Advanced player settings: Customize player text labels

Last Modified on 07/07/2026 9:07 am IDT

This article is designated for administrators.

About

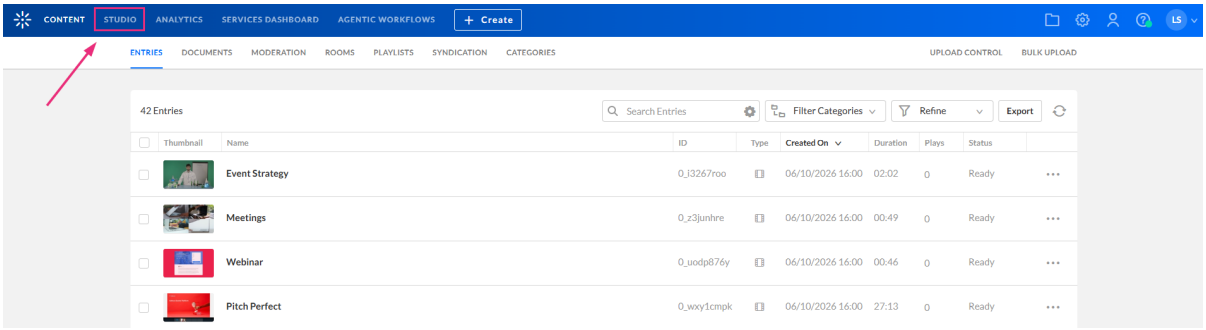
You can customize player text labels through the player's Advanced Settings. This configuration allows you to override default error messages, live status labels, and Q&A text that are not exposed in the standard Player Studio interface.

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

Access the advanced settings

VOD AUDIO REELS

1. Log in to your Rich Media CMS and click the **Studio** tab.

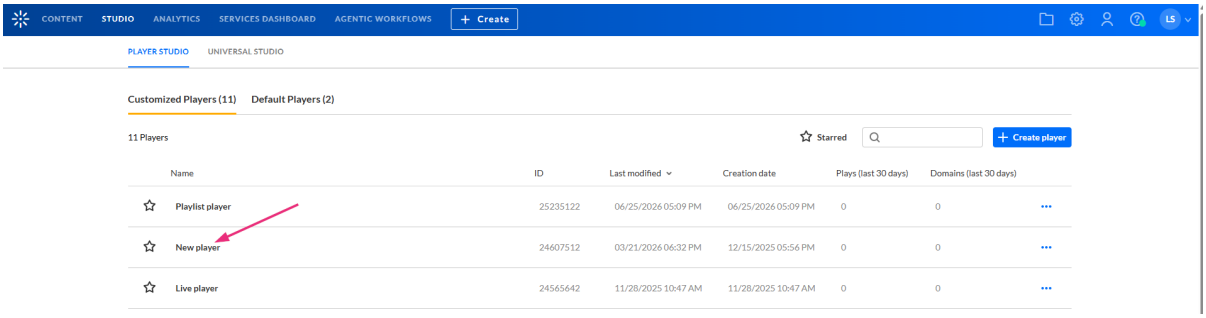


The Player Studio page displays.

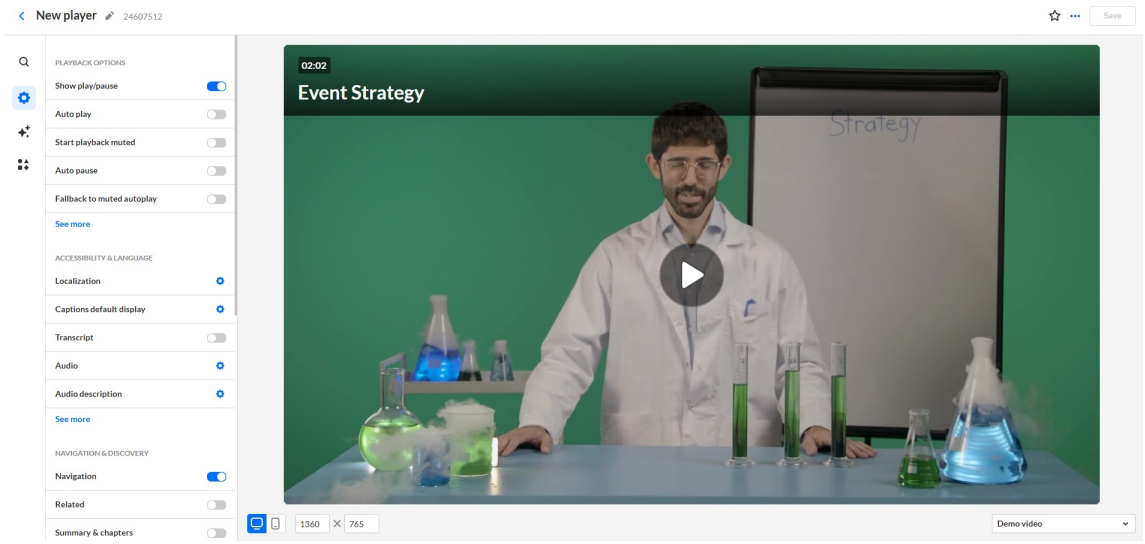
2. Click the player you want to edit from the list (or use the search bar in the top right).

If you haven't created a player yet, check out our article Create a player for guidance.

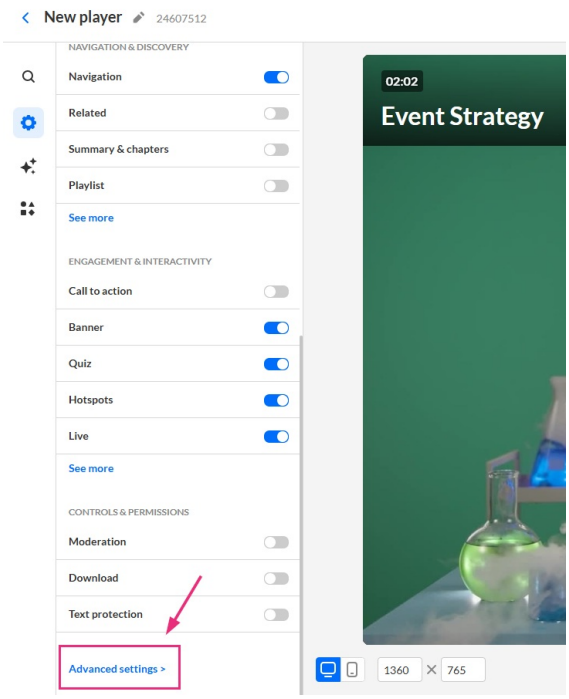
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The player settings display.

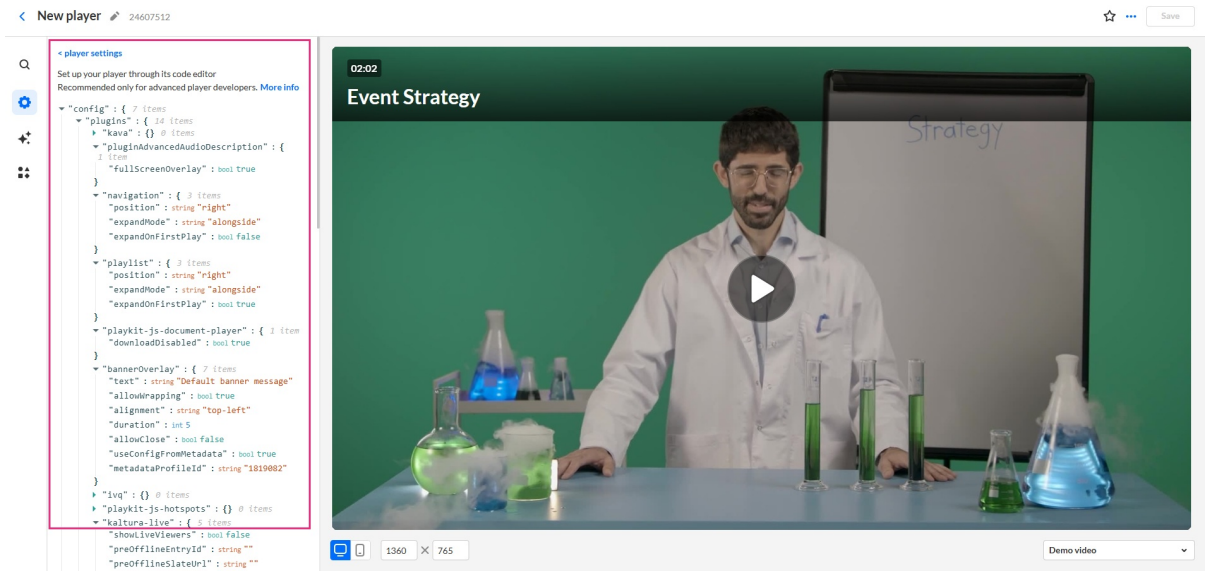


3. Scroll to the bottom of the player settings and click **Advanced Settings.**



The advanced settings editor opens.

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Configure custom text labels

Step 1: Create the "translations" category

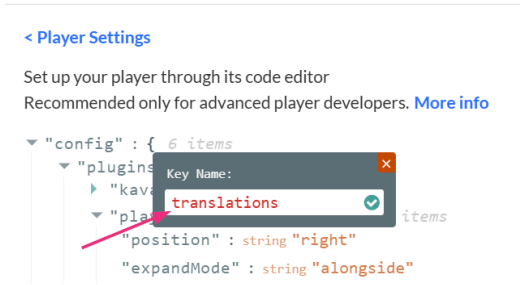
Before adding your custom text, you must create a place for it to live.

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

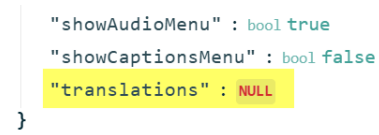


   The **Key Name** box displays.

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



   You'll see the new setting listed.

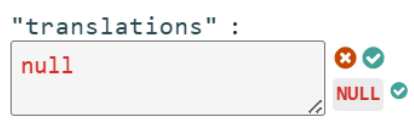


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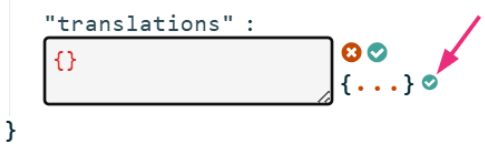
3. Hover over your new `translations` row and click the **green edit icon**.



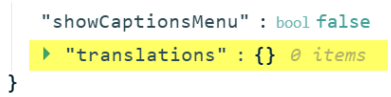
A box containing a null value displays.



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



The result looks like this:



Step 2: Define your language

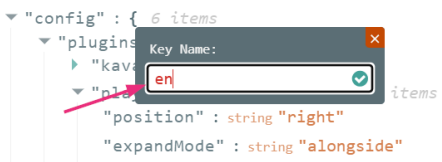
Now, tell the player which language you are overriding.

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



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'.

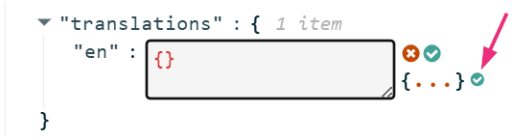


3. Click the **edit icon** next to the language code.

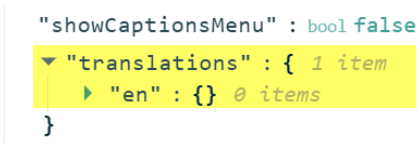
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4. Replace `null` with `{ }`, then click the **small green checkmark**.



The result looks like this:



Step 3: Choose a message category

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

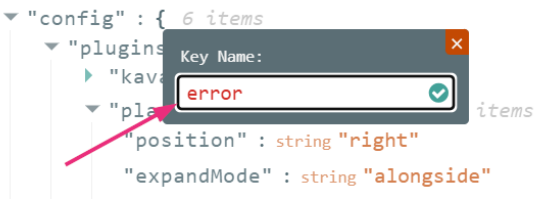
1. Click the **green +icon** next to the language code (in our example, it's `en`).



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)

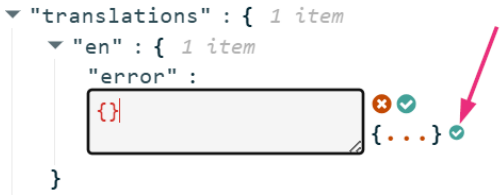


3. Click the **edit icon** next to the key you just added.

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



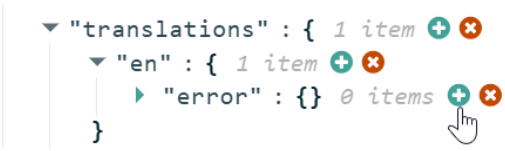
The result looks like this:



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`)



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**.

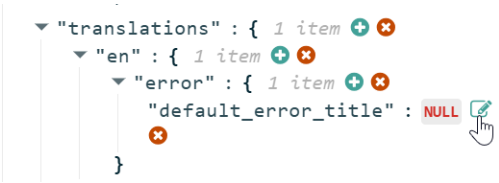


The result looks like this:

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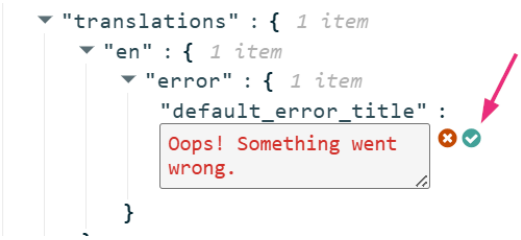


4. Click the **edit icon** next to the new label ID.

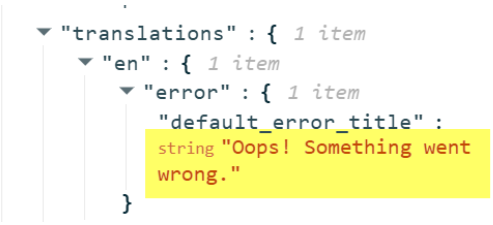


5. Replace `null` with your new custom text, then click the **green checkmark**.

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



The result looks like this:



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.

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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.

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```
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",
                        }
                      }
                    }
                  }
```

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