Common Types of Error Messages

Type	Scenario	Format	Example
System failure	Unable to load	Banner or dialogue	**Unable to load songs** Pull down to refresh the screen. [OK]
System failure	404	Fullscreen	**We couldn't find what you were looking for.** Maybe our <u>support site</u> can help? [GO BACK]
System failure	Unspecified	Banner or dialogue	**Something went wrong** Try again, or <u>contact our support team</u> for help. [OK]
User input	Incorrect input	In-line	That email address is already connected to another account.
User input	Incorrect password	In-line	Incorrect password. Make sure caps lock is turned off, then try again. <u>Forgot your password?</u>
User input	Unsupported action	Banner or dialogue	**Purchase failed** Please update your payment method and try again. [GO BACK] [UPDATE PAYMENT METHOD]
Can't do that right now	User is offline	Banner or dialogue	**You're offline** Check your internet connection, then try again. [OK]
Can't do that right now	Offer has expired	Banner or fullscreen	**Offer expired** Sorry about that. Luckily, we've got more where that came from. [SEE MORE OFFERS]
Can't do that right now	Unavailable in your region	Banner or fullscreen	**Sorry, this isn't available in your region.** Try listening to one of these tracks instead.
Empty state	No search results	In-line or fullscreen	**0 results found** Try searching again using a different spelling or keyword.
Empty state	No stuff to show	Tooltip or fullscreen	**You haven't made any playlists yet** Hit … next to a song to get started.