

Wistia video embeds

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If you're using Wistia as a source for video, we've noticed some quirks with Wistia and wanted to save you some headache by sharing them.

These quirks vary based on whether you're using a Standard embed (an async embed) or a Fallback embed (an iframe embed). If you're unsure which embed type you're using, refer to [Wistia's embed code documentation](#).

Select the embed type you're using to follow the tips and tricks.

Standard embeds

Fallback embeds

Wistia Standard embeds

Wistia recommends you use a "Standard" embed, which creates an embed code with two scripts and at least one div in it. The embeds look a bit like this:

```
<script src="https://fast.wistia.com/embed/medias/j38ihh83m5.jsonp" async></script>
<script src="https://fast.wistia.com/assets/external/E-v1.js" async></script>
<div class="wistia_embed wistia_async_j38ihh83m5" style="height:349px;width:620px">&nbsp;</div>
```

There are two editor quirks with this type of embed in KnowledgeOwl:

- You can't add embeds using the standard **Insert Video > Embedded Code** workflow. They must be added in **Code View**.
- Once added, these embeds won't show a thumbnail or placeholder in the editor itself, but they will show in **Preview** or in the **Published** version of the article. We recommend adding some CSS to make them visible.

We discuss these more below.

Add a Standard Wistia embed code



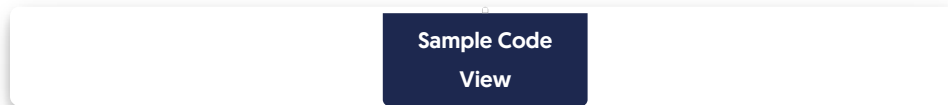
Use Code View

If you're using a Standard Wistia embed code, you cannot add it to an article using **Insert Video > Embedded Code**.

Our **Insert Video Embedded Code** functionality expects an **iframe** only, and since it doesn't know what to do with the scripts, it won't complete the insert.

If you're using this embed code type, instead of using the Insert Video option:

1. In Wistia, copy the Standard embed code.
2. In the KnowledgeOwl editor, get your cursor to the place you'd like to add the video.
3. Select the **Code View** `</>` control from the editor toolbar:
4. Paste your embed code by using Ctrl + V or right-click and select Paste. Your Code View will look something like this:



5. Save your changes.


Show a Standard embedded Wistia video in the editor

Off the shelf, once you add a Standard Wistia embed code, the editor actually won't show anything. Why? Because the thumbnail and video player depend on the Wistia scripts running, and our editor won't allow those scripts to run. If you click where you pasted in the code, the editor's **Paragraph Format** control displays "Div".

You can see the video by Previewing the article or by saving it and viewing the published article.

While we can't force these scripts to run to show the thumbnail, you can add some custom CSS to create a visual signal that a video's been uploaded. We like to use a background color for the video player div and a video icon, but the simpler approach is just to use the background color.

To add the background color and video icon:

1. Save this video camera icon to your computer: [video-solid.png](#) 
2. Go to **Files**.
3. Select **+ Add Files** and upload the icon there.
4. Once it's uploaded, select the file and copy the URL for it. Refer to the instructions to [Find a file's URL](#) if you're not familiar with how to copy the URL.
5. Go to **Customize > Style [HTML & CSS]**.
6. In the **Customize HTML, CSS, and JS** section, select **Custom CSS**.
7. Copy this code and paste it into that pane:

```
/* Add background color and video icon to Wistia Standard placeholder in Editor */
.fr-view.hg-article-body .wistia_responsive_wrapper,
.cke_editable .wistia_responsive_wrapper {
  background-color: #d3d3d3;
  background-image: url("my-url/video-solid.png");
  background-repeat: no-repeat;
  background-position: center;
}
```

8. In row 5, replace `my-url/video-solid.png` with the URL of the file you uploaded in Step 3. Make sure it's still in quotation marks. So if our URL was

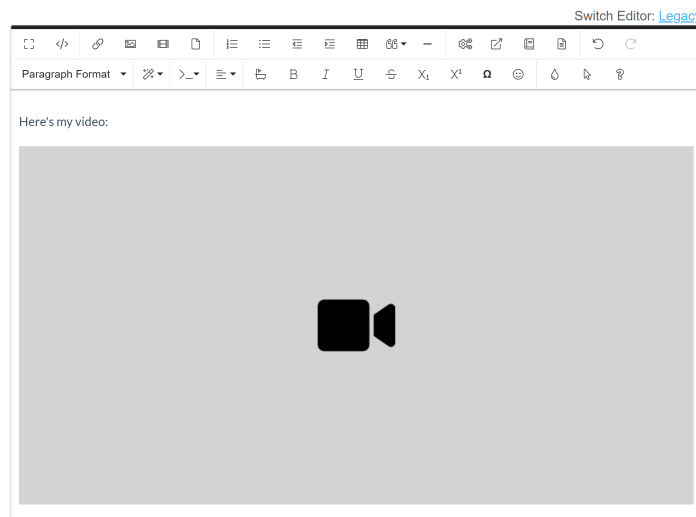
`https://dyzz9obi78pm5.cloudfront.net/app/image/id/11111aaaaaa11111aaaaa/n/video-solid.png`, the CSS would be:

```
background-image:
url("https://dyzz9obi78pm5.cloudfront.net/app/image/id/11111aaaaaa11111aaaaa/n/video-solid.png");
```

9. If you'd like to use a different background color, change the hex used for `background-color` in row 3.

10. Save your changes.

Once saved, you'll see the background-color and graphic you selected applied to the div placeholder for the videos in the editor:



If you'd prefer to only use a background color, follow the instructions above with these modifications:

- Begin at Step 5.
- Remove rows 5-7 from the code sample.