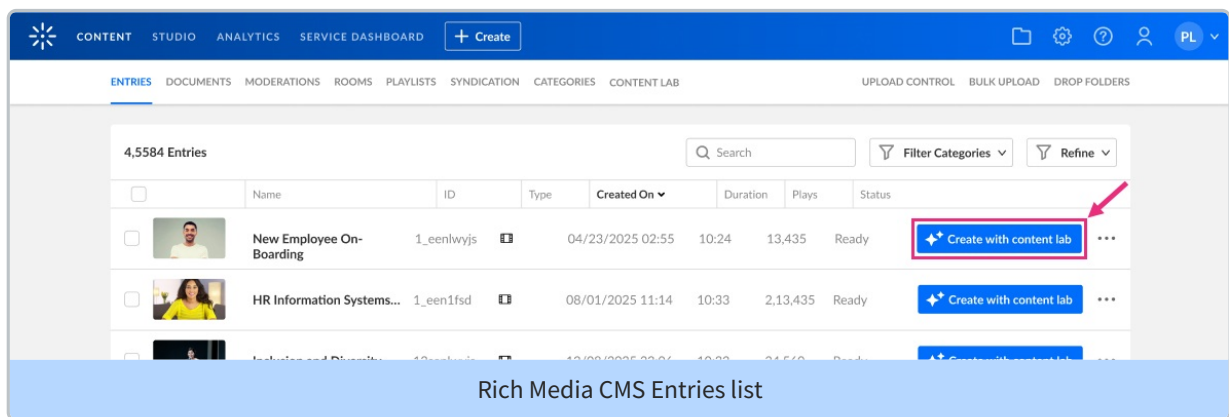
Machine: Also known as ASR, this service achieves an average accuracy of 85%. It enables searchable video content, captions editing, and can support resubmission. The machine engine improves over time and supports custom vocabularies for enhanced

accuracy, along with dictionary use. For more information about the dictionary, check out our article [Captioning & enrichment profiles & services in Rich Media CMS](#).

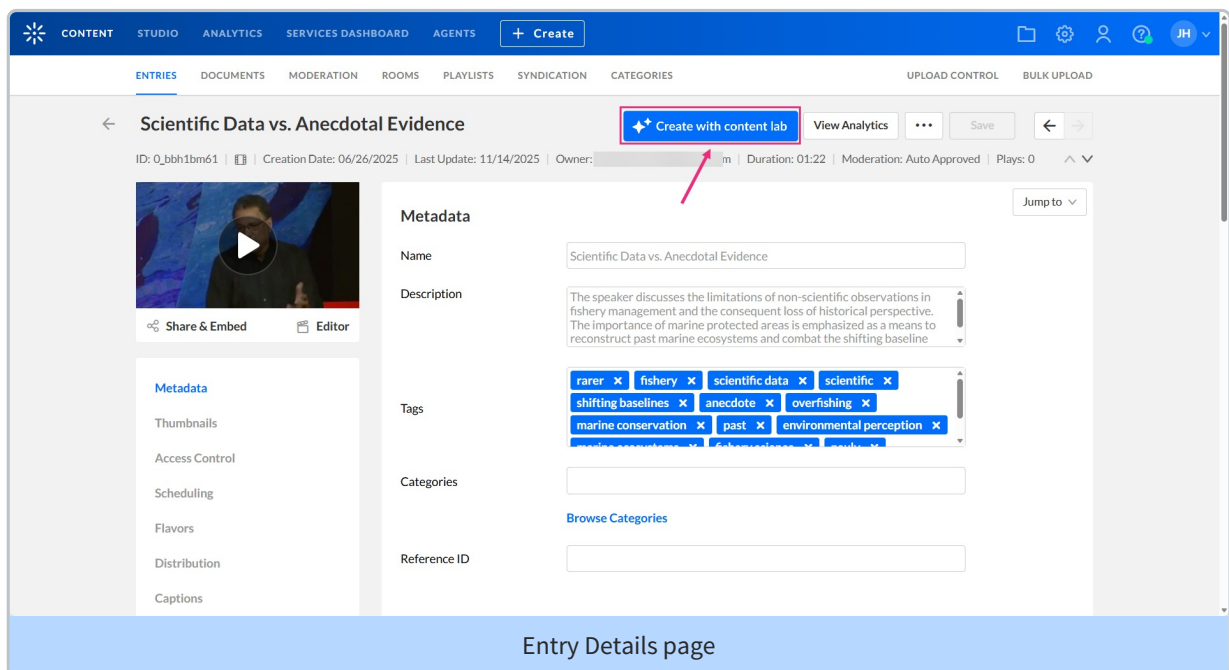
Professional: This service uses human transcribers to provide full-service captioning with 99% accuracy, meeting Closed Captions laws and media standards. Turnaround time varies based on your [Reach plan](#). Ideal for public-facing content like marketing, learning, and training videos.

Access the Content Lab in Rich Media CMS

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



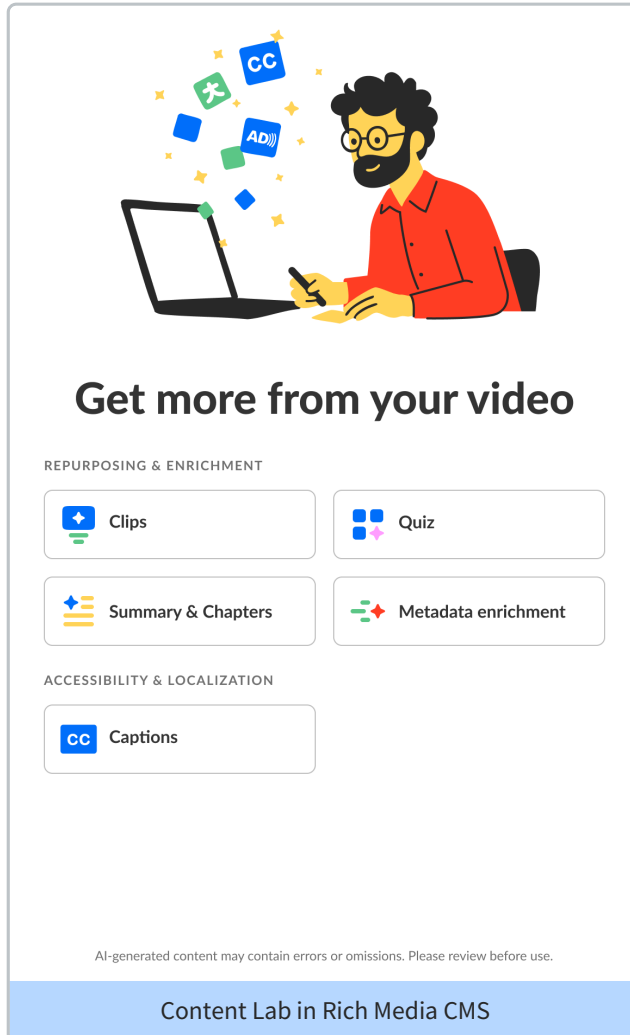
Alternately, you may click on the desired entry's title or thumbnail and access the Content Lab through the [Entry Details page](#).



Order captions with Content Lab

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

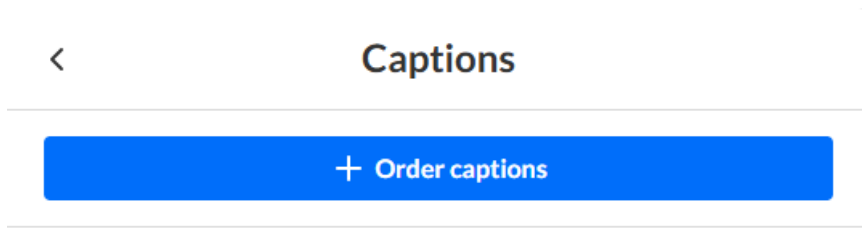
The 'Get more from your video' screen displays.



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

2. Click **Captions**.

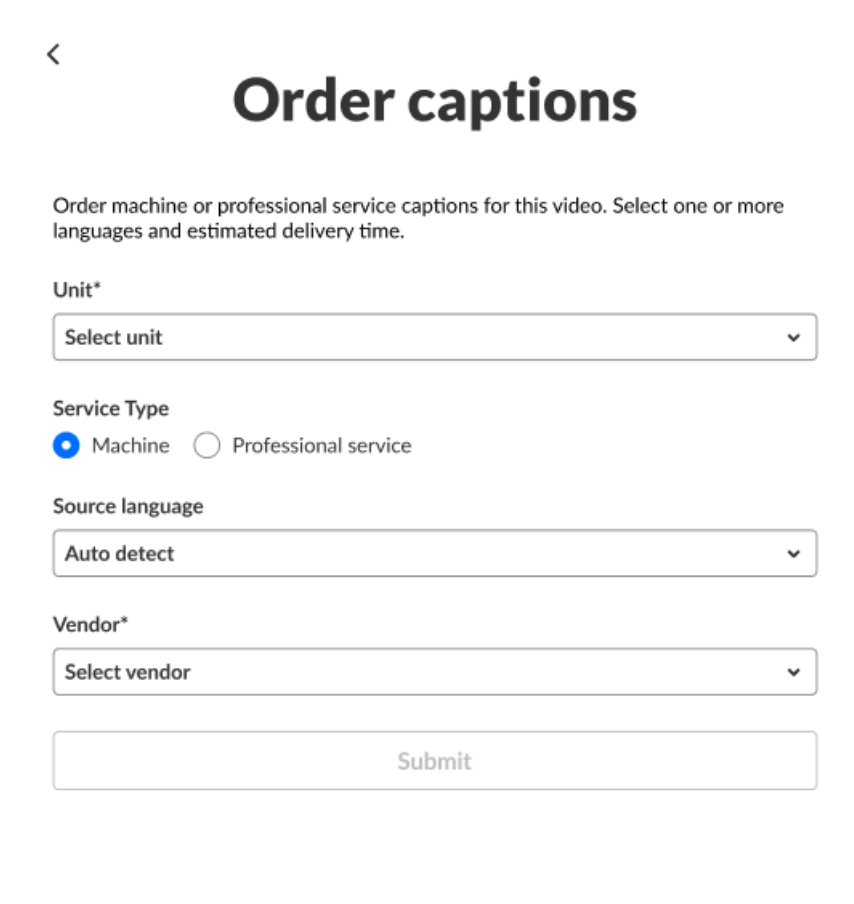
The **Captions** screen displays.



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

<

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

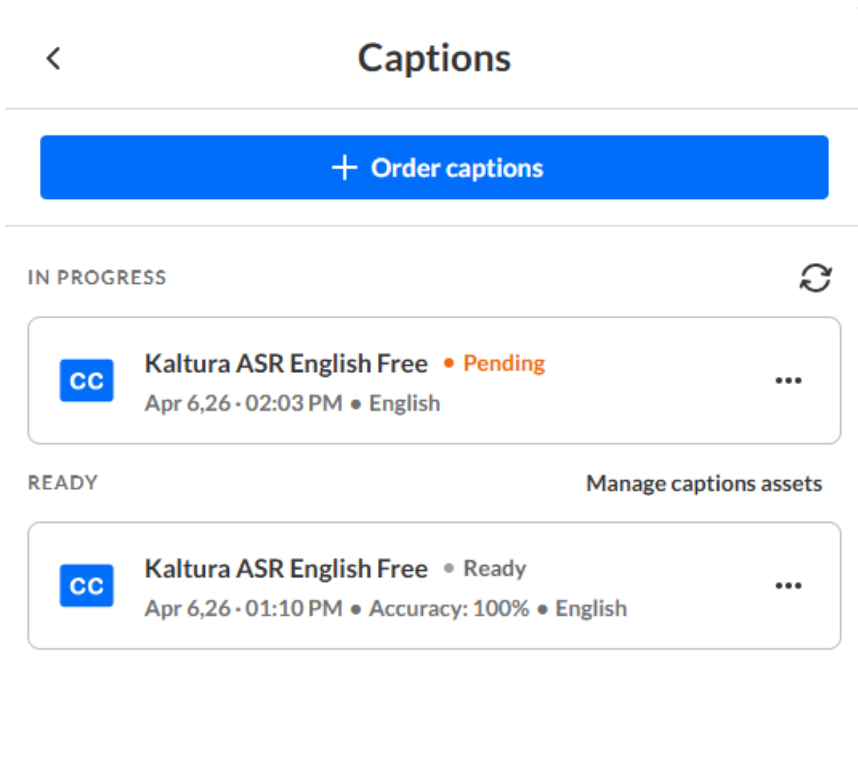
 Clips	 Quiz
 Summary & Chapters	 Metadata enrichment

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.



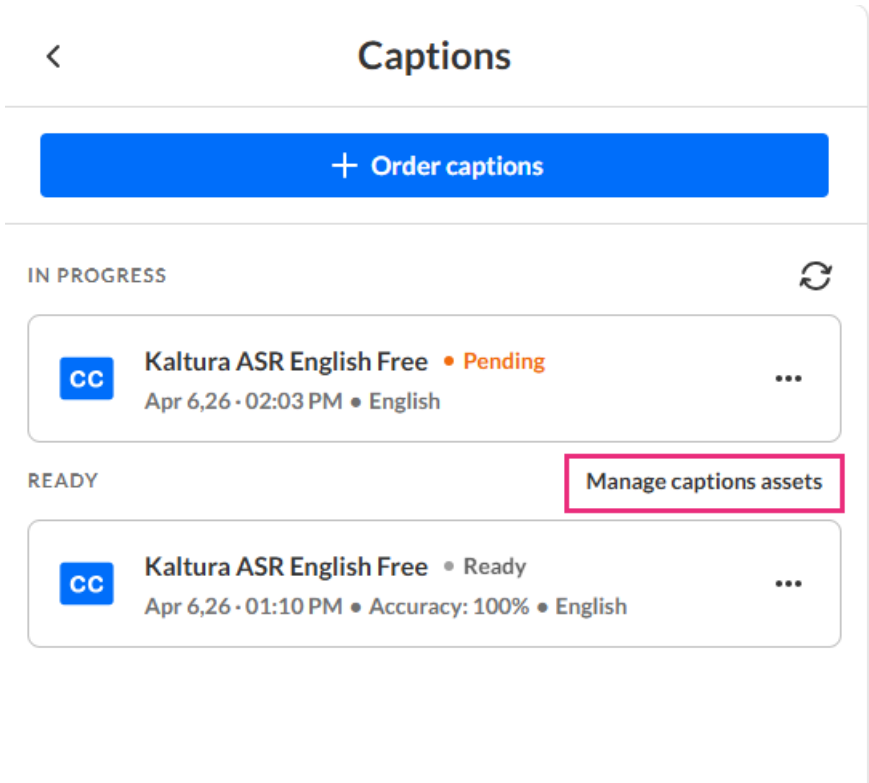
Status types

The following statuses are available for captions requests:

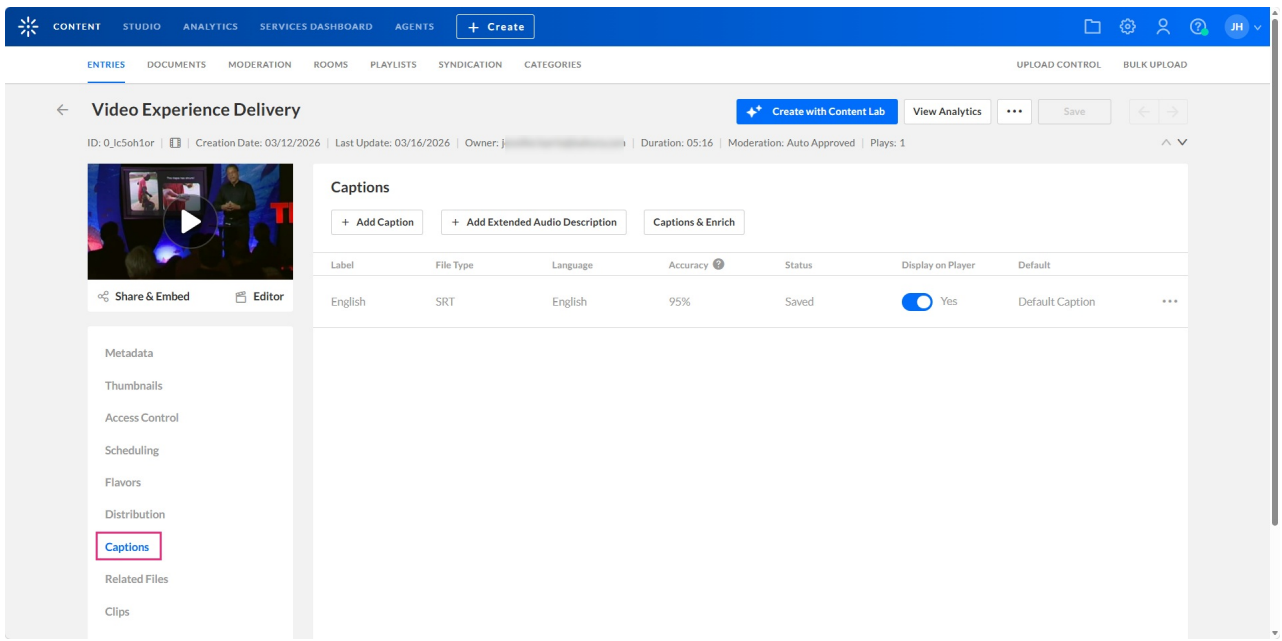
- **Pending** - when generating new request
- **Pending for Moderation** - requests in approval queue
- **Rejected** - requests that were rejected on moderation. This status must include reject reason.
- **Processing** - sent to the vendor and vendor received request (you cannot cancel a request when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

Pending), Launch editor, or Download.

< **Captions**


[+ Order captions](#)

IN PROGRESS 

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


- View order details
- Cancel order request


READY

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


< **Captions**

[+ Order captions](#)

IN PROGRESS 

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

READY Manage captions assets

 **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] n

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**

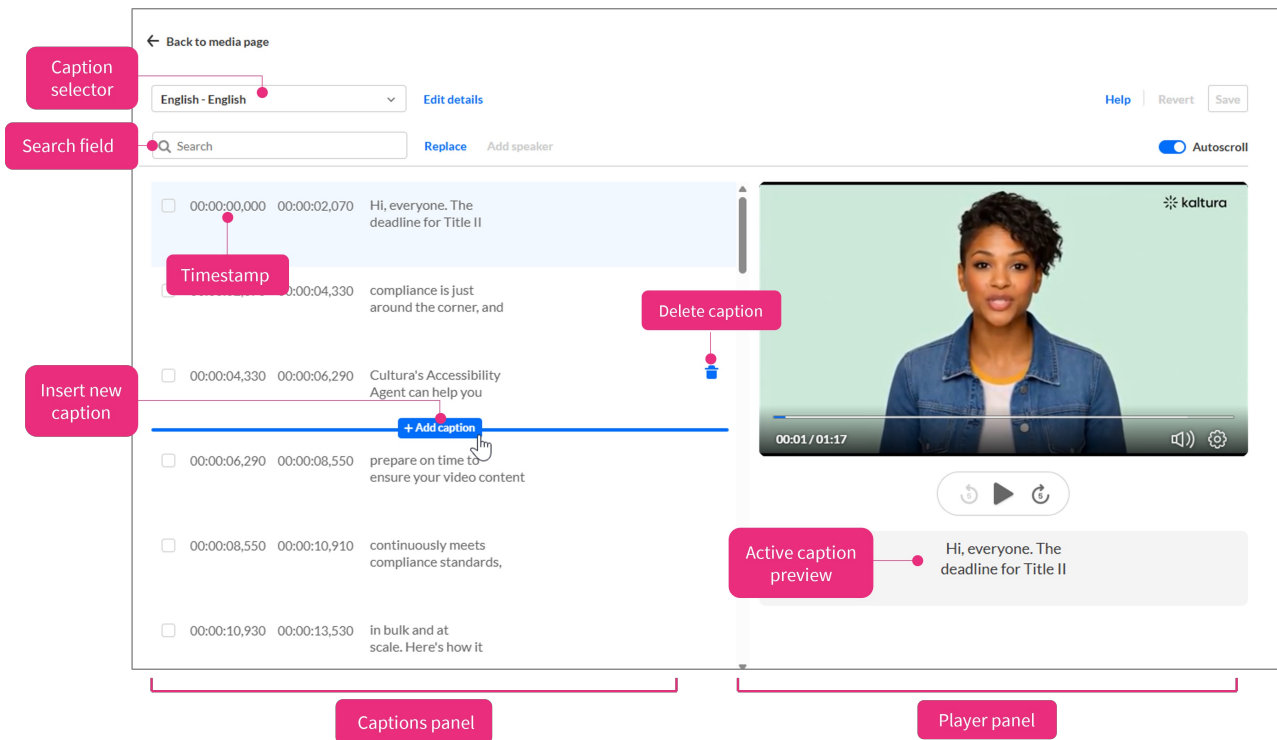
2. Click **Cancel request**.

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 includes two main areas:

- **Captions panel** – Displays caption lines and editing tools
- **Player panel** – Displays the video for real-time preview

When you select a caption line, the player jumps to the relevant point in the video. The selected caption is also displayed below the player, allowing you to preview it in

context while editing.



Kaltura supports [dual screen](#) inside the captions editor.

Captions panel

The captions panel includes:

- **Captions dropdown** – Select a different caption file if multiple files exist
- **Edit details** – Update caption language, accuracy, and label
- **Search** – Enter a term and press Enter to highlight matches
- **Replace** – Find and replace text across captions
- **Add speaker** – Add speaker names to selected rows
- **Autoscroll** – Automatically scroll captions during playback
- **Delete caption** – Delete a caption line (available on hover)
- **Add caption** – Add a new caption line (available on hover)
- **Timestamp** – Edit start and end times



The editor uses SMPTE time format (**hh:mm:ss,mmm**) for precise timing.

- **Caption text** – Edit the caption content

Player panel

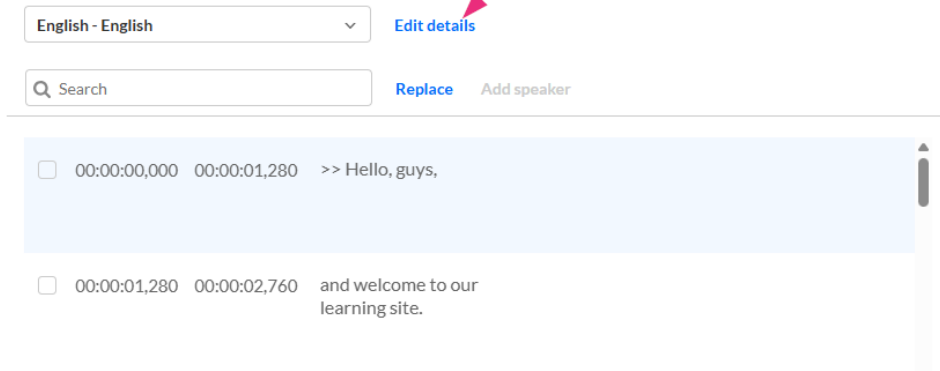
The player panel lets you preview captions alongside the video.

- Playback controls help you align captions with audio and visuals
- Selecting a caption line moves the player to the correct timestamp
- The active caption is displayed below the player for easy reference during editing

Edit caption details

1. Click **Edit details**.

Closed Captions Editor



The 'Edit caption details' window opens.

2. Update the caption's language, accuracy, and label.

Edit caption details

Language

Accuracy % 98%

Label
Appears in caption selector

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

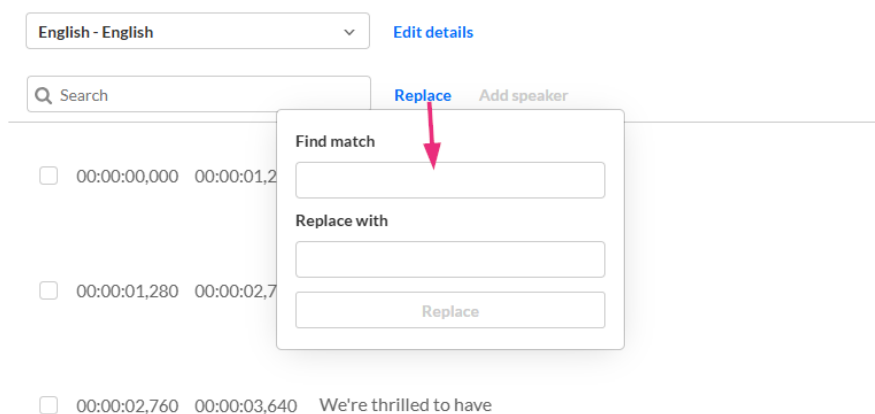
3. Click **Save**.

Changes are applied immediately.

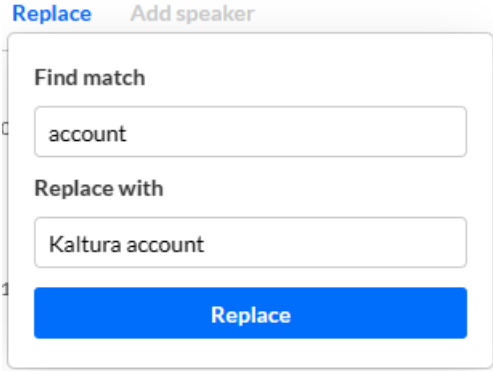
Find and replace text

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.



The screenshot shows a dialog box with two tabs: "Replace" (selected) and "Add speaker". Under the "Replace" tab, there are two text input fields. The first field, labeled "Find match", contains the text "account". The second field, labeled "Replace with", contains the text "Kaltura account". Below these fields is a blue button labeled "Replace".

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

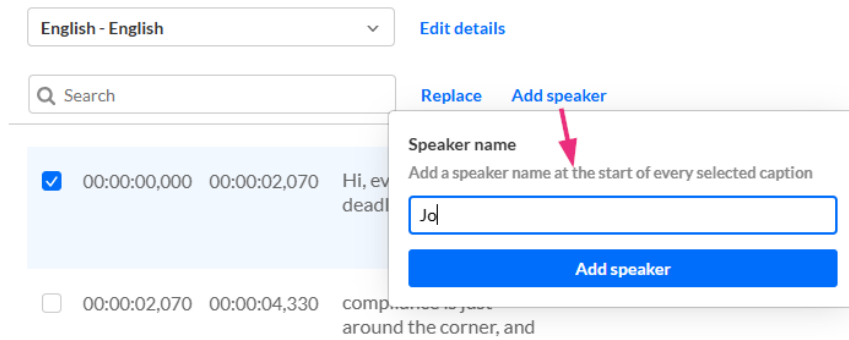
Accuracy 90%

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

6. Move the slider accordingly, then click **Save**.
The search term is replaced immediately.

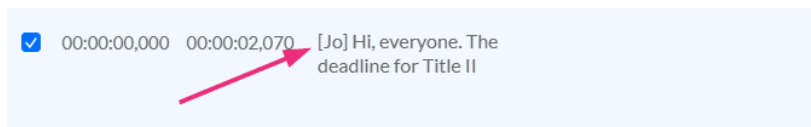
Add speaker names

1. Select the row(s) where you want to add the speakers, then click **Add speaker**.
2. In the 'Speaker name' field, type the name.



3. Click **Add Speaker**.

The name is added to the selected captions.



4. 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:

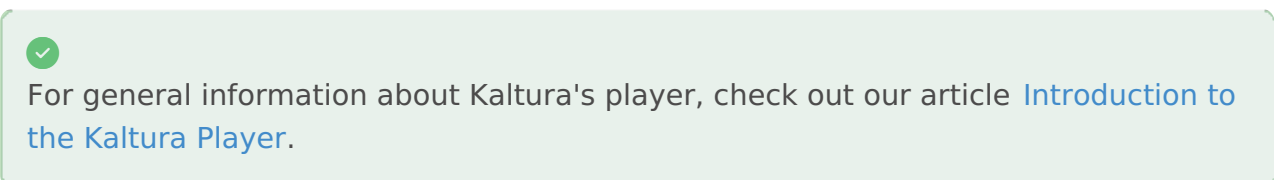
- Sound cues and speaker tags are included
- Names and acronyms are correct
- Timing and readability are accurate

Accuracy 90%

Cancel **Save**


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

The information is immediately updated.



Add a caption line

1. Hover over a caption row and click **+ Add caption**.

00:00:05,820 00:00:06,725 First, log into your Kaltura events account, 

+ Add caption

The caption is duplicated.

00:00:06,272 00:00:06,725 [COPY] First, log into your Kaltura events account,

2. Click the text field and enter the new caption.

 Adjust timing as needed. Overlapping timestamps are highlighted for correction.

<input type="checkbox"/>	00:04:00	00:06:00	Proin aliquet enim eget est convallis molestie.
<input type="checkbox"/>	00:05:00	00:07:00	Proin aliquet enim eget est convallis molestie. Aenean eget ornare dui. Integer feugiat nisl ac faucibus tincidunt.

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 a caption line.
2. Update the text as needed.

00:00:00,000 00:00:02,070 [Jo] Hi, everyone. The deadline for Title II
 00:00:02,070 00:00:04,330 compliance is just around the corner, and
 00:00:04,330 00:00:06,290 Kaltura's Accessibility Agent can help you
 00:00:06,290 00:00:08,550 prepare on time to ensure your video content

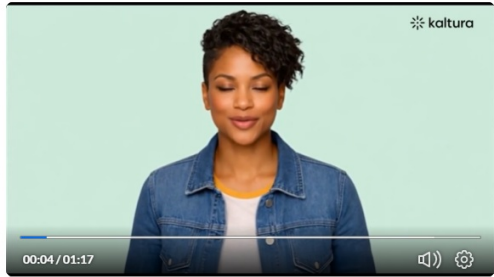
3. Click **Save**.

← Back to media page

English - English Edit details Help Revert Save Autoscroll

Q Search Replace Add speaker

00:00:00,000 00:00:02,070 [Jo] Hi, everyone. The deadline for Title II
 00:00:02,070 00:00:04,330 compliance is just around the corner, and
 00:00:04,330 00:00:06,290 Kaltura's Accessibility Agent can help you
 00:00:06,290 00:00:08,550 prepare on time to ensure your video content
 00:00:08,550 00:00:10,910 continuously meets compliance standards,



00:04 / 01:17

Kaltura's Accessibility Agent can help you

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%

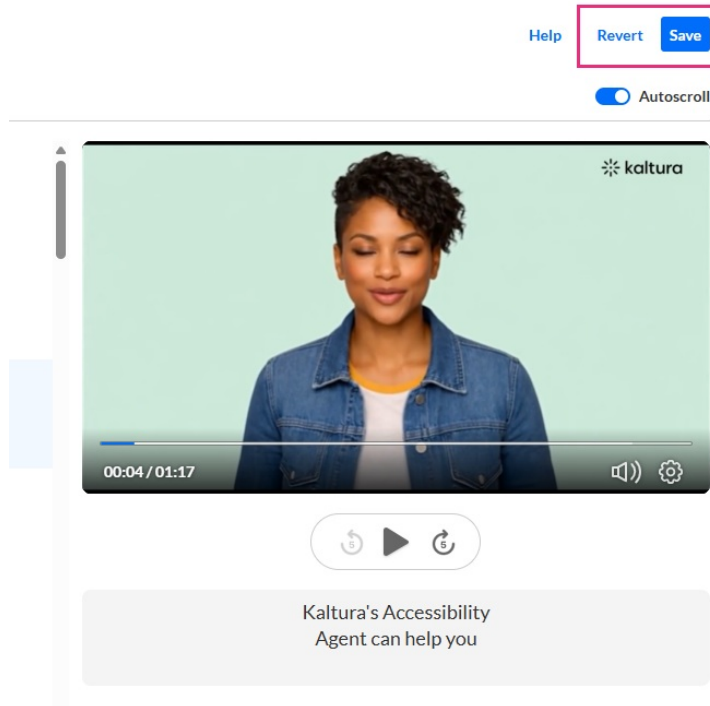
Cancel Save

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

The information is immediately updated.

Revert or save changes

- **Revert** restores the last saved version
- **Save** applies your changes



Keyboard shortcuts

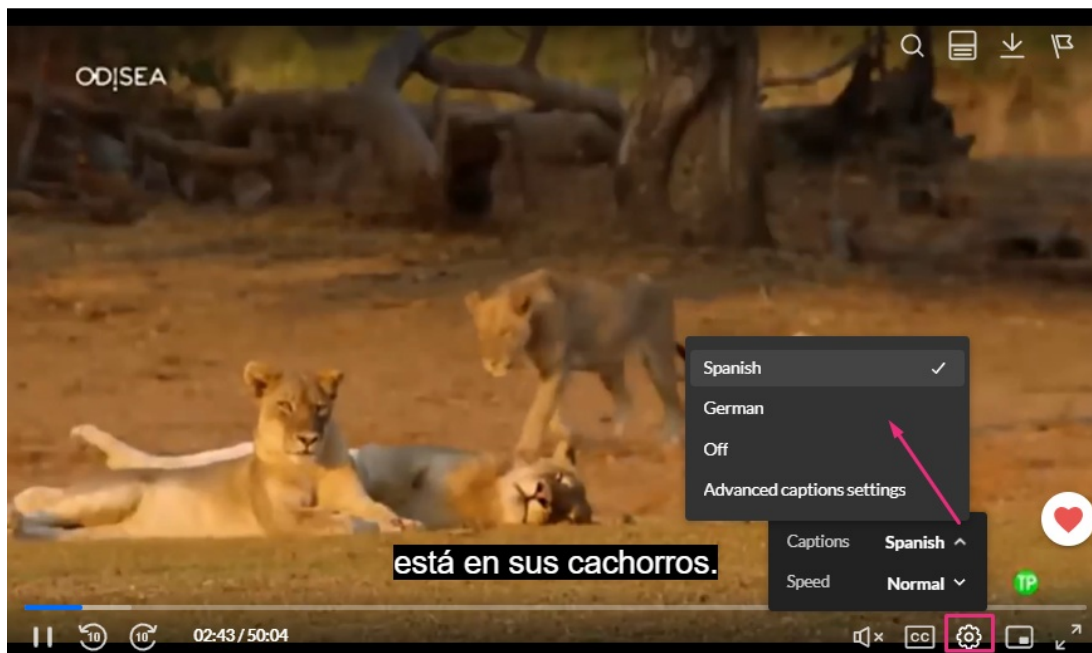
- Player seek 5S backwards = Ctrl <-
- Player seek 2S backwards = <-
- Player seek to 0 = Home and in Mac Command <-
- Player pause-play toggle = space
- Player seek 5S forward = Ctrl ->
- Player seek 2S forward = ->

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](#).