Improve caption accuracy with a REACH dictionary

Content updated: 11/18/2026

This article is designated for administrators.

About

Captions are only as accurate as the words the captioning service recognizes. A **REACH dictionary** lets you teach the service the words that come up often in your videos, such as company names, people's names, and industry-specific terms, so the captions reflect what is said.

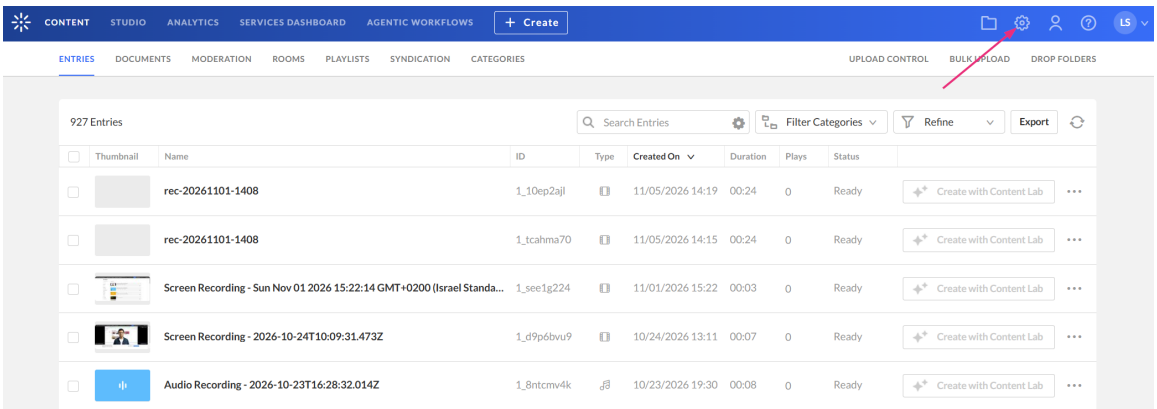
The dictionary works mainly with machine captions. For human captions, editors usually rely on the **Instructions & Notes** box on the order form.

How dictionaries work

- You can add one dictionary for each language in a REACH profile. Each dictionary can hold up to 8,000 characters.
- Dictionaries belong to a profile. A new REACH profile doesn't inherit the dictionaries of your other profiles, and you can't copy a dictionary from one profile to another. Add your words to each new profile.
- A dictionary applies to captions you order after you save it. Captions you already ordered don't change. To use new words on existing media, reorder the captions.

Create a dictionary

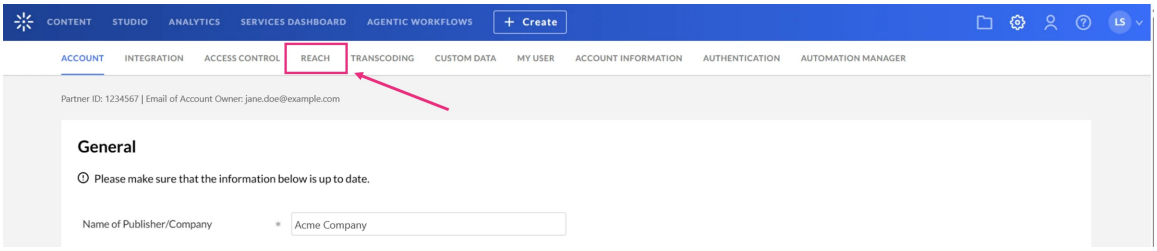
1. Log in to the Rich Media CMS.
2. Select the **settings (gear) icon** at the top right.



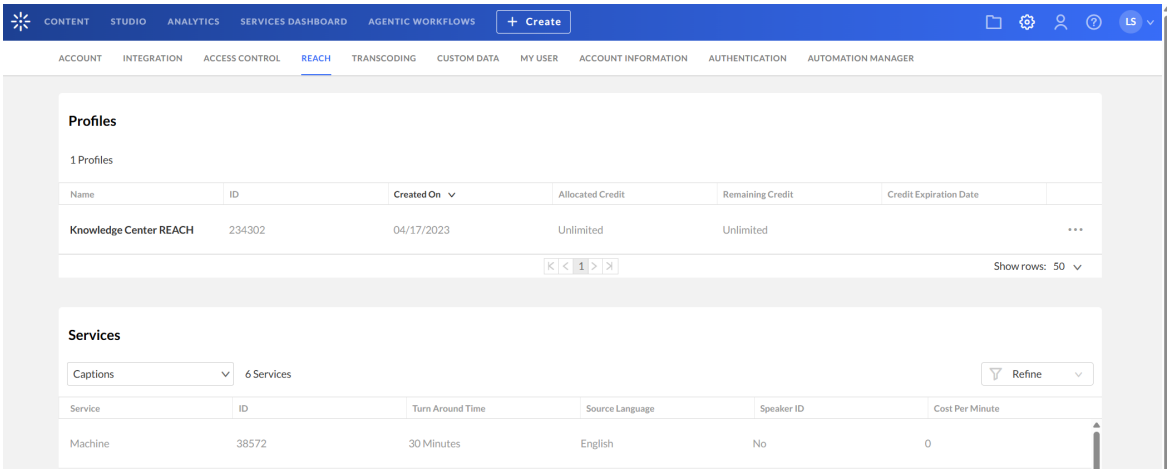
The **Account** page displays by default.

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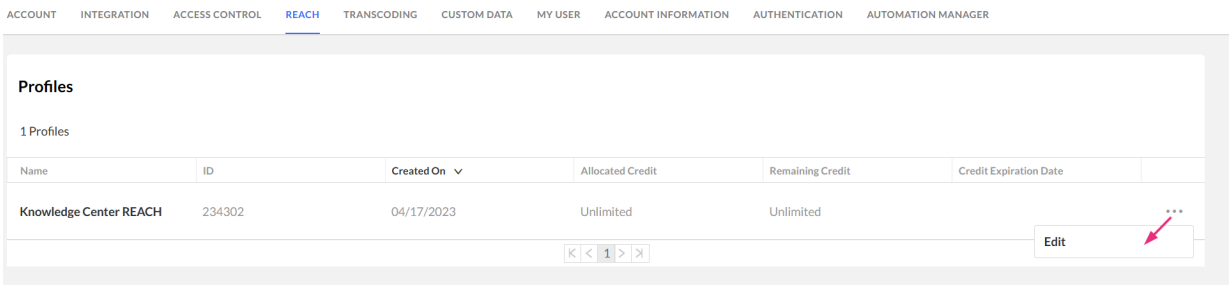
3. Select the **Reach** tab.



The profiles and services page displays.

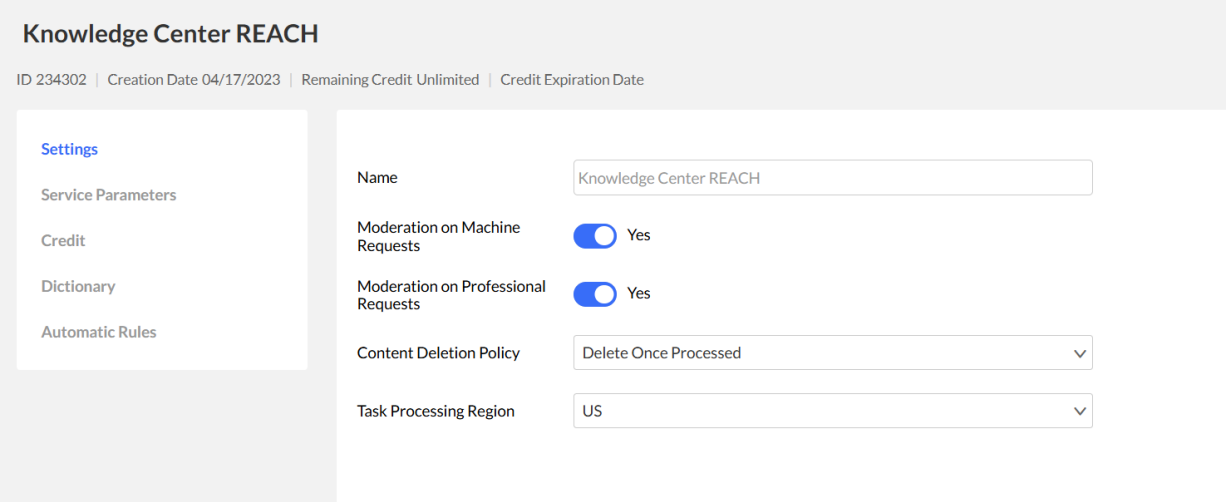


4. In the **Profiles** section, select the profile name, or select the **three dots** and then **Edit**.

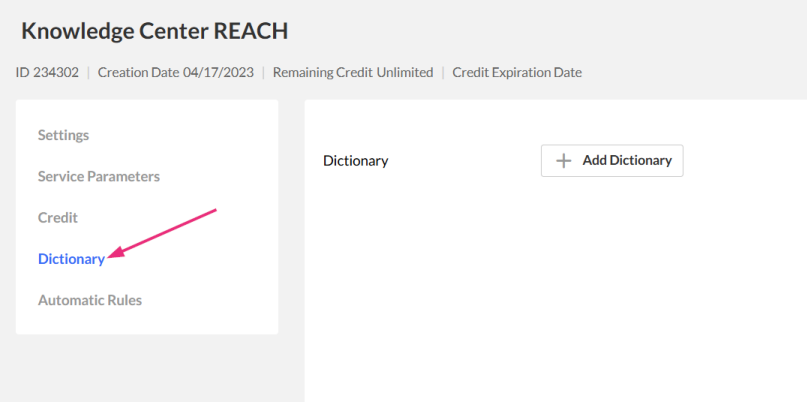


The **Settings** tab opens.

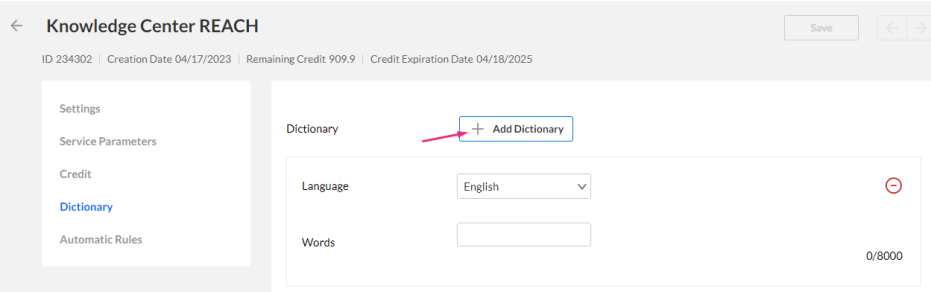
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5. Select the **Dictionary** tab.

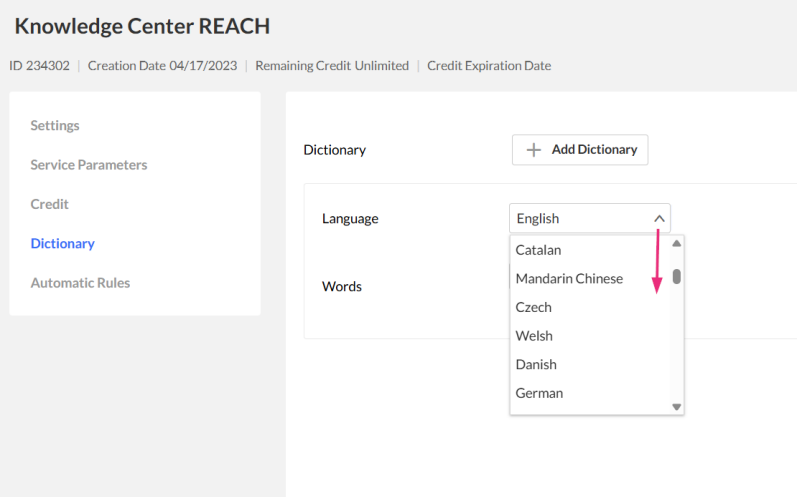


6. Select **+Add Dictionary**.

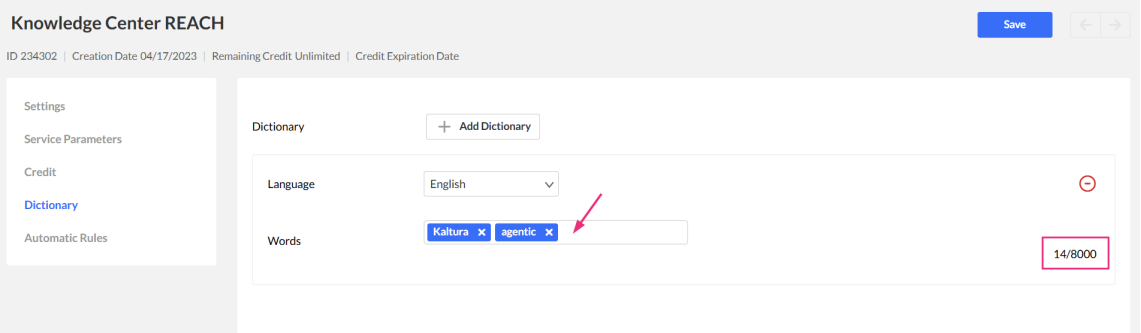


7. From the **Language** dropdown, select the language for your dictionary.

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8. In the **Words** field, enter a word or phrase, and then press Enter. Repeat for each word or phrase you want to add.
   Each entry appears as a tag, and a counter shows how many of the 8,000 characters you've used, including **spaces** within a phrase.



9. Select **Save**.

To add a dictionary for another language, select **+Add Dictionary** again.

To remove an entry, select the **x** on its tag. You can't edit an entry in place. Remove it, and then add the corrected word or phrase.

To delete the dictionary for a language, select the red minus icon next to **Language**.

Watch the video below to learn how to use the dictionary.

What to add to a dictionary

Add names, brand names, technical terms, and acronyms that the service often gets wrong. A dictionary doesn't change the spelling or capitalization of ordinary words.

For example, adding "HOME" doesn't turn "home" into capitals. Similar-sounding words may still be misrecognized.

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