

# Advanced player setting: Customize player text labels

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 This article is designated for administrators.

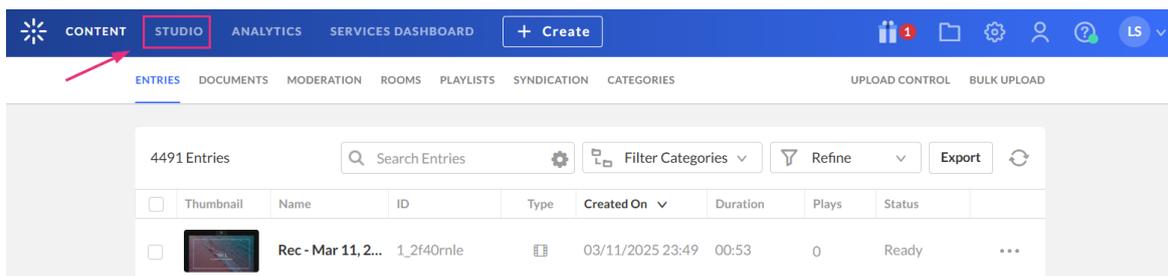
## About

You can customize player text labels through the player's Advanced Settings. This configuration allows you to override default error messages, live status labels, and Q&A text that are not exposed in the standard Player Studio interface.

All text customizations are configured under the **translations** section, even when editing English text.

## Access the advanced settings

1. Log in to your [Rich Media CMS](#) and click the **Studio** tab.



The [Player Studio](#) page displays.

2. Click the player you want to edit from the list (or use the search bar in the top right).



If you haven't created a player yet, check out our article [Create a player](#) for guidance.

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☆ Smart player	56381652	03/11/2025	03/11/2025	0	0	...
☆ new player	53139222	03/11/2025	08/18/2023	0	0	...
☆ Reels test	56351222	03/04/2025	03/04/2025	1	1	...

The player settings display.

< Test 24360622 ☆ ... Save

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3. Scroll to the bottom of the player settings and click **Advanced Settings**.

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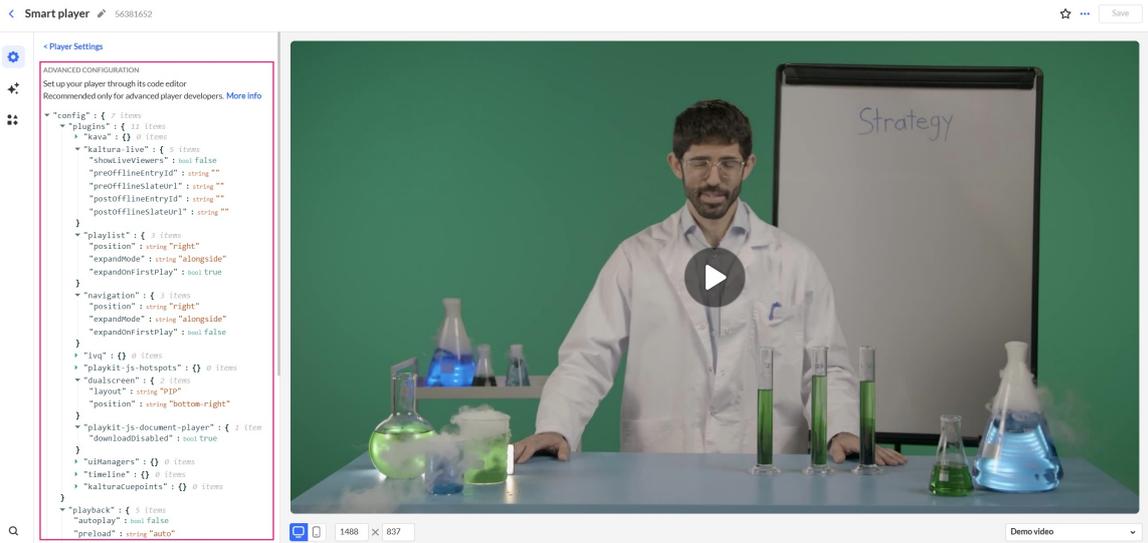
Text protection

[Advanced Settings](#)



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The Advanced Settings editor displays.



## Configure custom text labels

### Step 1: Create the "translations" category

Before adding your custom text, you must create a place for it to live.

1. In the **Advanced Settings** tab, hover over **"ui"** and click the **green + icon**.

```

"volume" : float 0.5
"audioLanguage" : string "en"
"inBrowserFullscreen" : bool true
}
"provider" : {} 0 items
"ui" : { 1 item +
  "components" : { 1 item +
    "seekbar" : { 4 items

```

The **Key Name** box displays.

2. In the box, type **translations** then click the **green check mark** or press 'enter'.



You'll see the new setting listed.

```

"showAudioMenu" : bool true
"showCaptionsMenu" : bool false
"translations" : NULL
}

```

3. Hover over your new translations row and click the **green edit icon**.

```

"showCaptionsMenu" : bool false
"translations" : NULL  
}

```

A box containing a null value displays.

```

"translations" :
null  
NULL 

```

4. Replace null with {}, then click the **small green checkmark**.

```

"translations" :
{}  
{...} 
}

```

The result looks like this:

```

"showCaptionsMenu" : bool false
▶ "translations" : {} 0 items
}

```

## Step 2: Define your language

Now, tell the player which language you are overriding.

1. Hover over "translations" and click the **green + icon**.

```

"showCaptionsMenu" : bool false
▶ "translations" : {} 0 items  
}

```

The **Key Name** box appears.

2. In the box, enter your language code (for example, en for English), then click the **green checkmark** or press 'enter'.

```

▼ "config" : { 6 items
  ▼ "plugins"
    ▶ "kav"
    ▼ "pl"
      "position" : string "right"
      "expandMode" : string "alongside"

```

Key Name:  

3. Click the **edit icon** next to the language code.

```

    "translations" : { 1 item + ✖
      "en" : NULL ✎ ✖
    }
  
```

4. Replace null with {}, then click the **small green checkmark**.

```

    "translations" : { 1 item
      "en" : {} ✎ ✓ ✖
    }
  
```

The result looks like this:

```

"showCaptionsMenu" : bool false
"translations" : { 1 item
  "en" : {} 0 items
}
  
```

### Step 3: Choose a message category

You can now add a specific category of messages to override.

1. Click the **green + icon** next to the language code (in our example, it's en).

```

"showCaptionsMenu" : bool false
"translations" : { 1 item + ✖
  "en" : {} 0 items ✎ ✖
}
  
```

The **Key Name** box appears.

2. In the box, enter one of the following keys based on what you want to change then click the **green checkmark**:

- error (for error messages)
- kalturaLive (for live stream labels)
- qna (for Q&A text)

```

"config" : { 6 items
  "plugins" : {
    "kava" : {
      "position" : string "right"
      "expandMode" : string "alongside"
    }
  }
}
  
```

Key Name: error ✓

3. Click the **edit icon** next to the key you just added.

```

    "translations" : { 1 item + ✖
      "en" : { 1 item + ✖
        "error" : NULL ✖
      }
    }
  
```

4. Replace null with {}, then click the **small green checkmark**.

```

    "translations" : { 1 item
      "en" : { 1 item
        "error" :
          { }
      }
    }
  
```

The result looks like this:

```

    "translations" : { 1 item
      "en" : { 1 item
        "error" : {} 0 items
      }
    }
  
```

### Step 4: Add your custom text

This is where you finally enter your custom message.

1. Click the **green + icon** next to the category you created (for example, `error`)

```

    "translations" : { 1 item + ✖
      "en" : { 1 item + ✖
        "error" : {} 0 items + ✖
      }
    }
  
```

2. The **Key Name** box appears.

3. In the box, enter the **label ID** you want to override (for example, `default_error_title`) then click the **green checkmark**.

```

    "config" : { 6 items
      "plugins" : {
        "kav..." : {
          "play..." : {
            "position" : string "right"
            "expandMode" : string "alongside"
            "expandOnFirstPlay" : bool true
          }
        }
      }
    }
  
```

The result looks like this:

```

    "translations": { 1 item
      "en": { 1 item
        "error": { 1 item
          "default_error_title": NULL
        }
      }
    }
  }

```

4. Click the **edit icon** next to the new label ID.

```

    "translations": { 1 item + ×
      "en": { 1 item + ×
        "error": { 1 item + ×
          "default_error_title": NULL ✎
        }
      }
    }
  }

```

5. Replace `null` with your new custom text, then click the **green checkmark**.

 Do not type quotation marks around your text. The system adds them automatically.

```

    "translations": { 1 item
      "en": { 1 item
        "error": { 1 item
          "default_error_title":
            Oops! Something went wrong. ✎ ✓
        }
      }
    }
  }

```

The result looks like this:

```

    "translations": { 1 item
      "en": { 1 item
        "error": { 1 item
          "default_error_title":
            string "Oops! Something went wrong."
        }
      }
    }
  }

```

Repeat for additional labels.

 When adding multiple labels, make sure each one is followed by a **comma** except for the last one in the list. Including a 'trailing' comma at the end will cause an error when you try to save.

6. Click **Save** at the top right before exiting.

## Examples

Below are sample structures for each category. Add only the keys you want to override.

### Error messages

```
"error": {  
  "default_error_title": "Oops! Something went wrong",  
  "network_error_title": "Network issue",  
  "network_error_message": "Please check your connection."  
}
```

### Live player messages

```
"kalturaLive": {  
  "live": "Live Now",  
  "no_longer_live": "Broadcast has ended",  
  "offline": "Offline",  
  "offline_body": "This event hasn't started yet",  
  "offline_title": "Coming Soon",  
  "preview": "Preview Mode"  
}
```

### Q&A labels

```
"qna": {  
  "empty_questions": "No questions yet",  
  "type_question": "Ask your question here"  
}
```

## Supported error messages

This is just a full list for reference - don't paste it all. Pick the keys you want to change and add only those in your player config.

```
ui :{
    translations : {
        en : {
            error : {
                default_error_title: "Something went wrong",
                default_error_message: "An error occurred, please try again later.",
                network_error_title: "There's a problem with your network",
                network_error_message: "Please check your network connection and try again.",
                media_unavailable_error_title: "Media unavailable",
                media_unavailable_error_message: "This media has been restricted. Please obtain relevant permissions to access content.",
                text_error_title: "Text stream error",
                text_error_message: "Text stream error occurred",
                media_error_title: "Media stream error",
                media_error_message: "One or more media streams have failed.",
                manifest_error_title: "Play manifest error",
                manifest_error_message: "Error processing the play manifest.",
                streaming_error_title: "Cannot load stream",
                streaming_error_message: "A streaming protocol error occurred.",
                drm_error_message: "You don't have permissions to view this media.",
                media_not_ready_error_title: "Media is being processed",
                media_not_ready_error_message: "Media is processing, check back soon.",
                geo_location_error_title: "Geo location unavailable",
                geo_location_error_message: "This content is unavailable in your region.",
                ip_restricted_error_message: "This media has been restricted to certain IP addresses.",
                default_session_text: "Copy for customer care: session ID",
                retry: "Try again",
            }
        }
    }
}
```