Order extended audio description (EAD) for your session

Content updated: 11/02/2026

This article is designated for all users.

About

Extended audio description (EAD) is a text-based track rendered in real time using your browser's speech synthesis engine by pausing the video when necessary.

Before you begin

- Video must be in "Ready" status (transcoded)
- Your account must have an active REACH profile enabled with relevant catalog item(s)

Looking for more information about Content Lab? Feel free to contact your Kaltura representative.

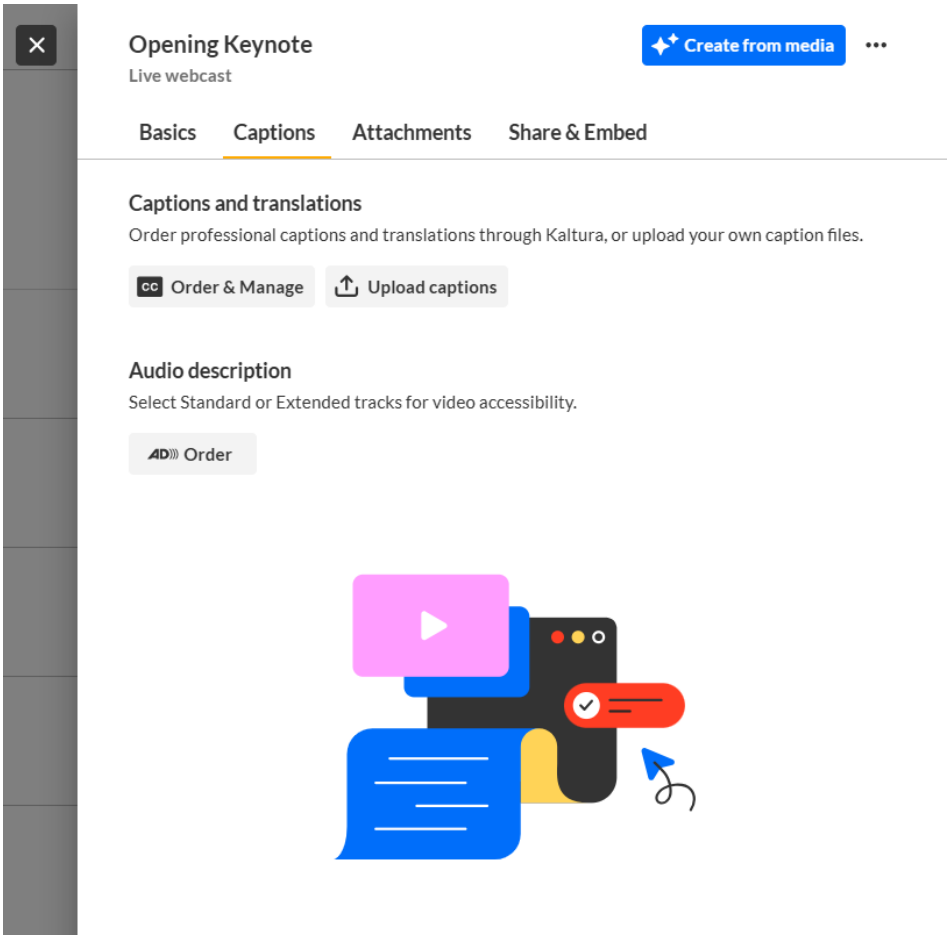
Order extended audio description

1. Access the sessions settings page and select the **Captions tab**.

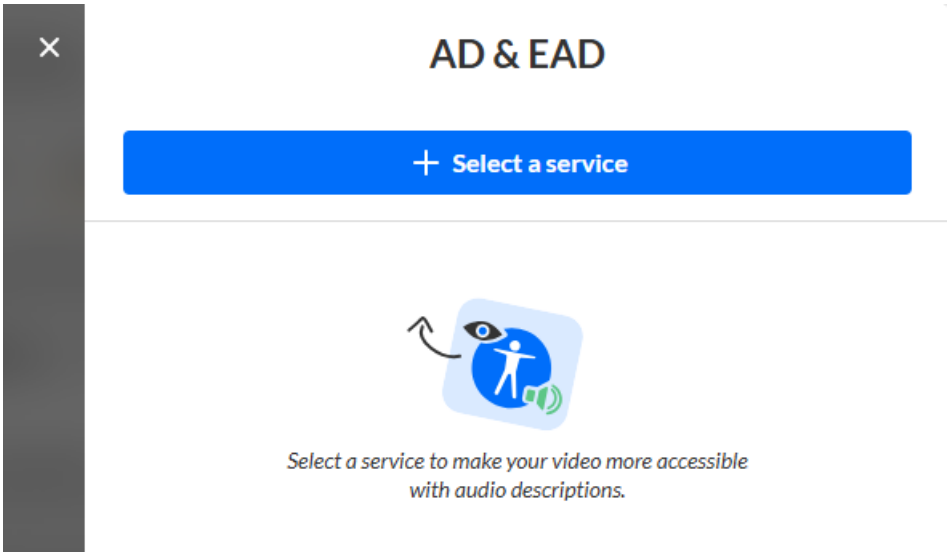


The Captions screen displays.

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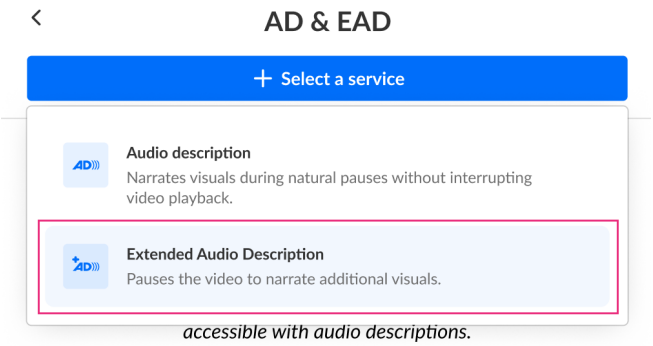


2. Under 'Audio description', click **Order**. The AD & EAD screen displays.

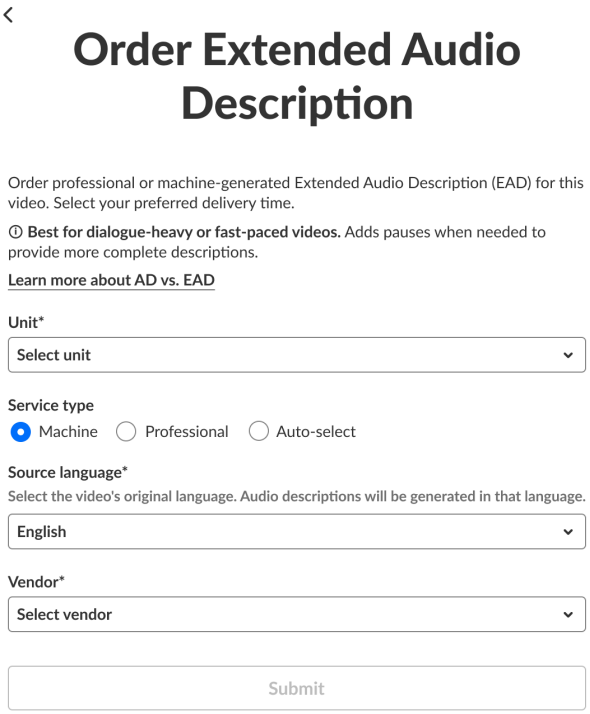


3. Click **+ Select a service** and select **Extended Audio Description**.

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The **Order Extended Audio Description** screen displays.



4. 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 extended audio description request.
   - **Service type** - Select one of the following:
     - **Machine** - Automatically generated extended audio descriptions.
     - **Professional** - Human-created and reviewed extended audio descriptions.
     - **Auto-select** - Machine-generated extended audio descriptions that are reviewed by humans only when needed.

       Defaults to Machine if all are available. Options that are unavailable are greyed out. If you choose **Professional**, one optional field displays

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- Instructions.

- **Source language** - Select the video's original language from the drop-down menu. Audio descriptions will be generated in that language. The options in the menu are dependent on your REACH plan.
- **Vendor** - Select the vendor from the drop-down menu. Corresponding turnaround time and catalog item name are also shown. The options are dependent on your REACH plan.

5. Click **Submit**.
   A confirmation message displays.

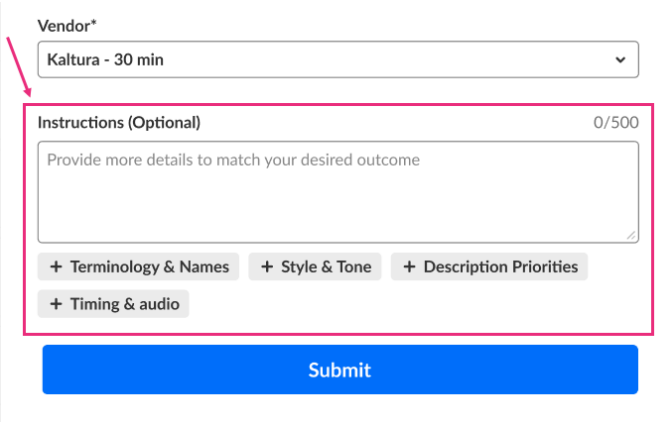
6. Click the **X** at the top right to close the message. Your audio description order appears in the "In Progress" area of the AD & EAD screen and is labeled as "Pending". When the audio description is ready, it is automatically added to the video.

Add instructions for professional extended audio description

If you select **Professional** as the service type, you can use the **Instructions** field to share terminology or guidance specific to the media with professional reviewers.

You can:

- **Type your own instructions** in the **Instructions** field.
- **Click a preset tag** to populate the **Instructions** field, then select one of the suggested completions.
- **Click a preset tag** to populate the **Instructions** field, then edit or complete the text manually instead of selecting a suggested completion.



Preset tags are grouped into the following categories:

- **Terminology & names** – Define acronyms, speaker names, proper names, and

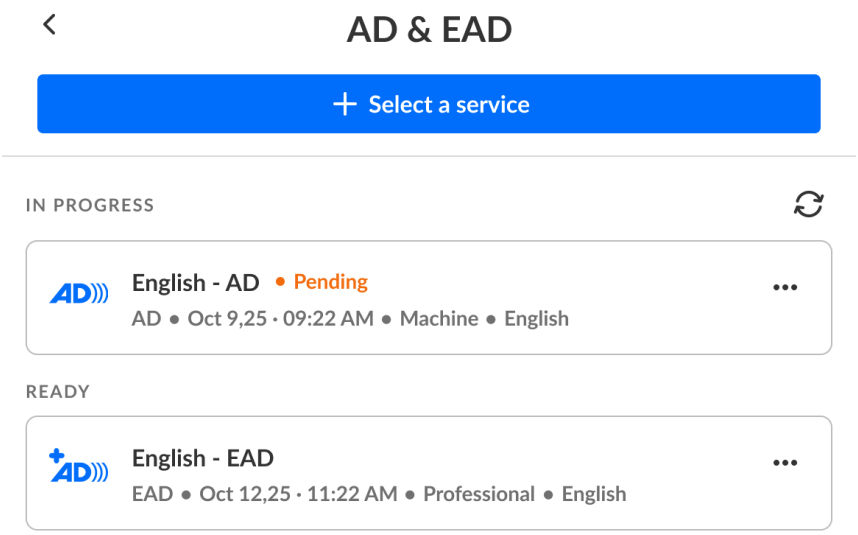
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consistent terminology.

- **Style & tone** – Match video's tone, keep descriptions concise, use objective language, maintain consistent narration
- **Description priorities** – Prioritize visual information, Describe on-screen text, gestures, facial expressions, and scene changes, include non-speech elements, identify speakers when needed.
- **Timing & audio** – Use available natural pauses, preserve important dialogue, preserve important sound effects, prioritize descriptions when time is limited.

View orders and perform additional tasks

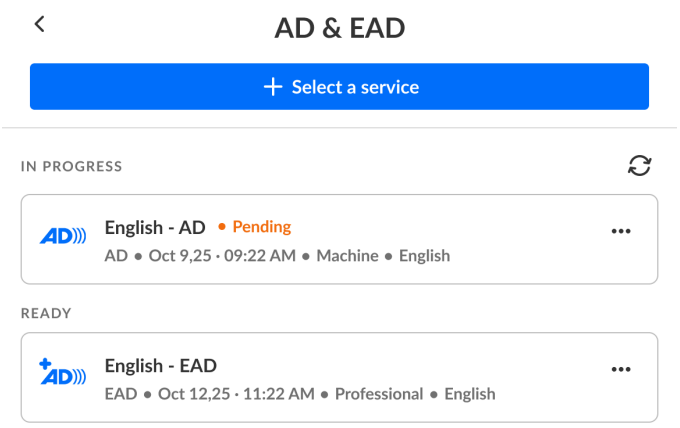
Navigate back to the **AD & EAD** screen.



View status

In our example below, there are two existing audio description orders - one is In Progress (Pending status) and one is Ready.

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Status types

The following statuses are available for captions requests:

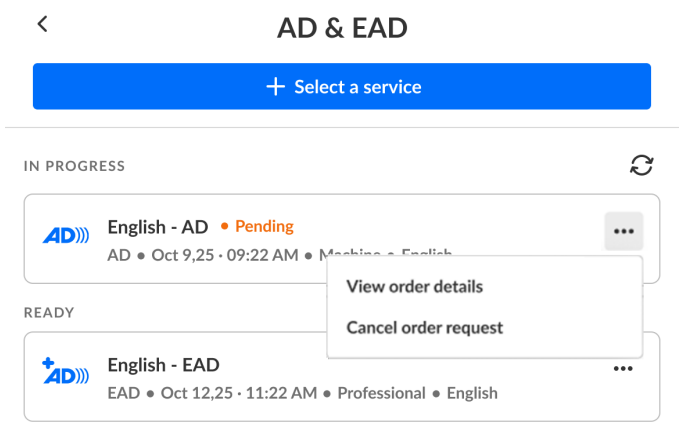
- **Pending** - when generating new request
- **Pending for Moderation** - requests in approval queue
- **Rejected** - requests that were rejected on moderation. This status must include reject reason.
- **Processing** - sent to the vendor and vendor received request (you cannot cancel a request when the status is Processing)
- **Completed** - when captions were received from the vendor
- **Error** - an error was sent from the vendor
- **Aborted**

Additional tasks

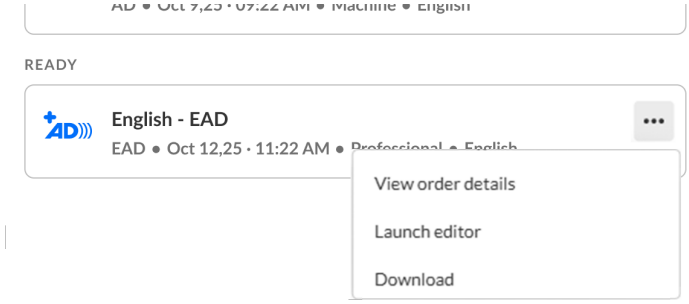
Click on the **three dots** to the right of the request and choose from the available options depending on status type:

- **View order details** - available for all statuses
- **Cancel order request** - only available for Pending

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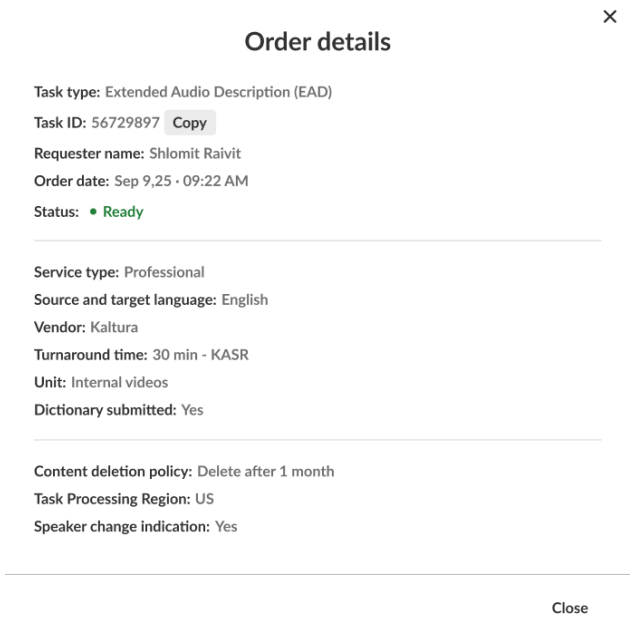
- **Launch editor** - only available for Ready EAD assets
- **Download** - only available for Ready



View order details

In the **three-dot menu**, select **View order details**.

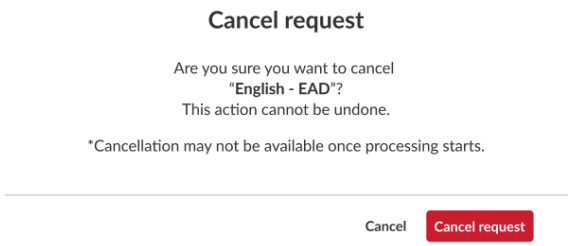
The Order details screen displays.



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Cancel order request

1. Click **Cancel order request**. Note, any action items associated with the request will be canceled. A confirmation message displays.



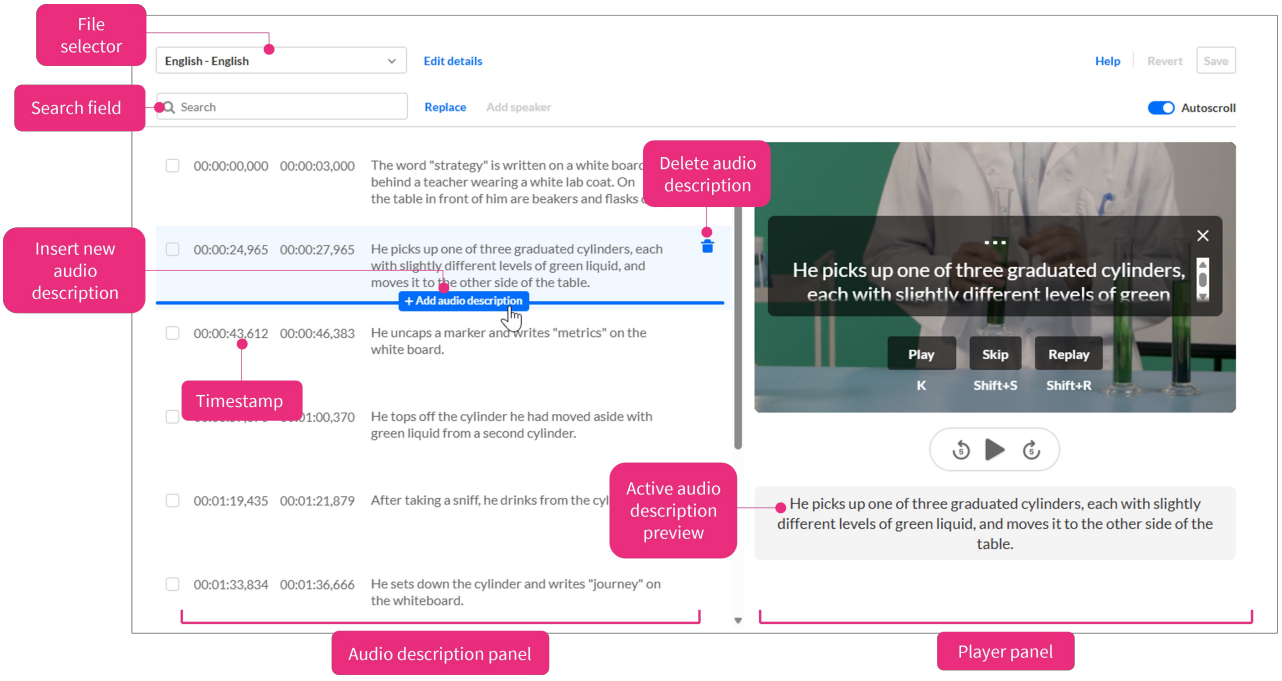
2. Click **Cancel request**.
   If you try to cancel a request that's already in progress, a message displays: *The request is already in progress, therefore cannot be canceled.*

Launch editor

Click **Launch editor**.

The EAD editor opens.

Editor layout



The editor includes two main areas:

- **Audio descriptions panel** – Displays audio description cues and editing tools
- **Player panel** – Displays the media for real-time preview

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When you select a cue, the player jumps to the relevant point in the media to help you align descriptions with the visual content.

The player timeline updates in real time while you work in the editor. Changes to cue timing, added cues, deleted cues, and updated descriptions are reflected immediately in the scrubber timeline.

EAD segments are displayed as highlighted timeline sections with visible start and end separators to help distinguish described and non-described sections of the media.

Kaltura supports dual screen inside the editor.

Audio descriptions panel

The audio descriptions panel includes:

- **Audio description file selector** – Select a different file if multiple EAD files exist
- **Edit details** – Update the audio description's language, accuracy, and label
- **Search** – Enter a term and press Enter to highlight matches
- **Replace** – Find and replace text across cues
- **Autoscroll** – Automatically scroll cues during playback
- **Delete cue** – Delete a cue (available on hover)
- **Add audio description** – Add a new cue (available on hover)
- **Text field** – Edit the cue content
- **Timestamp** – Edit start and end times

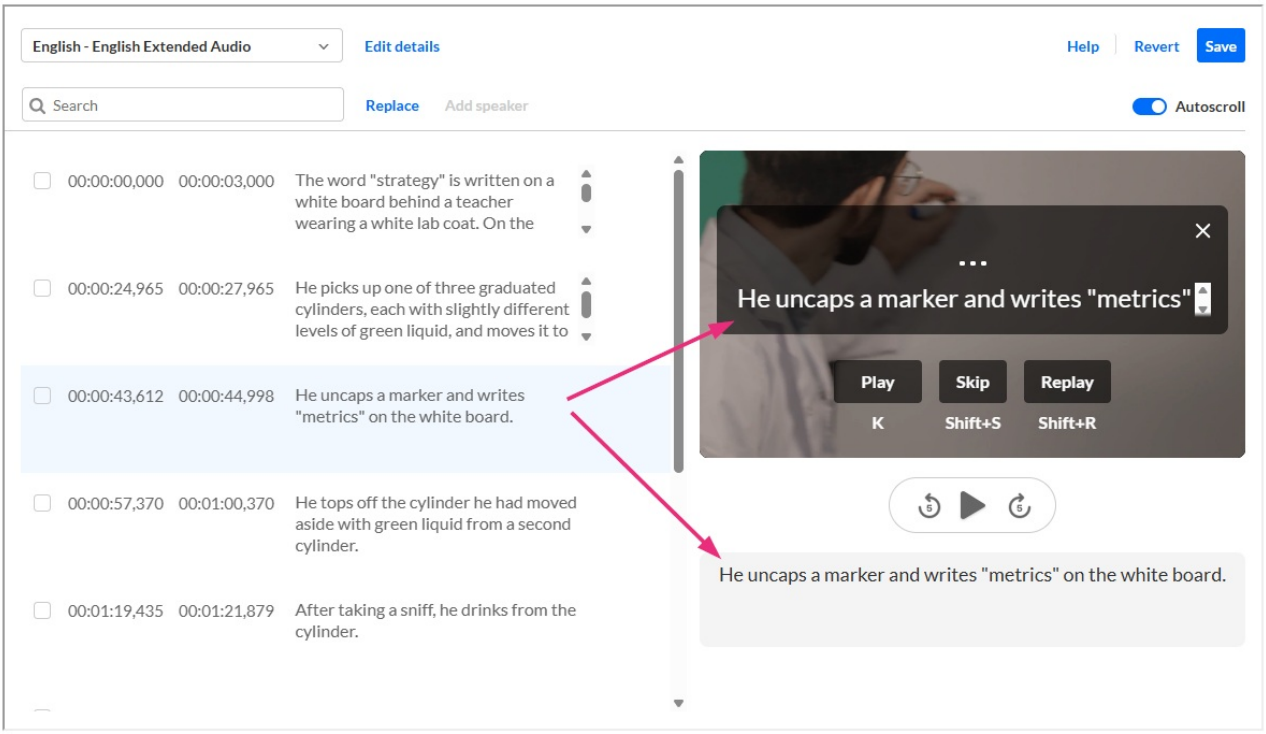
The editor uses SMPTE time format (**hh:mm:ss,mmm**) for precise timing.

Player panel

The player panel displays the media and plays audio descriptions using your browser's text-to-speech voice.

- Selecting a cue moves the player to the corresponding timestamp
- Playback helps you align descriptions with the visual scene

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The timeline visually highlights EAD segments during playback and editing.

When you hover over a segment in the timeline, the segment expands to make it easier to identify the currently selected audio description.

Editing guidelines

When editing Extended Audio Descriptions (EAD), make sure the timing stays aligned with the visual scene.

EADs are active from their **start time** to their **end time**. If a viewer skips to any point within that time range, the description will play.

Set timestamps based on the **visual scene**, not the length of the spoken description:

- **Start time** – when the described visuals begin
- **End time** – when the visuals end

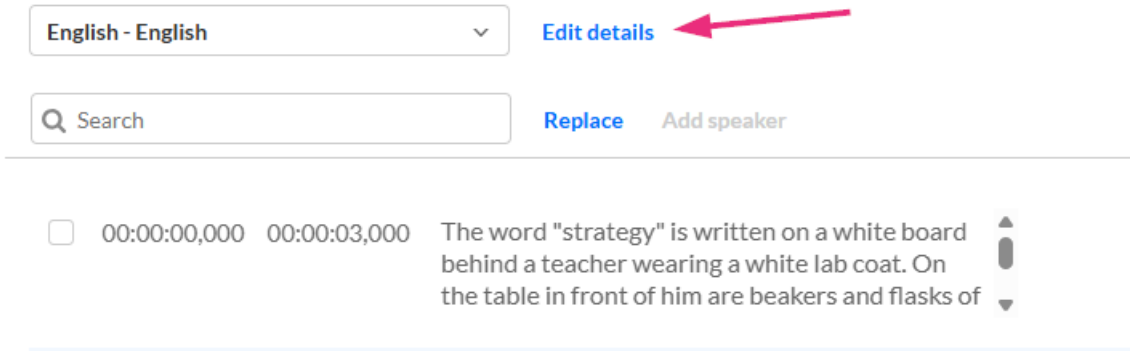
Even if the narration starts earlier or finishes later, the player uses the defined time range to decide when to play the description.

After editing, confirm that the end time matches the end of the scene so the description plays correctly when viewers skip during playback.

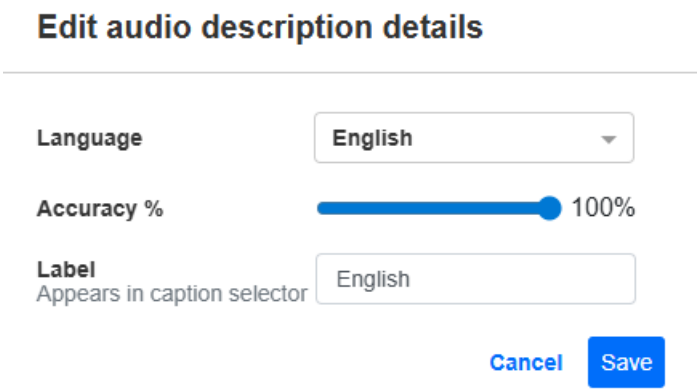
Edit audio description details

1. Click **Edit details**.

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The 'Edit audio description details' screen displays.



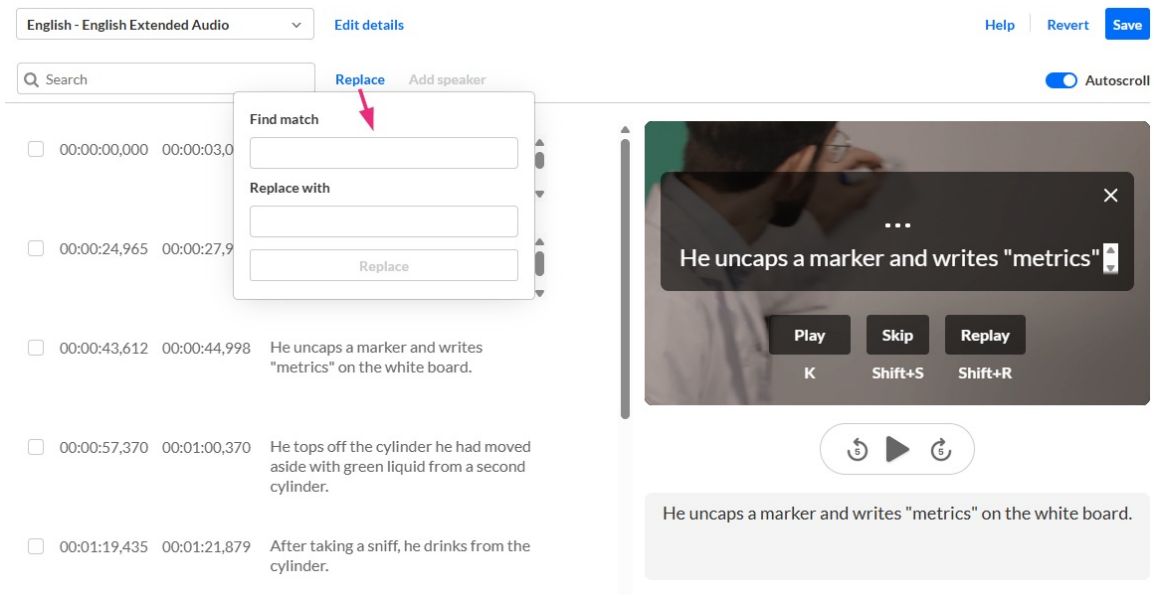
2. Update the language, accuracy, or label
3. Click **Save**. The information is immediately updated.

Find and replace text

Use find and replace to quickly update wording across multiple audio description cues, such as fixing typos, correcting names, or standardizing phrasing.

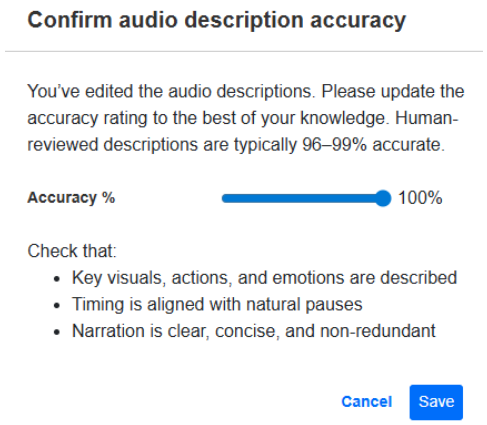
1. Click **Replace**.

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2. Enter the search term in the **Find match** field,
3. Enter the replacement term in the **Replace with** field.
4. Click **Replace** then click **Save** at the top right.

   A popup displays asking you to confirm audio description accuracy.



5. Move the slider accordingly.

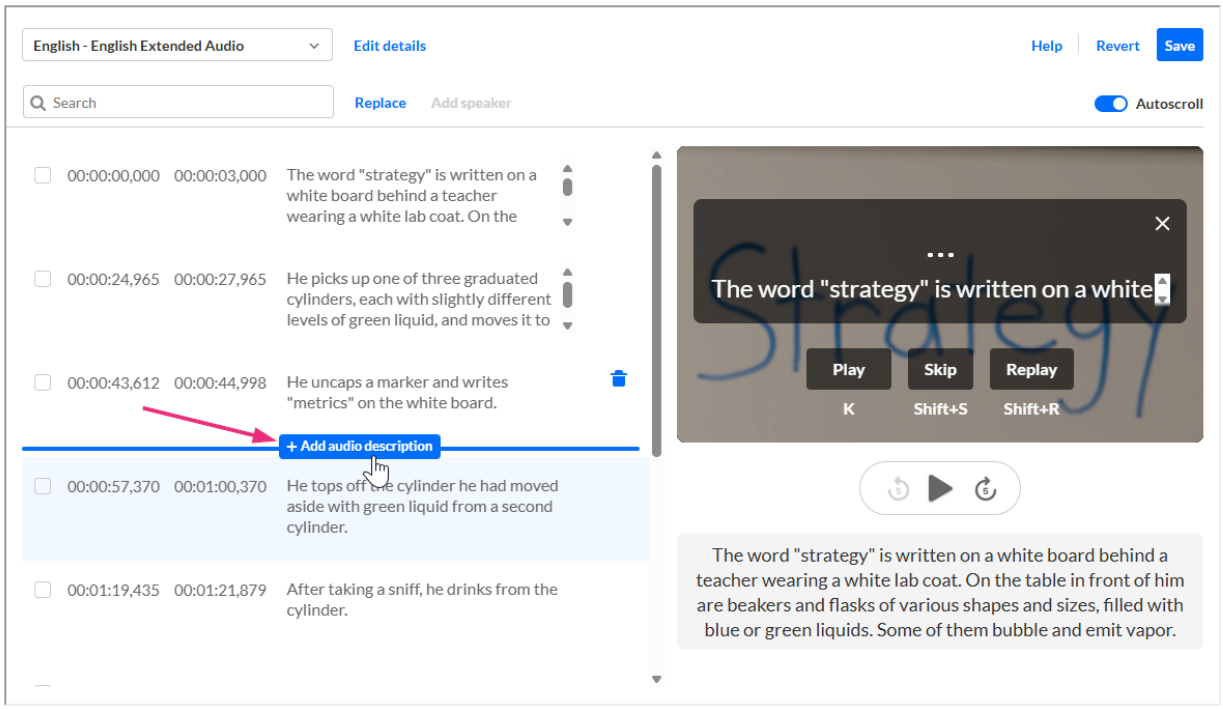
   This step indicates that you've reviewed your edits and believe the audio descriptions are correct. It also marks the file as edited for compliance and workflow tracking.

6. Click **Save**. The search term is replaced immediately.

Add an audio description

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1. Hover over a cue and click **+ Add audio description**.



A new audio description cue is added and the player timeline updates immediately to display the new EAD segment.

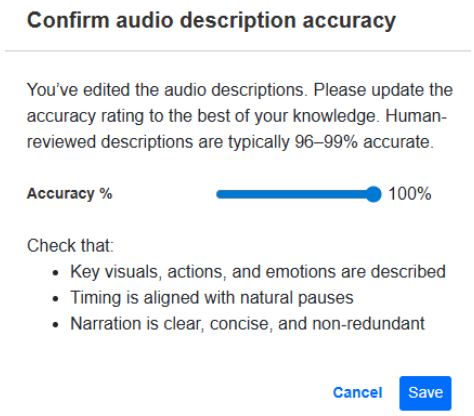
2. Click the text field and enter the description.

Adjust the timestamp as needed. Overlapping cues are highlighted so you can correct them.



3. Click **Save**.
   A popup displays asking you to confirm audio description accuracy.

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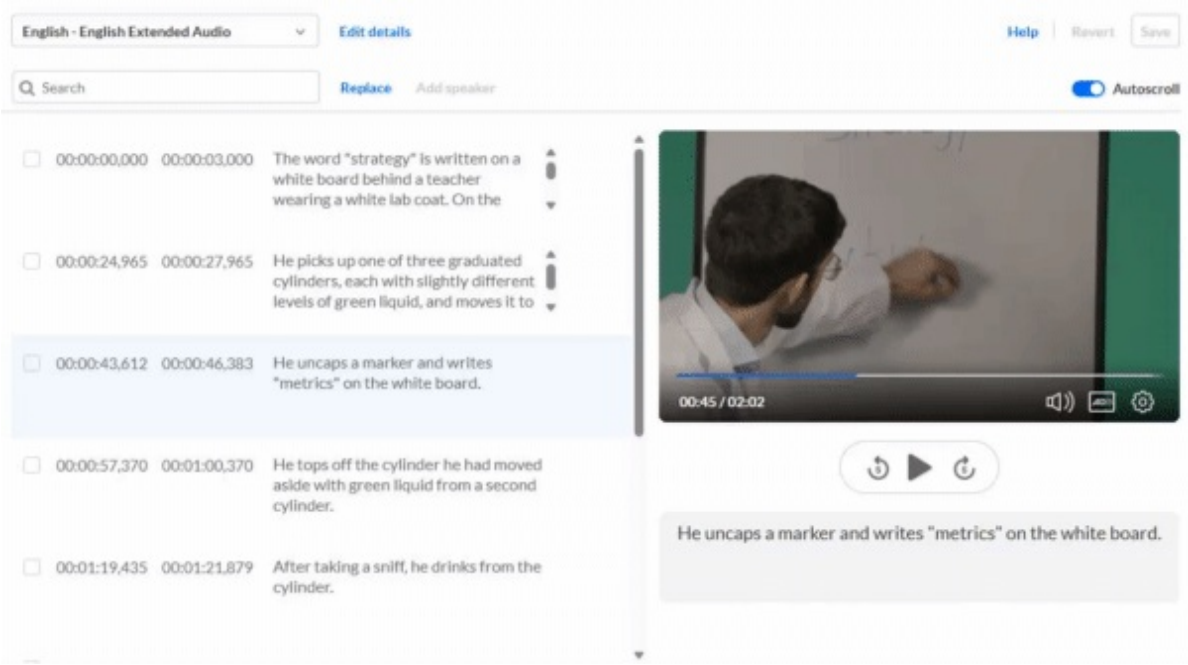
4. Move the slider accordingly.

>
> This step indicates that you've reviewed your edits and believe the audio descriptions are correct. It also marks the file as edited for compliance and workflow tracking.

5. Click **Save**. The information is updated immediately.

Edit an audio description

1. Click the text of the audio description to activate the text field.

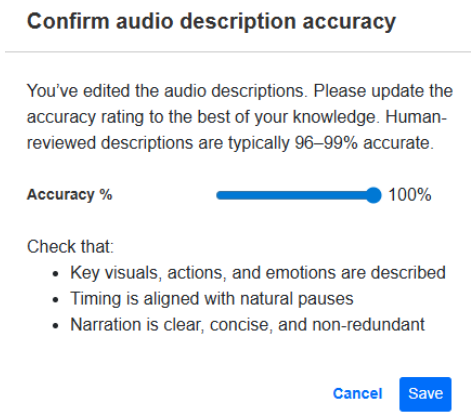


2. Update the text as needed.

   Changes to cue timing and content are reflected immediately in the player timeline.

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3. Click **Save**.
   A popup displays asking you to confirm audio description accuracy.



4. Move the slider accordingly.

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5. Click **Save**. The information is updated immediately.

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