

## Order extended audio description in Video Portal

Last Modified on 04/08/2026 5:16 pm IDT

 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](https://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**.



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

### Order for a single video

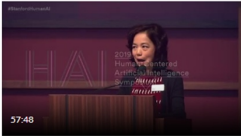

1. Go to your **My Media**.

## My Media

Search My Media

Filters Search In: All Fields Sort By: Creation Date - Descending

ACTIONS

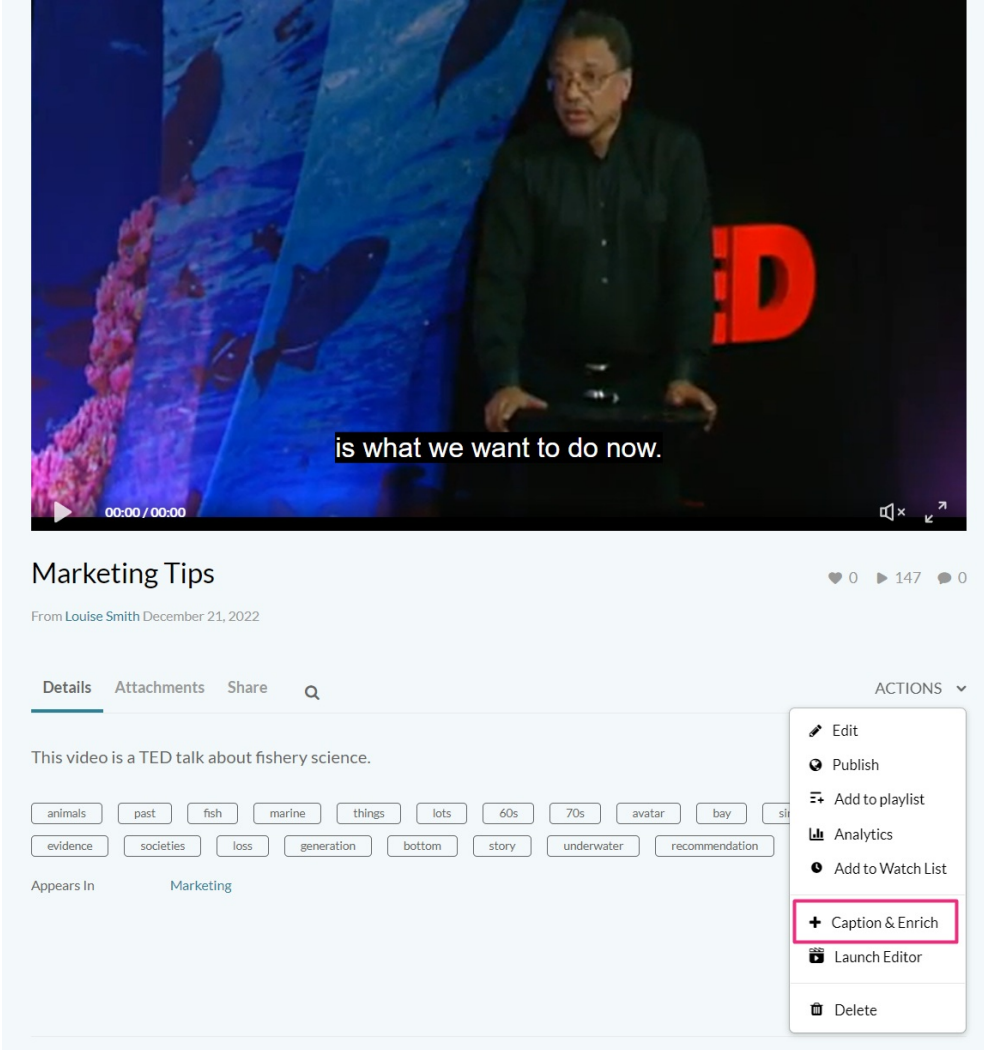
-  **Keynote with Bill Gates**  
Private  
Owner on November 08, 2024
-  **Bill Gates on possibility, AI, and humanity**  
Private  
things lot thing cows energy climate electricity kids problem countries bit ai + 7 more  
Owner on November 08, 2024

2. On the **My Media** page, click the desired media's thumbnail.

-  **Marketing Tips**  
This video is a TED talk about fishery science.  
Published  
animals past fish marine things lots 60s 70s avatar bay simulation baseline + 9 more  
Owner, Co-Editor on December 21, 2022

The media entry displays.

3. From the **Actions** drop-down menu, select **+Caption & Enrich**.



**Marketing Tips** ♥ 0 ▶ 147 ◻ 0

From Louise Smith December 21, 2022

Details Attachments Share 🔍

ACTIONS ▾

- ✎ Edit
- 📄 Publish
- ➕ Add to playlist
- 📊 Analytics
- 📌 Add to Watch List
- + Caption & Enrich**
- 🎬 Launch Editor
- 🗑 Delete

The **Order Captions & Enrichment Services** window displays.

#### Existing Requests

No requests were found ✕

#### Order Captions & Enrichment Services

Service:	Source Media Language:
Machine	English
Feature:	Turnaround Time:
Captions	30 minutes
<b>Submit</b>	

4. Complete the following fields:

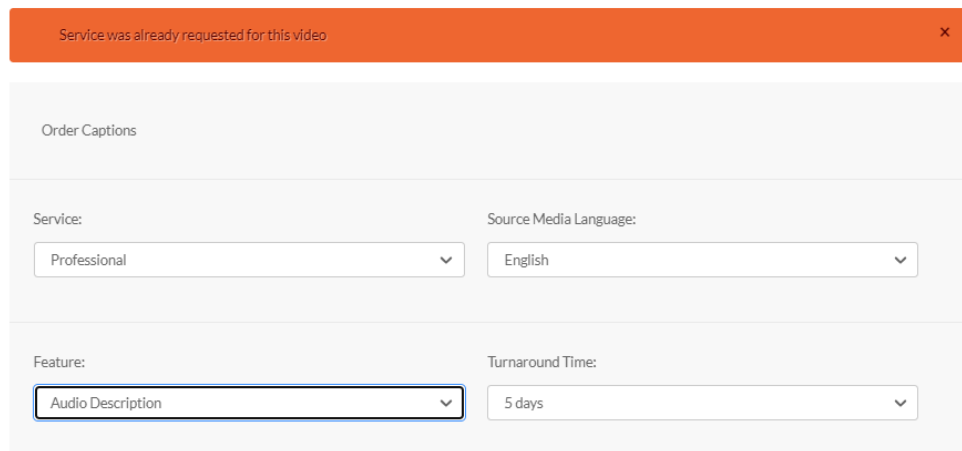
- **Service** - Choose **Professional** as the Service. Audio Description is supported for professional service only and must be enabled by your system administrator.)
- **Source Media Language** - Select **English** from the drop-down menu. (This service is only available in English)
- **Feature** - Select **Extended Audio Description**.
- **Turnaround Time** - Select the turnaround time from the drop-down menu. (The TAT options are set by your administrator.)

5. Click **Submit**.

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

The request will be shown on the request list. If there is an identical request for an audio description service, the system will display an error message: *Service was already requested for this video.*

#### Order Captions & Enrichment Services



The screenshot shows a web interface for ordering captions. At the top, there is an orange error banner with the text "Service was already requested for this video" and a close button (X). Below the banner is a form titled "Order Captions". The form has four dropdown menus arranged in a 2x2 grid:

- Service:** Professional
- Source Media Language:** English
- Feature:** Audio Description
- Turnaround Time:** 5 days

If there is insufficient credit to order this service, the system will display an error 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.

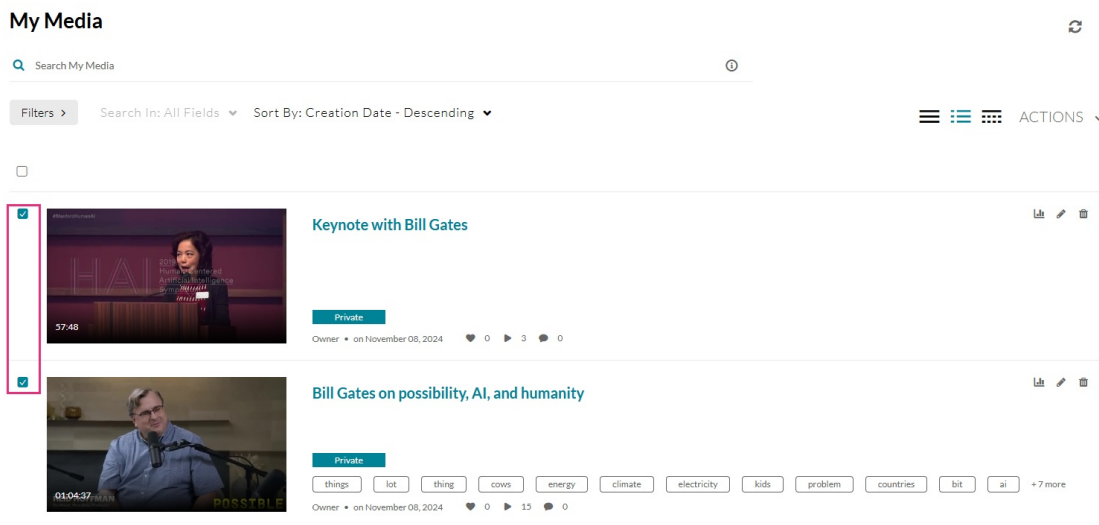
The audio description will be uploaded when completed, and you'll receive a message that your request has been received.



Notifications must be enabled by your system administrator.

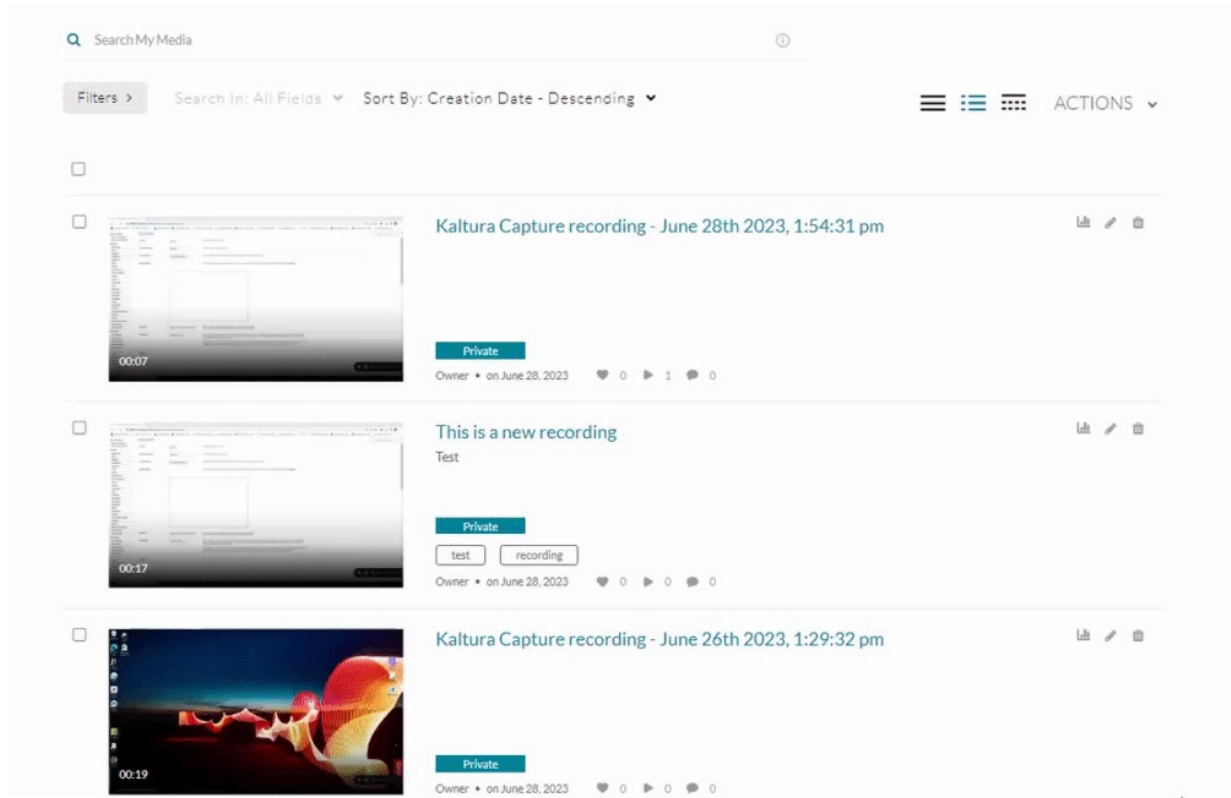
## Order for multiple videos

1. Go to your [My Media](#) page.
2. Select the media you want to order captions for by checking the checkbox next to each item.



The screenshot shows the 'My Media' interface. At the top, there is a search bar and a refresh icon. Below that, there are filters and sorting options. The main content area displays two video items, each with a checkbox on the left. The first item is 'Keynote with Bill Gates' with a duration of 57:48. The second item is 'Bill Gates on possibility, AI, and humanity' with a duration of 01:04:37. Both items are marked as 'Private' and have their respective metadata and tags displayed.

3. From the **Actions** menu, select **Request Captions & Enrich**.  
The Captions & Enrich screen displays.



4. Follow [steps 4-5 above](#).

## User experience

Users can enable **Extended audio description** by clicking the **AD** button on the player or using the toggle in the settings menu.

