Order extended audio description (EAD) in Content Hubs

Content updated: 03/20/2026

This article is designated for all users.

About

You can order **extended audio description** (EAD) for videos with limited natural pauses or dense visual content. EAD pauses playback to insert detailed narration of visual elements, then resumes the video when the narration is complete.

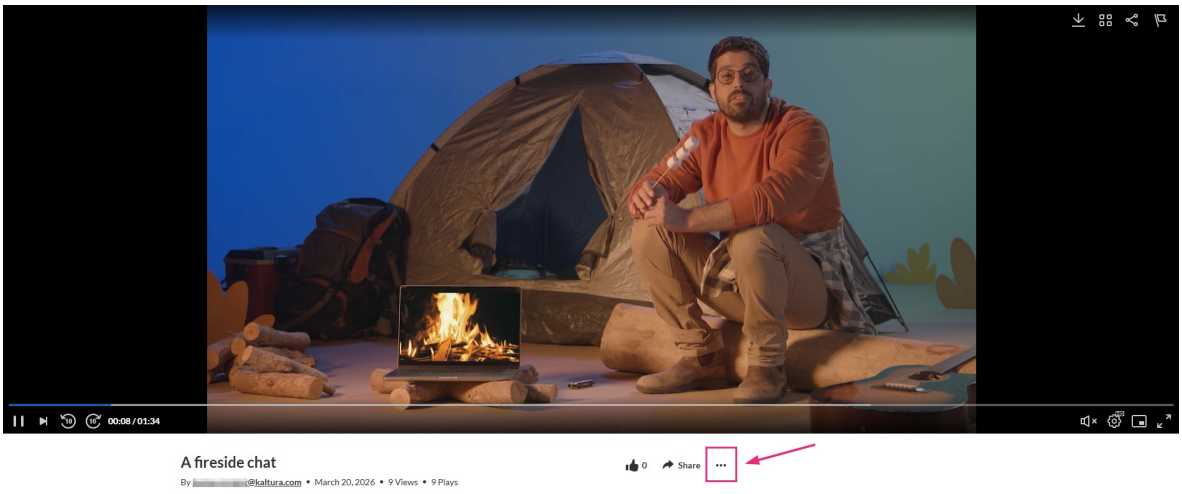
EAD uses speech synthesis to generate narration from a time-coded VTT file. Most browsers support speech synthesis, but some may not. To check browser compatibility, visit lambdatest.com.

- Please contact your Kaltura representative to enable extended audio description on your account.
- Extended audio description requires a plugin in the Kaltura player. To configure the plugin, administrators can visit our article Extended audio description setup.
- Not supported in V2 player, mobile or non-VOD entries.

The video below features **extended audio description**.

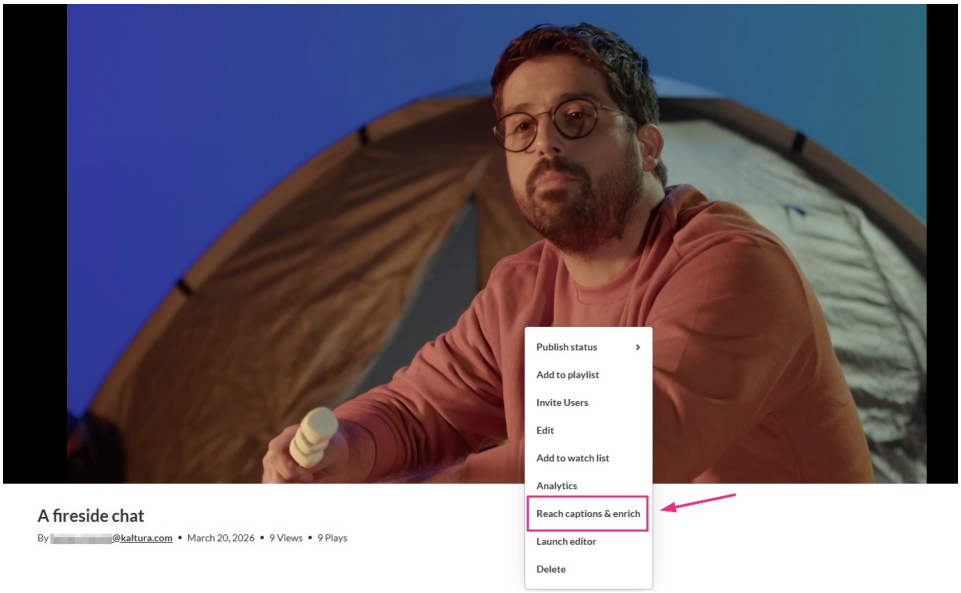
Order extended audio description

1. Open the media page for the desired video, then click the **three dots** below the player.

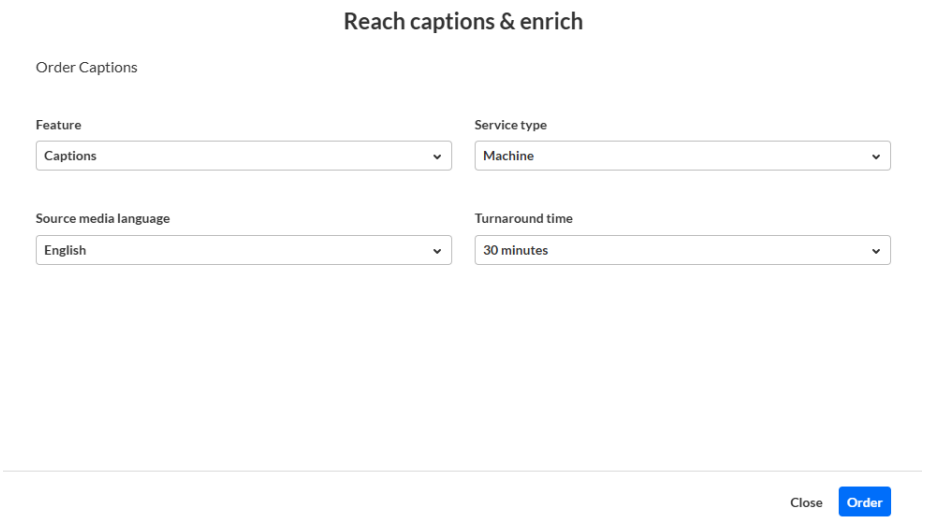


2. From the menu options, select **Reach captions & enrich**.

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The **Reach captions & enrich** window displays.



3. Complete the following fields:

- **Feature** - Select **Extended Audio Description**.
- **Service type** - Choose **Professional**.
- **Source Media Language** - Select **English** from the drop-down menu. (This service is only available in English)
- **Turnaround Time** - Select the turnaround time from the drop-down menu. (The TAT options are set by your administrator.)
- **Instructions & notes** - Enter any specific details for the professional transcriber, such as specialized terminology or names used in the video.

4. Click **Order**.

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

If an identical request already exists, you'll see: *Service was already requested for this video*.

If there is insufficient credit, the system displays a message: *The request cannot be fulfilled. Your account credit is depleted. Please contact your administrator.*

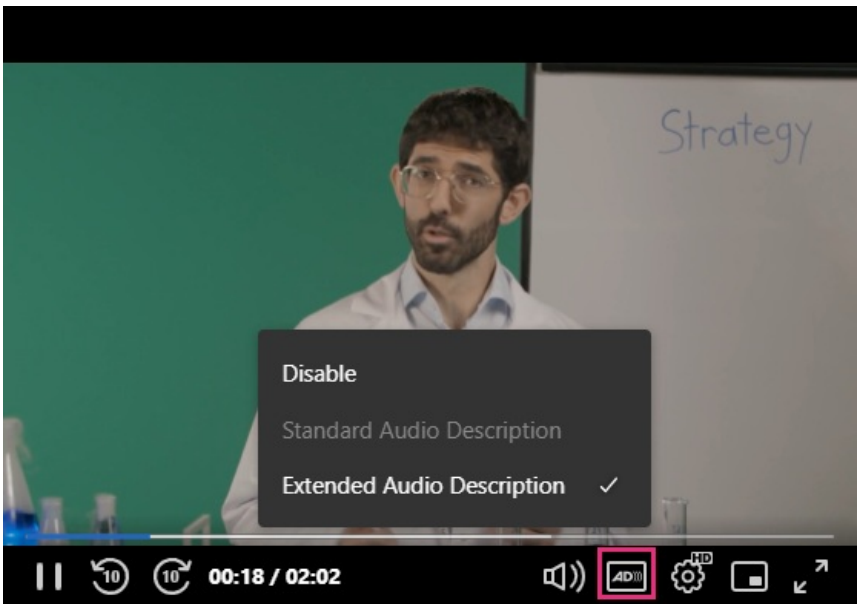
You can follow the order status in the **Existing Requests** section at the top of the screen. If your requests require approval, the request status will be 'Pending approval' until the requests are approved.

The audio description will be uploaded when completed, and you'll receive a notification that your request has been received.

Notifications must be enabled by your system administrator.

User experience

Users can enable extended audio description on the Kaltura v7 player by clicking the **AD icon** selecting **Extended Audio Description** from the menu.



Want audio description to be ordered automatically? Check out our article Create captioning & enrichment rules in Rich Media CMS.

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