Advanced player settings: Control how captions are rendered

Last Modified on 07/07/2026 9:13 am IDT

This article is designated for administrators.

About

You can control how **captions** are rendered in the V7 player through the player's advanced settings. This configuration is not exposed in the standard Player Studio interface.

By default, some browsers, especially **Safari** (including iOS browsers that use WebKit), use native browser caption rendering. In certain environments, this can cause captions to display incorrectly or show styling and positioning differences.

You can configure the player's advanced settings to render captions instead of the browser, which can:

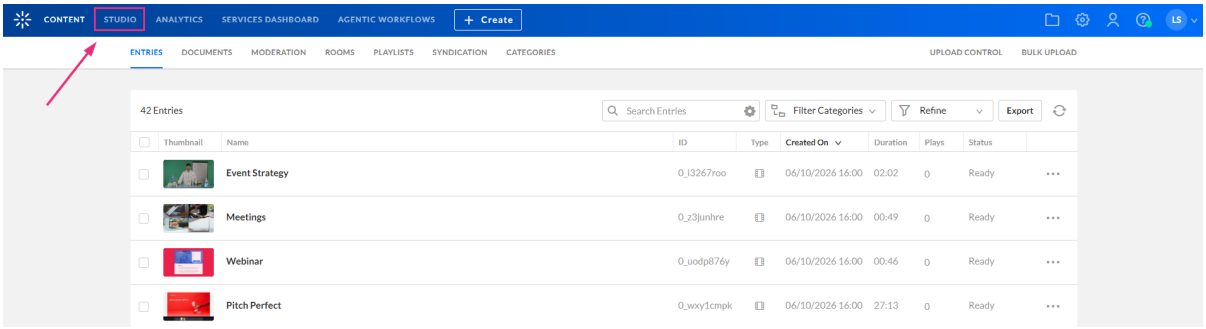
- resolve display issues in Safari
- improve consistency between Safari and other browsers
- ensure configured caption styling is applied

This change affects all supported browsers, not only Safari. Browser-level caption preferences may behave differently when native rendering is disabled. Test the player before deploying broadly.

Access the advanced settings

VOD AUDIO REELS

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



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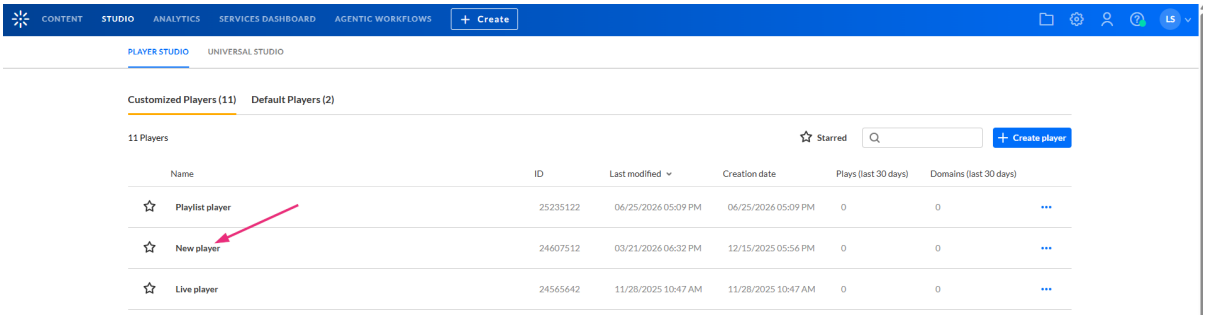
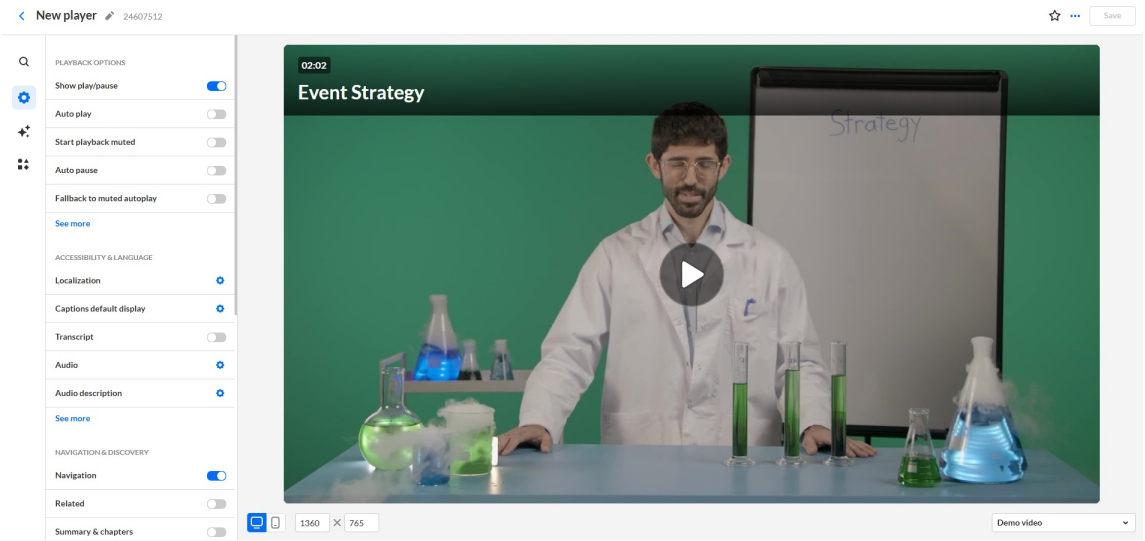
The Player Studio page displays.

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.



The player settings display.



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

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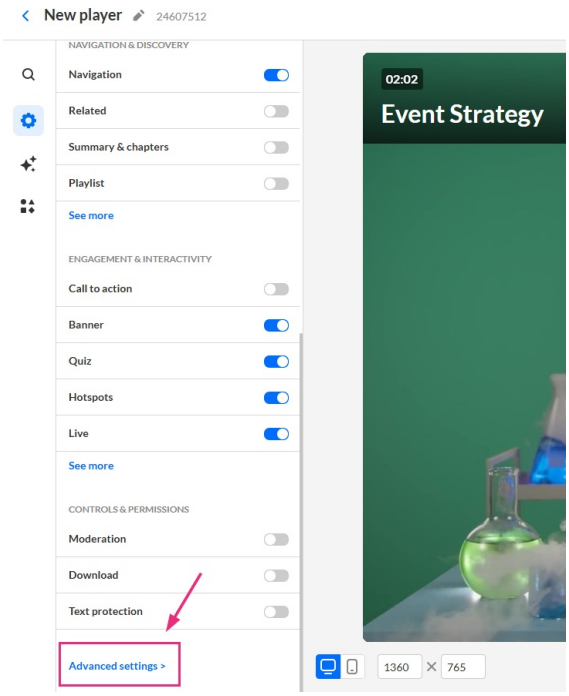
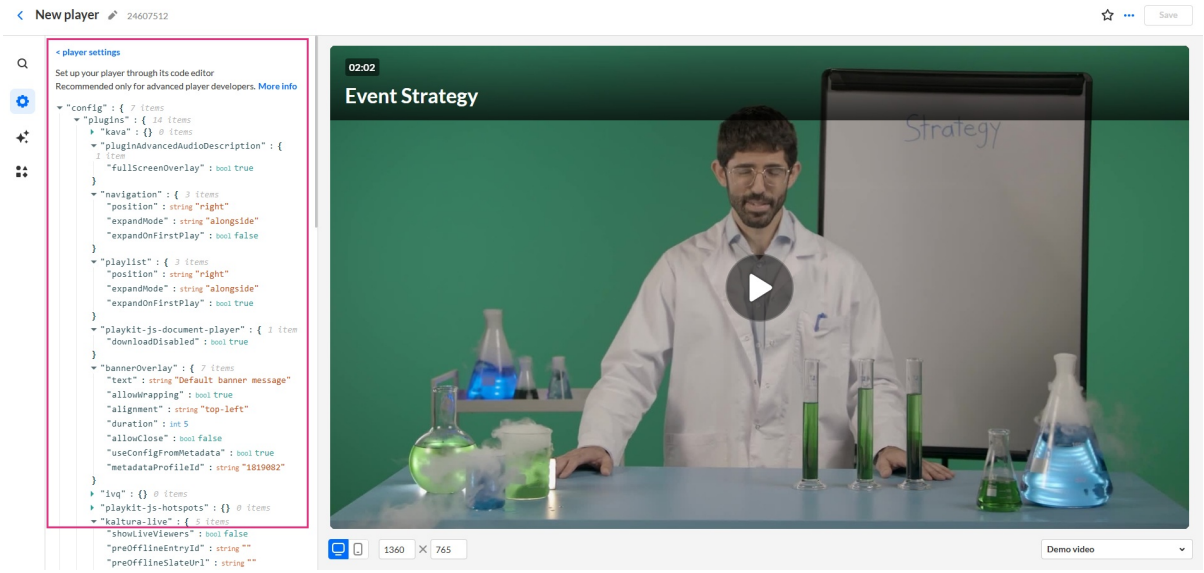


The advanced settings editor opens.



Configure caption rendering behavior

This setting must be configured under the `text` object.

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

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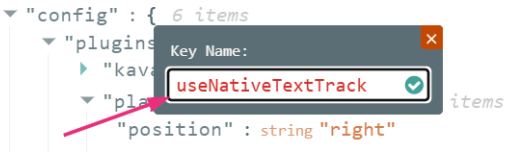
The **Key Name** box displays.

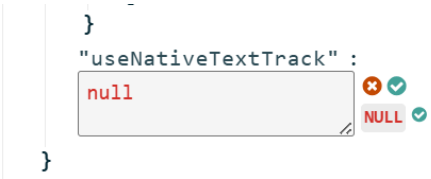
2. In the box, enter `useNativeTextTrack` and click the **green check mark** or press 'enter'.



You'll see the new setting listed.

3. Hover over the new setting and click the **green edit icon**.

4. A box containing a null value displays.



5. Replace `null` with `false`, then click the **small green checkmark**.

The new value displays.

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

Changes may take a few minutes to reflect across your site.

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