# How to customize player messages

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> 🔒 **This article is designated for administrators.**

## About

This guide shows you how to customize text labels that appear in your Kaltura player. You can update default wording for:

- Error messages
- Live Player status messages (like "Live" or "Broadcast is no longer live")
- Q&A labels (like "No Questions Yet")

Use this to match your branding or improve the user experience. You'll use the Advanced Settings in the player configuration.

> ✅
> All text edits use the **translations** section - even if you're just changing text in English.
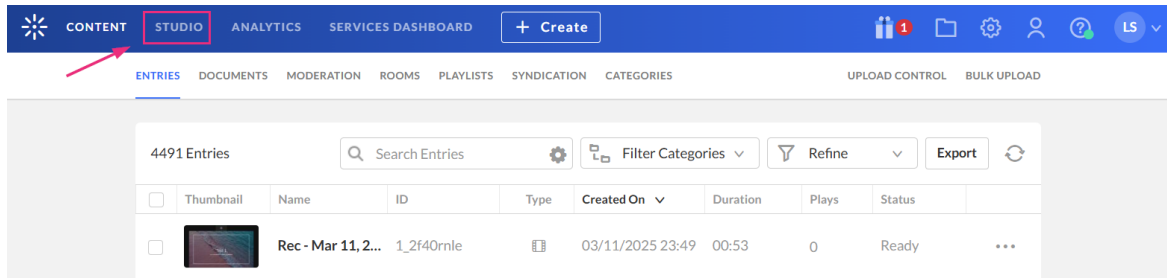
## Supported text keys

Use these keys according to what type of customization you want - they're all done in the same place, under the same **translations** section in your player's settings.

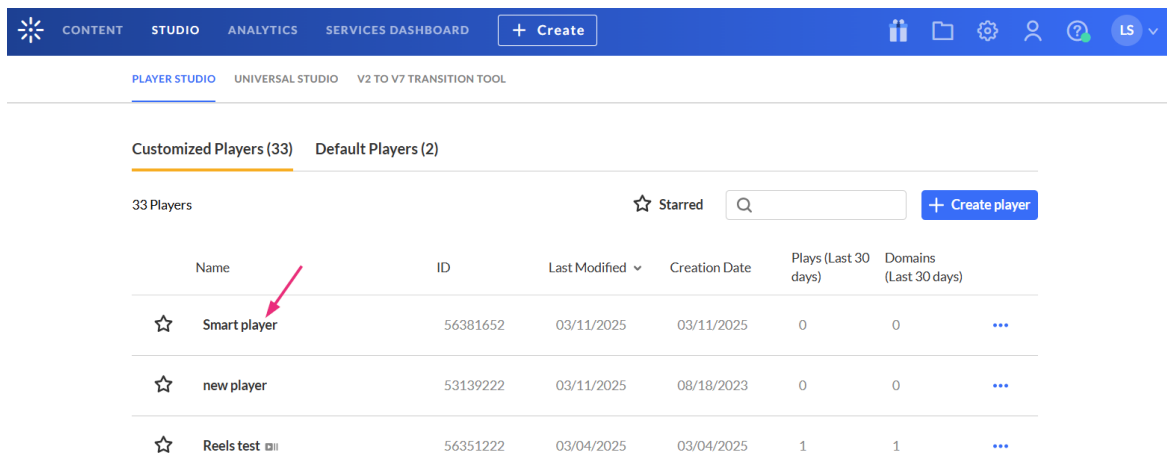| Type | Key | Example |
|---|---|---|
| Error messages | error | *"Media unavailable"* |
| Live Player | kalturaLive | *"Broadcast is no longer live"* |
| Q&A | qna | *"No Questions Yet"* |

## Step 1: Access the advanced settings

1. Log in to your KMC and click the **Studio** tab.

The Player Studio page displays.

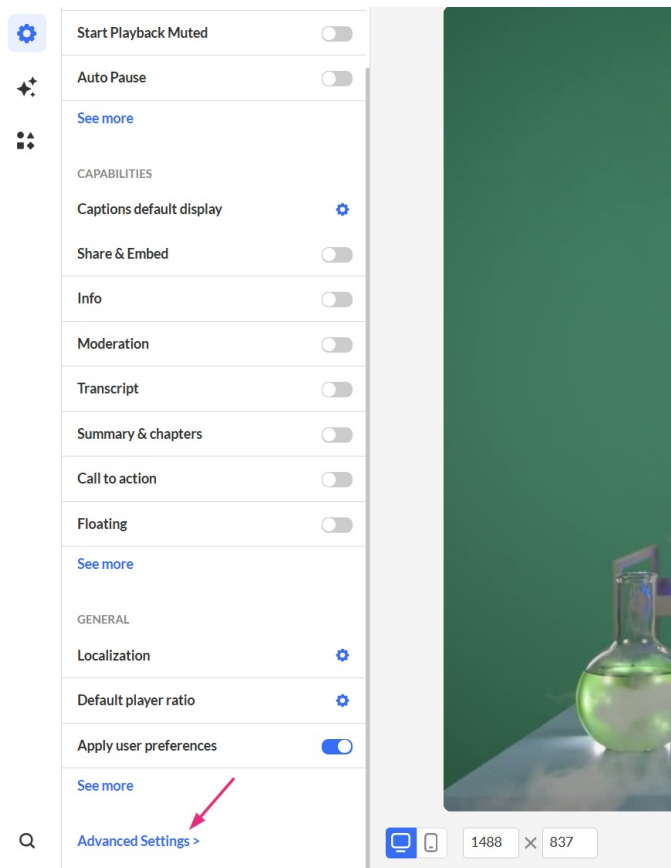2. Click the player you want to edit from the list (or use the search bar in the top right).

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



The player settings display.

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



The **Advanced Configuration** panel displays.



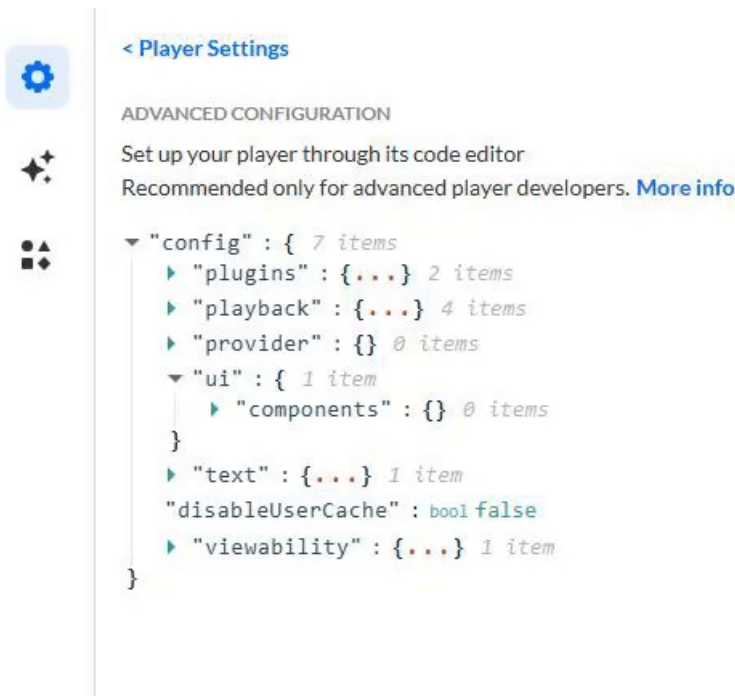## Step 2: Add the Translations section

1. In the Advanced Settings tab, hover over **ui** then 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
```

2. In the **Key Name** box, enter **translations** and click the **green checkmark**.



< Player Settings

ADVANCED CONFIGURATION

Set up your player through its code editor
Recommended only for advanced player developers. **More info**

```
▼ "config" : { 7 items
    ▶ "plugins" : {...} 2 items
    ▶ "playback" : {...} 4 items
    ▶ "provider" : {} 0 items
    ▼ "ui" : { 1 item
        ▶ "components" : {} 0 items
    }
    ▶ "text" : {...} 1 item
    "disableUserCache" : bool false
    ▶ "viewability" : {...} 1 item
}
```

You'll see the new setting listed.

3. Hover over **translations** and click the **green pencil icon.**
   A box containing a null value displays.



```
"config.ui.components.seekbar.thumbsSprite
"
: [ null                    ] ❌✅
                              NULL ✅
```
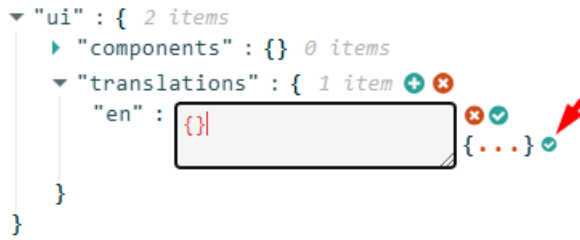
4. Replace null with curly brackets **{}**, then click the secondary **green checkmark**.



```
▼ "ui" : { 2 items 🟢 ❌
    ▶ "components" : {} 0 items
    "translations" :
    [ {}|                    ] ❌✅
                              {...}✅
}
```

5. Click the **+** icon next to "**translations**" to add your language code (for example, **en** for English).

6. Enter the Key Name **en** and click the **green checkmark**.

7. Click the **pencil icon** next to **en**, replace null with curly brackets **{}** and click the secondary **green checkmark** to save it.
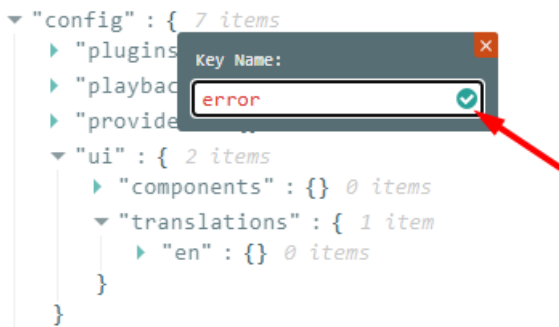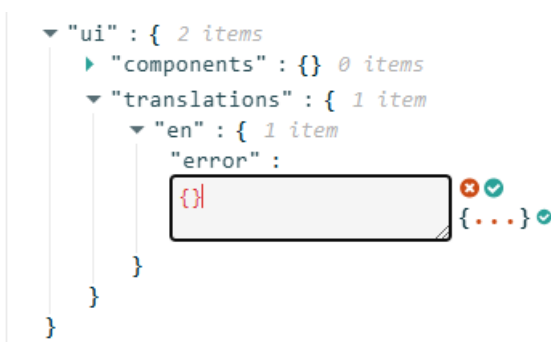


## Step 3: Add the text type

Choose which type you want to add:

- To customize **error messages**, add Key Name `error`.
- To customize **live player text**, add a Key Name `kalturaLive`.
- To customize **Q&A**, add a Key Name `qna`.

1. Click the **+** icon next to the object (in our example, the object is **en**), enter the Key Name (in our example it's **error)**, and click the **green checkmark**.



2. Click the **pencil icon** next to **error** (or whichever type you added) replace null with curly brackets **{}**, and click the secondary **green checkmark**.



## Step 4: Add your custom text

Under your new key (`error`, `kalturaLive`, or `qna`), click **+** and add the text labels you want to change.

Examples:

### Error messages

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

### Live player

```
"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

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

## Example of adding an error message

1. Click **+** next to **error**, enter the desired name of the error message you want to customize, (for example: `ip_restricted_error_message`), and click the green checkmark.



2. Select the **pencil** icon next to that **error name**, replace null with your custom error

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message, and click the green checkmark. Go to Supported error messages to see the options.

In this example, we have customized the error message "ip_restricted_error_message".

```
▼ "ui" : {  2 items
    ▶ "components" : {}  0 items
    ▼ "translations" : {  1 item
        ▼ "en" : {  1 item
            ▼ "error" : {  1 item
                "ip_restricted_error_message"
                :  Hello! This is a
                   custom message!|      ⊗ ✔
                }
            }
        }
    }
}
```

```
▶ "provider" : {}  0 items
▼ "ui" : {  2 items
    ▶ "components" : {}  0 items
    ▼ "translations" : {  1 item
        ▼ "en" : {  1 item
            ▼ "error" : {  2 items
                "ip_restricted_error_message"
                :
                string "Hello! This is a custom
                message!"
                "media_unavailable_error_title
                "
                :
                string "Heyyyy this is a custom
                title :)"
                }
            }
        }
    }
}
```
customized error message

3. Repeat if needed to add more custom messages.

## Example of Live message
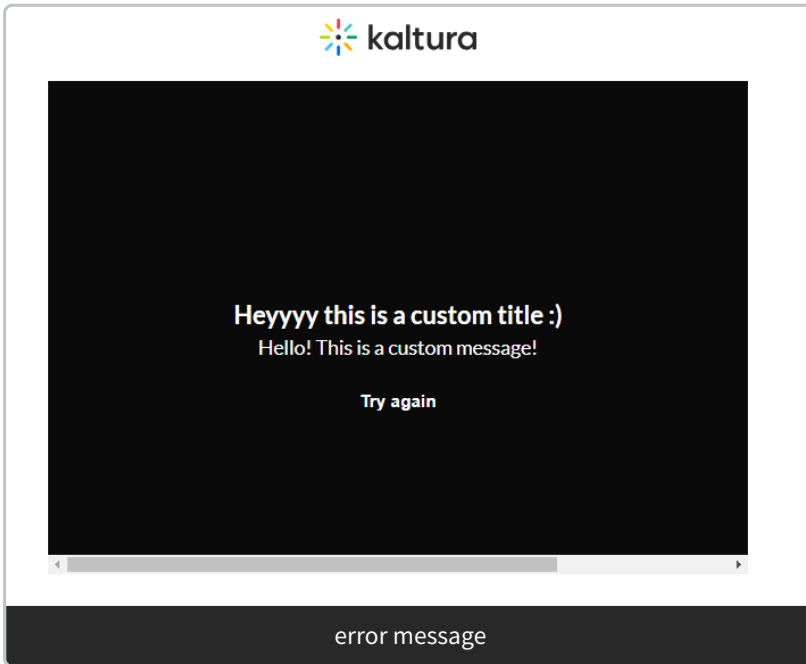
customized live messages

## Save and test

Click **Save** at the top right of the player settings.



- Test your changes by playing your video or opening the Q&A or Live Player.
  - For errors: try to trigger the error.
  - For live: check a live session.
  - For Q&A: open the Q&A area in the player.

error message

## 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",
                }
              }
            }
          }
```

## Demo

Click here for the test page.