

## Order OCR in Video Portal

Last Modified on 04/08/2026 5:20 pm IDT

 This article is designated for all users.

### About

**OCR (Optical Character Recognition)** makes it easy to search for text within a video, like titles, slide content, labels on graphs, or other on-screen text. This helps students and employees quickly find what they're looking for, improving productivity and saving time.

This article covers how to order OCR and view OCR requests in Kaltura's Video Portal.



For OCR functionality to work, [REACH](#) must be enabled on the account.

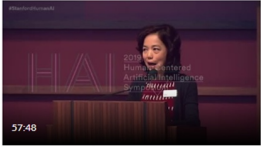


Want OCR to be ordered automatically? Check out our article [Create automated REACH rules for channels and galleries](#).

### Access the Caption & Enrich service

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

## My Media



Search My Media

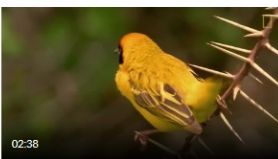
Filters > Search In: All Fields Sort By: Creation Date - Descending

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, check the box(es) next to the video(s) you want, then choose **Caption & Enrich** from the **Actions** menu.



My Media

Search My Media

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

ACTIONS

**Los tejedores tienen un efectivo sistema de seguridad en sus nidos\_ NATIONAL GEOGRAPHIC ESPAÑA** Private  
Owner • on March 04, 2024

**REINO de LEONES #1\_ MANADA en CONFLICTO\_ Documental (HD)** Private  
¿quieres saber si 80 km/h cubriendo ¿verdad 36 h 10 km 45 grados 3 km +53 more  
Owner • on March 03, 2024

+

Caption & Enrich

Publish

Add to playlist

Delete

You can also access this option from a single video's [Media Page](#), as shown below using the **Actions** menu.



Los tejedores tienen un efectivo sistema de seguridad en sus nidos \_ NATIONAL GEOGRAPHIC ESPAÑA

From Louise Szmolcz March 04, 2024

Details Share Q

No description provided

**ACTIONS** ▾

- Edit
- Publish
- Add to playlist
- Analytics
- Add to Watch List
- + Caption & Enrich

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>	

## Order OCR

1. Complete the following fields:

- **Service** - Select 'Machine'
- **Source Media Language** - Leave as-is (it does not affect the OCR request)



OCR is optimized for Latin-based characters, numbers, and common symbols (e.g., @, #, \$, %).



Non-Latin scripts may be partially supported: - Chinese, Japanese, Korean: Works best with printed text in standard fonts. - Arabic, Hindi, and others: Accuracy may vary and is not explicitly supported.

- **Feature** - Select 'OCR'

Service:

Machine
▼

Source Media Language:

English
▼

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Feature:

OCR
▼

Submit

2. Click **Submit**.

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

The order displays at the top of the screen.

REQUEST DATE	SERVICE	FEATURE	LANGUAGE	STATUS	
April 01, 2025	Machine	OCR	English	● Pending	<span style="font-size: 1.2em;">🗑️</span> <span style="float: right; font-size: 1.2em;">&gt;</span>

## View orders

### Existing requests

If there are no existing requests, a message displays: *No requests were found.*

Existing Requests

No requests were found
×

If there are existing requests, they are displayed in the **Existing Requests** section. (Clicking **+Order** will take you to the Order Captions & Enrichment Services section to create another order.)

#### Existing Requests

[+ Order](#)

REQUEST DATE	SERVICE	FEATURE	LANGUAGE	STATUS	
February 19, 2026	Machine	Captions	English	<span style="color: yellow;">●</span> Processing	>

#### Order Captions & Enrichment Services

Service:	Source Media Language:
<input type="text" value="Machine"/>	<input type="text" value="English"/>
Feature:	Turnaround Time:
<input type="text" value="Captions"/>	<input type="text" value="30 minutes"/>
<input type="button" value="Submit"/>	

## Request status types


The following statuses are available for OCR requests:



- **Pending** - The request is being created
- **Processing** - Sent to the vendor and the vendor received the request
- **Ready** - OCR is complete
- **Error** - The request failed; error details are included
- **Aborted** - The request was canceled

Use the arrow at the side of the request to display more details about the order.

## Existing Requests

[+ Order](#)

REQUEST DATE ▾	SERVICE	FEATURE	LANGUAGE	STATUS		
March 03, 2024	Professional	Captions	Spanish	● Ready		>

March 03, 2024	Machine	Captions	Spanish	● Ready		
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Requester: louise.szmoisz@kaltura.com

Feature: Captions

Turnaround Time: 30 Minutes

## Cancel request




You can cancel Pending requests by clicking the **trash can icon** next to the request.



Any associated actions will be canceled too.

## Existing Requests

[+ Order](#)

REQUEST DATE ▾	SERVICE	FEATURE	LANGUAGE	STATUS		
March 04, 2024	Machine	Captions	German	● Pending		>
March 03, 2024	Professional	Captions	Spanish	● Ready		>
March 03, 2024	Machine	Captions	Spanish	● Ready		>

A confirmation message displays. Click 'Yes' to confirm.

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.*

## View OCR labels

To learn about OCR results in search, check out the [Global Search article](#).