Order OCR in legacy Video Portal

Last Modified on 06/04/2026 9:15 am 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.



For OCR functionality to work, REACH must be enabled on the account.

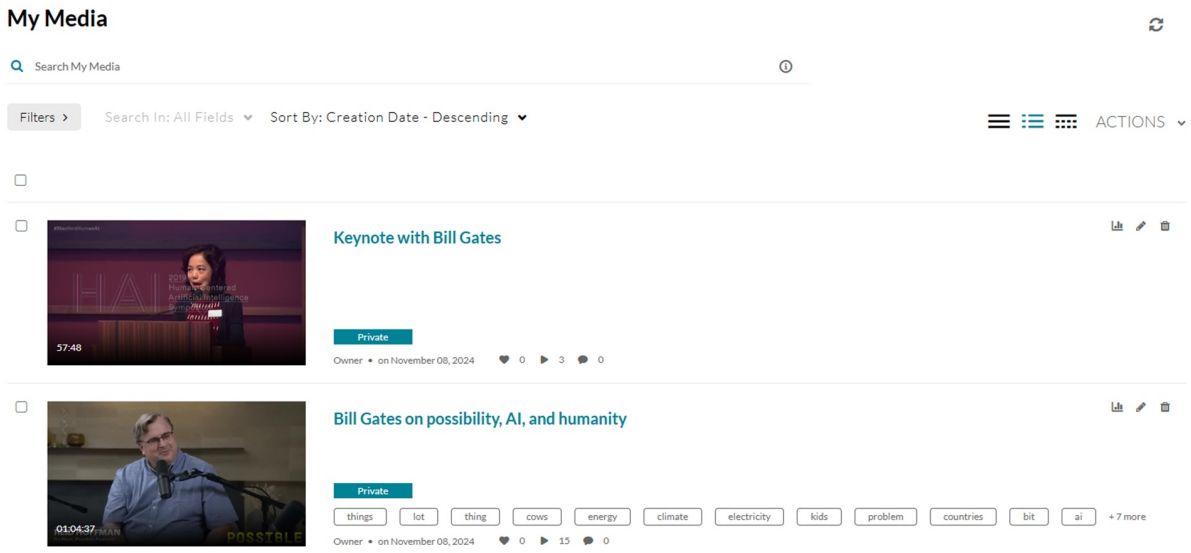
Want OCR to be ordered automatically? Check out our article Create automated REACH rules for channels and galleries.

These instructions apply to the **legacy Video Portal**. If you're using the Theming-based Video Portal, please refer to the Content Hubs category.

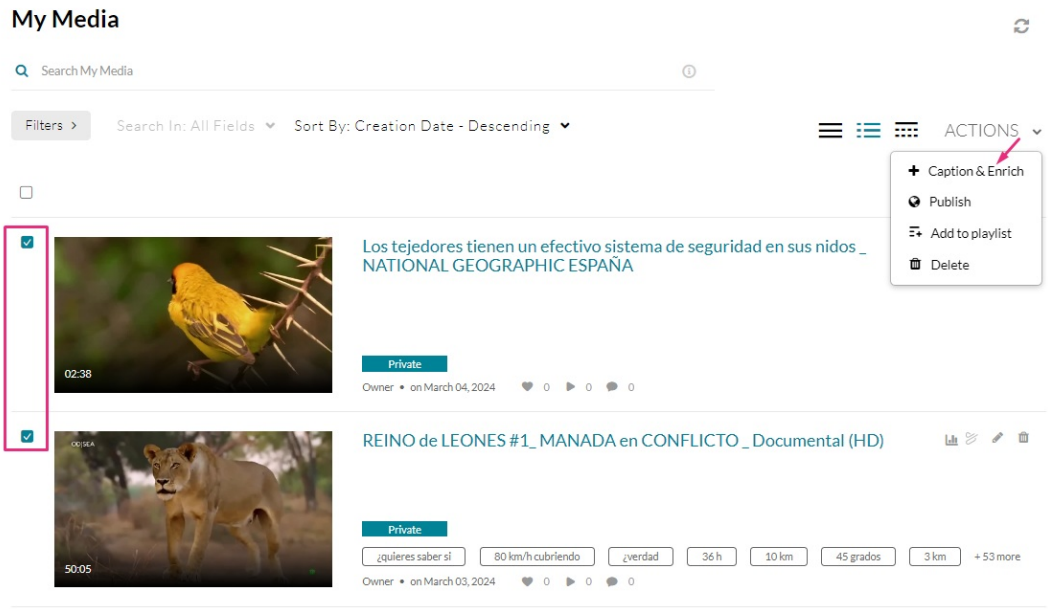
Access the Caption & Enrich service

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

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

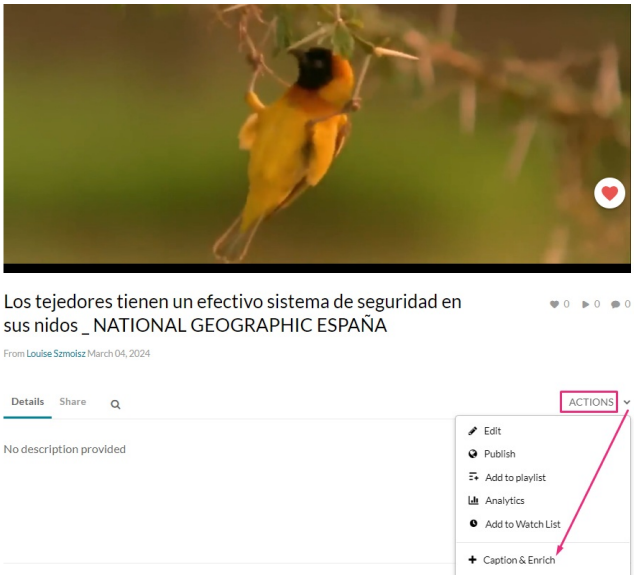


2. On the My Media page, check the box(es) next to the video(s) you want, then choose **Caption & Enrich** from the **Actions** menu.

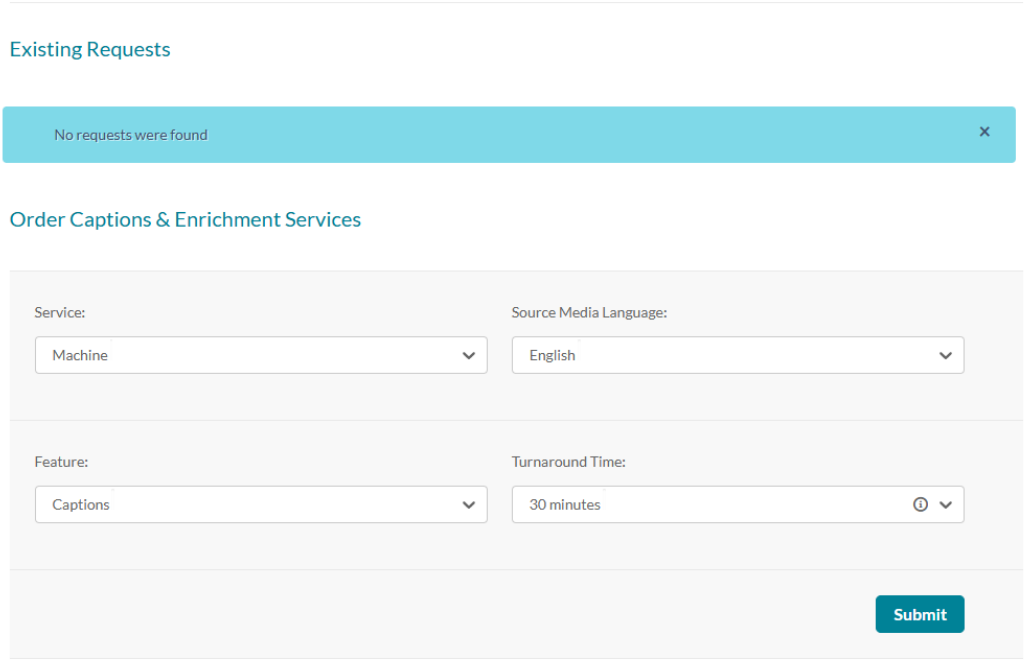


You can also access this option from a single video's Media Page, as shown below using the **Actions** menu.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



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



Order OCR

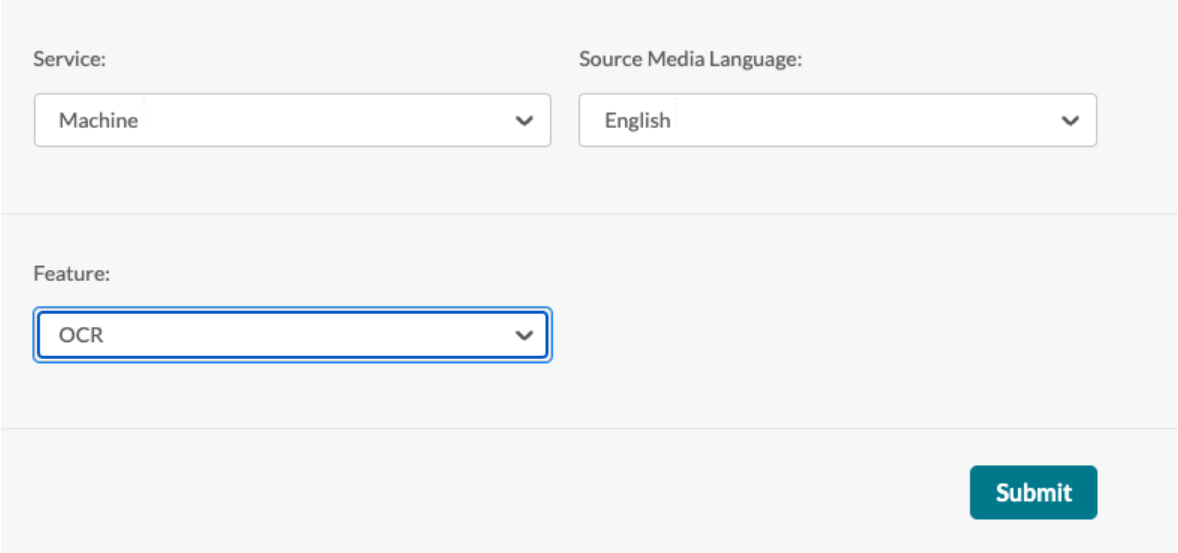
1. Complete the following fields:
   - **Service** - Select 'Machine'
   - **Source Media Language** - Leave as-is (it does not affect the OCR request)

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

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

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.

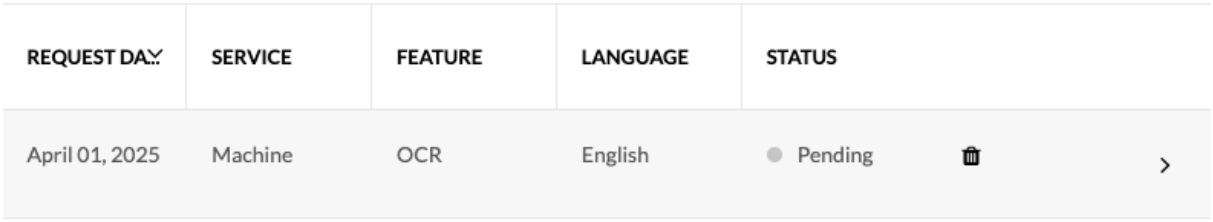
- **Feature** - Select 'OCR'



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.



View orders

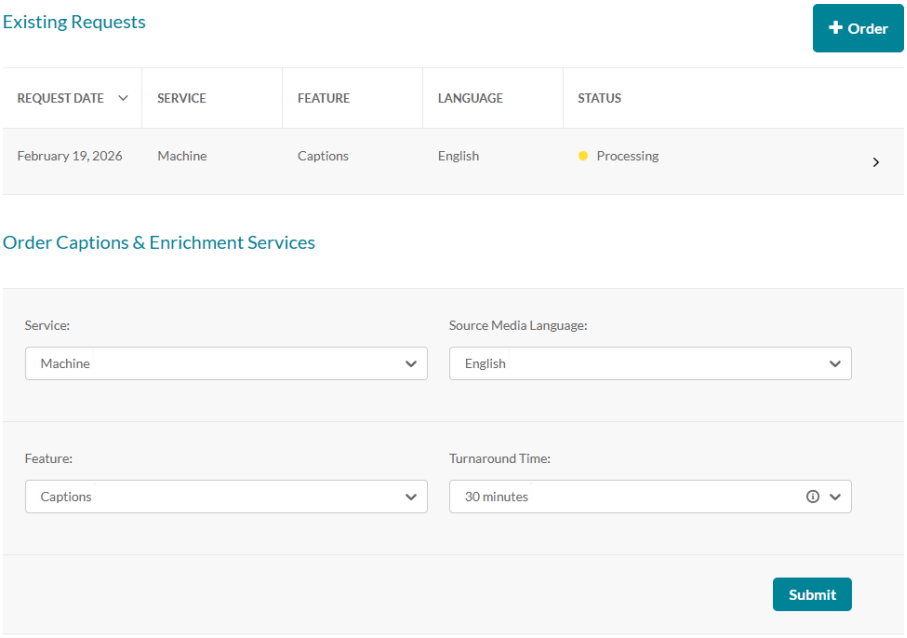
Existing requests

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



Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

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.)



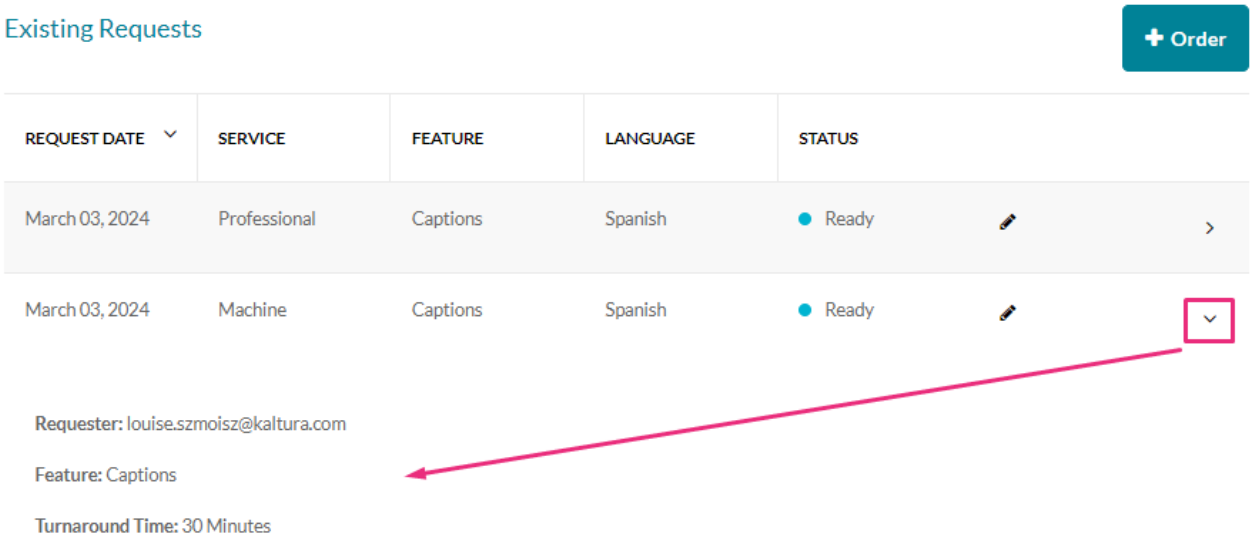
Request status types

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.

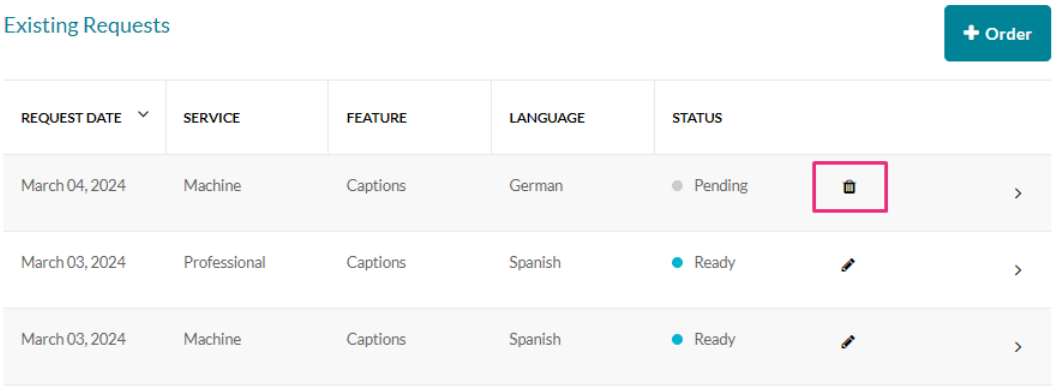
Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



Cancel request

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

Any associated actions will be canceled too.



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.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.