

# 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.



All text edits use the translations section - even if you're just changing text in English.

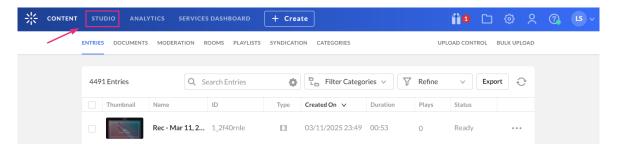
# Supported text keys

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.

Туре	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.

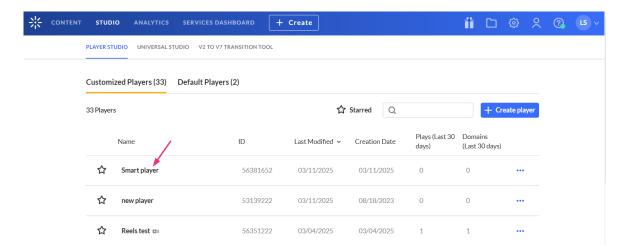




The Player Studio page displays.

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.

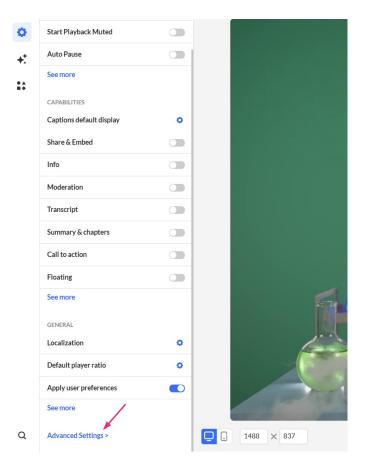


The player settings display.



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.



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

You'll see the new setting listed.

3. Hover over translations and click the green pencil icon.

A box containing a null value displays.

4. Replace null with curly brackets {}, then click the secondary **green checkmark**.

- 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

 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



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".

3. Repeat if needed to add more custom messages.

Example of Live message



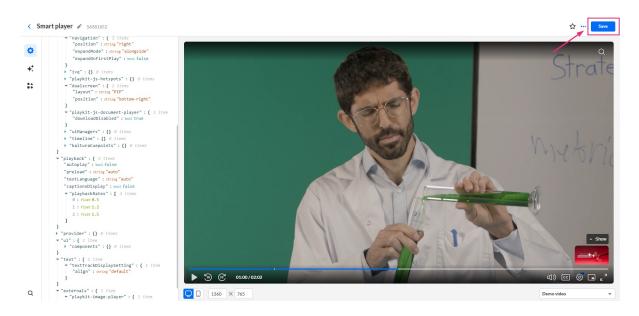
```
"airplay": () θ items
"uiManagers": () θ items
"timeline": () θ items
0
                      ▶ "kalturaCuepoints" : {} 0 items
+;
                     "playback": { 4 items
   "autoplay": bool true
   "preload": string "auto"
   "textLanguage": string "auto"
**
                       "captionsDisplay" : bool false
                      "text" : string "NYU Logo"
                           "userTheme" : { 1 item
    "colors" : { 1 item
    "primary" : string "#8900e1"
                                "en" : { 1 item

   "kalturaLive" : { 5 items

   "live" : string "Live"
                                      "no_longer_live" :
string "Broadcast is no longer
live"
                                     "offline_body":
string "This Event is Not Yet
Live"
                                      "offline_title":
string "Event will be live on a
future date"
"preview": string "Preview"
                        "textTrackDisplaySetting": { 1 ite
    "align": string "default"
              customized live messages
```

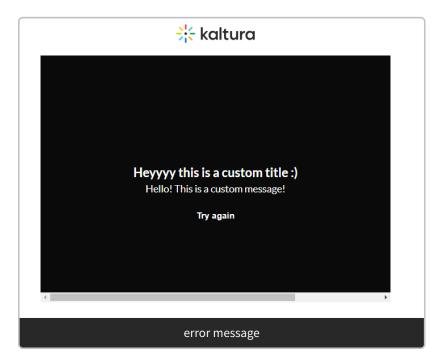
#### Save and test

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.
  - o For live: check a live session.
  - For Q&A: open the Q&A area in the player.





## 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.