

Enable document support on the player

Last Modified on 06/14/2026 4:05 pm IDT

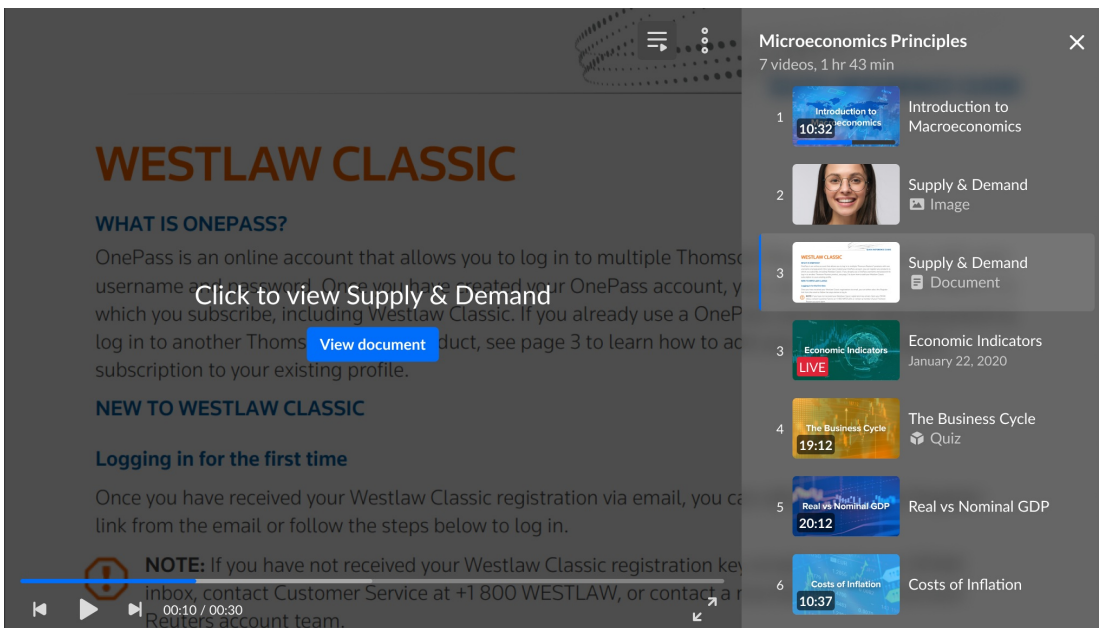
 This article is designated for administrators.

About

Enable this option to allow document entry support. When enabled, if a document has been loaded in a Kaltura player (for example, as part of a playlist), a slate will appear instructing the user how to view the document.

Documents are not displayed directly within the player. Supported documents can be opened in a new browser tab.

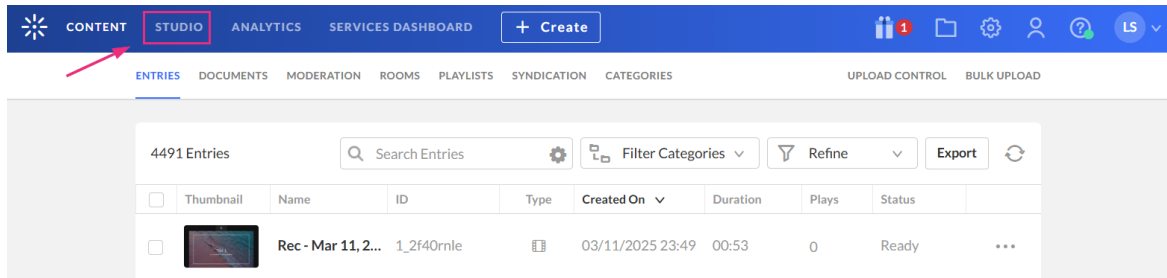
If a document isn't available for viewing, it can be downloaded if document downloads are enabled.



VOD

Access the player settings

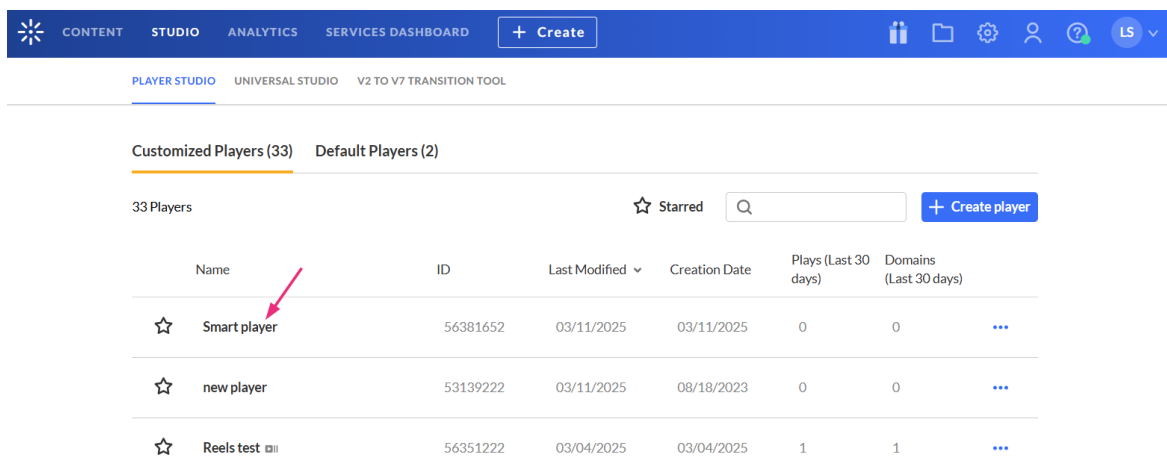
1. Log in to your Rich Media CMS and click the **Studio** tab.



The [Player Studio](#) page displays.

- 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.

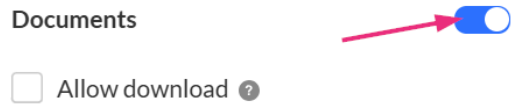


The [player settings](#) display.



Set document support

1. Scroll down to the **Navigation & discovery** section, find **Documents** and click the toggle to open the settings.



2. Check the box to allow document download when a document is not available for viewing.

3. Click **Save** at the top right of the settings page.

For the user guide, see [Documents in player](#).
