BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Closed Captions & Subtitles

Turning captions on for every TV, app, phone and video call — explained in plain English, one step at a time

A plain-English guide for seniors and families

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For TVs, streaming apps, cable boxes, phones and video calls · facts current November 2026

What's Inside

This is your guide to closed captions and subtitles: the words at the bottom of the screen that let you follow every line of a show, a phone video or a video call. Read it in any order and at your own pace. Most people only need three chapters: the one that explains where captions live (Chapter 3), the one for their own TV, and the one for the app they watch most. Menus change a little with every software update, so if a screen on yours looks slightly different, the idea is still the same. Facts are current as of November 2026.

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PART 1

Captions Made Simple

What captions and subtitles are, why there are three different places to switch them on, and the quickest shortcuts. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. Maybe the actors on your favorite show have started mumbling. Maybe the music drowns out the words, or a British drama has accents you can't quite catch. Maybe you wear hearing aids, or someone in the house goes to bed early and you'd like to keep the volume down. Whatever brought you here, captions can help, and this guide will show you exactly how to turn them on.

I'm Bill. Helping people get comfortable with their technology is what I do every day, and captions are a topic that puzzles a lot of people. The trouble isn't that captions are hard. It's that every TV, every streaming app and every cable box hides the switch in a different spot, and sometimes two of them fight each other. Once you understand why, it all gets much easier.

You can't break anything

Turning captions on or off, changing their size or color, or trying a setting to see what it does can't hurt your TV or your phone. If you don't like a change, you can always change it back. So explore freely.

WHAT THIS DOES FOR YOU

What captions do for you

Captions let you catch every word without turning the volume up so loud it bothers the neighbors. They help with accents, whispered lines and noisy action scenes. They let you watch while someone else sleeps or talks on the phone. And on a phone or a video call, they can turn speech into words in real time, so you can follow a conversation with the grandkids even when the sound is poor.

What's in this guide

- **The basics**: captions versus subtitles versus SDH, and the three places a caption switch can hide (Part 1).
- **Your TV**: step-by-step for Samsung, LG, Roku, Fire TV, Google TV, Apple TV, Vizio, Hisense, TCL and Sony (Part 2).
- **Cable and antenna TV**: Spectrum cable boxes and the CC1 and CC3 settings for live channels (Part 3).

- **Streaming apps**: Netflix, YouTube, YouTube TV, Prime Video, Disney+, Hulu, HBO Max, Peacock and Paramount+ (Part 4).
- **Easier-to-read captions**: bigger letters, better colors and a solid background (Part 5).
- **Phones, tablets and video calls**: Live Captions on iPhone and Android, FaceTime, Zoom, and captioned telephones (Part 6).
- **Fixing problems**: captions that won't turn off, keep coming back, run late or show the wrong language (Part 7).

GOOD TO KNOW

Other guides that pair well with this one

If voices are still hard to understand even with captions, look at our **TV Listening Headphones & Dialogue** guide and our **Hearing Help Tech** guide. We also have full guides for **Samsung Smart TVs**, **LG Smart TVs**, **Roku** and **Netflix**.

And I'm only a phone call away

If you get stuck, you're never stuck alone. Call me at **(330) 200-8042**. No question is too small, and nobody will make you feel silly for asking how to turn the words on. Now let's get those captions working.

— Bill

CHAPTER 2

Captions, Subtitles and SDH: What's the Difference?

You'll see three words on menus: **captions**, **subtitles** and **SDH**. They all put words on the screen, but they're not quite the same. Knowing the difference helps you pick the right one.

Closed captions (CC)

Closed captions show what's said *and* the important sounds, such as *[door slams]*, *[phone ringing]* or *[soft music]*. They often say who is talking, too. They were made for people who are deaf or hard of hearing, so they try to give you everything your ears would. "Closed" simply means you can turn them on and off. The words travel hidden inside the TV signal or the video file until you ask for them.

Open captions

Open captions are burned into the picture itself, like the words on a foreign film in a movie theater. You can't turn them off, and no setting will remove them. If you see words that refuse to go away no matter what you do, they may be open captions that are part of the video.

Subtitles

Subtitles usually show only the dialogue, without the sound descriptions. They were made for people who can hear but don't understand the language, which is why you'll often see a list of languages such as English, Spanish and French. English subtitles on an English show are still handy, but they won't tell you about the knock at the door.

SDH: the best of both

SDH stands for **Subtitles for the Deaf and Hard of Hearing**. SDH looks like subtitles but includes the sound descriptions and speaker names, just like captions. Streaming services often label it **English [CC]**, **English (SDH)** or **English - CC**. On Netflix, look for the SDH badge on a title's details page; when a title doesn't have SDH, you may get subtitles with dialogue only.

Type	Shows dialogue	Shows sounds like [laughter]	Can you turn it off?
Closed captions (CC)	Yes	Yes	Yes
SDH	Yes	Yes	Yes
Subtitles	Yes	Usually not	Yes
Open captions	Yes	Sometimes	No, it's part of the picture

TIP

Which one should I choose?

If you have any trouble hearing, choose **CC** or **SDH** whenever it's offered. You'll know when a phone rings off-screen or when the music turns scary. Choose plain subtitles for a foreign-language film, or if you find the sound descriptions distracting.

CHAPTER 3

Where Captions Live: The Three Switches

This is the most important chapter in the guide. Once you understand it, almost every caption problem makes sense. Captions can be switched on in up to **three different places**, and they don't always talk to each other.

The three places

1. **The TV itself.** Every TV has a caption setting, usually under **Settings** > **Accessibility**. It controls captions for antenna channels and, on many smart TVs, for some apps too.
2. **The box plugged into the TV.** A cable box, a satellite receiver, a Roku stick, a Fire TV Stick or an Apple TV has its own caption setting. When you watch through the box, its setting is the one that counts.
3. **The app.** Netflix, YouTube, Prime Video and the rest each have a caption choice inside the video player, and many of them remember it for next time.

Why the TV's own switch often does nothing

When you watch through a cable box connected with an HDMI cable, the TV can't see the hidden caption data. LG says plainly that its TVs can't create captions on their own and that captions set on the TV don't work through a set-top box; the box needs its own caption setting. So if you have a cable box, turn captions on with the **cable box's** remote and menu, not the TV's.

Turn captions on in one place, not two

If captions are switched on in two places at once, say both the TV and the cable box, you can end up with two sets of words on top of each other, or captions that won't go away when you switch one off. The FCC, the federal agency that oversees TV captions, advises turning captions on in either the TV or the box, not both.

If you watch through...	Turn captions on in...
Antenna (rabbit ears or roof antenna)	The TV's own caption setting (Chapter 13).
Cable box, such as Spectrum	The cable box's menu or its A or CC button (Chapter 12).
Roku, Fire TV, Apple TV or Google TV	That device's Accessibility menu, then the app if needed (Chapters 7 to 10).

If you watch through...	Turn captions on in...
Smart TV apps (Netflix on the TV itself)	The app's player menu first; the TV's setting may help (Part 4).
Phone or tablet	The app's CC button, or the phone's Accessibility settings (Part 6).

WHAT THIS DOES FOR YOU

Why this saves you frustration

Many "my captions are broken" problems come down to the switch being flipped in the wrong place. Knowing which device is actually showing the picture tells you exactly which menu to open.

How to tell what's showing the picture

- Press the **Input** or **Source** button on the TV remote. The name that's highlighted (HDMI 1, HDMI 2, TV, Antenna) tells you which box is in charge.
- If it says **TV**, **Antenna** or **Live TV**, use the TV's own settings.
- If it says **HDMI**, look at what's plugged into that HDMI port: usually a cable box or a streaming stick.
- If you're inside an app on a smart TV (no extra box), start with the app's own caption choice.

CHAPTER 4

The Quickest Shortcuts: CC Buttons and Remote Tricks

Before diving into menus, try a shortcut. Many remotes can switch captions on or off in a second or two, right while you're watching.

Shortcuts that work on popular devices

Device	Shortcut
Roku	While a show is playing, press the ***** (star) button and look for the captions choice.
Apple TV	Press the clickpad or Touch surface of the Siri Remote **three times** quickly.
Spectrum cable box	Press the **A** button (on many boxes, then **1** for Closed Captioning).
Hisense and many others	A **CC** or **Subtitle** button, if your remote has one.
Most streaming apps	Press down or OK to show the player controls, then choose the **CC** or speech-bubble icon.

On Apple TV, the triple-press works only when VoiceOver (the screen reader) is off; with VoiceOver on, the same press turns audio descriptions on or off instead. The Roku and Spectrum shortcuts are covered step by step in Chapters 7 and 12.

When there's no button

Plenty of newer remotes have no CC button at all. That's fine. You can always reach captions through the TV's **Settings** or **Home** menu, or through the app's player controls. Each device chapter in Part 2 shows the exact steps.

> **TIP**
>
> **Use your voice**
>
> If your remote has a microphone button, try holding it and saying "turn on captions" or "turn off closed captions." Spectrum's Xumo Stream Box lists voice commands like "Turn closed captions on" and "Turn closed captions off." On other devices it depends on the model, so if it doesn't work, use the menu.

HEADS UP

A shortcut can turn captions on by accident

Because a single press of a button can switch captions on, it's easy to do it without noticing, especially with the Apple TV triple-press or the Spectrum A button. If captions suddenly appear one evening, a stray button press is the most likely reason. Press the same shortcut again to turn them off.

PART 2

Captions on Your TV or Streaming Device

Step-by-step directions for each major brand: Samsung, LG, Roku, Fire TV, Google TV, Apple TV, Vizio, Hisense, TCL and Sony. Find yours and skip the rest.

CHAPTER 5

Samsung TVs

Samsung TVs keep captions in the Accessibility menu. The path is the same on most models, with one small difference on newer TVs. Our **Samsung Smart TVs** guide covers the rest of the TV.

Turn captions on or off

1. Press the **Home** button on the Samsung remote.
2. Go to **Settings** > **General** > **Accessibility**. On newer models the path is **Settings** > **All Settings** > **General & Privacy** > **Accessibility**.
3. Select **Caption Settings**.
4. Select **Caption** to switch it on. Select it again to switch it off.

The other choices in Caption Settings

Setting	What it does
Caption Mode	Chooses the caption track. Samsung recommends leaving it on **Default**, because which languages are available depends on the broadcast.
Digital Caption Options	Changes how captions look: size, color, background and more (see Chapter 19).
Separate Closed Caption	Moves captions off the picture so they don't cover faces or sports scores. Works only on programs with broadcast captions.

GOOD TO KNOW

Apps have their own switch

Samsung notes that apps like Netflix keep their own caption settings, separate from the TV's. And for Blu-ray discs and DVDs, you pick captions from the disc's own menu before the movie starts. If you watch through a cable box, use the box's captions instead (Chapter 12).

TIP

Some models say "Subtitle" instead

On some Samsung TVs the item is called **Subtitle Settings** rather than Caption Settings. It does the same job.

CHAPTER 6

LG TVs

LG smart TVs run software called **webOS**. Where the caption switch lives depends on how old the TV is. If your remote has no Settings button (the gear), press **Home** and choose **Settings** on the screen. Our **LG Smart TVs** guide covers the rest of the TV.

Turn captions on

Your LG TV	Path
2026 and newer (webOS 26)	**All Settings** > **General** > **Accessibility** > **Hearing Features** > **Closed Caption**
2021 to 2025 (webOS 6 and later)	**All Settings** > **General** > **Accessibility** > **Closed Caption**
2020 and older (webOS 5 and earlier)	**All Settings** > **Accessibility** > **Closed Caption**

1. Press the **Settings** (gear) button on the remote, or press **Home** and choose **Settings**.
2. Choose **All Settings**.
3. Follow the path for your TV's age from the table above.
4. Switch **Closed Caption** on.

HEADS UP

LG's TV setting doesn't reach a cable box

LG explains that its TVs can't make captions on their own; they show what the broadcaster sends. Captions set on the TV don't work through a set-top box, so a cable or satellite box needs its own caption setting. And streaming apps such as Netflix are switched on inside the app.

TIP

Not sure how old your LG is?

Just try the newest path first. If you don't see **General** in the list, use the older path. You can't harm anything by looking.

CHAPTER 7

Roku TVs and Roku Streaming Players

Roku is built into many TVs (TCL, Hisense, onn. and others) and also sold as a separate stick or box. The caption settings are the same either way. Our **Roku** guide covers everything else.

Turn captions on from Settings

1. Press **Home** on the Roku remote.
2. Go to **Settings** > **Accessibility**. If you don't see Accessibility, choose **Captions** instead.
3. Select **Captions mode**.
4. Choose the setting you want from the list below.

Captions mode	What it does
Off	Captions never appear.
On always	Captions appear whenever the show or channel provides them.
On replay	Captions appear only after you press the instant replay button, for the few seconds that replay. Perfect for "What did he just say?"
On mute	On some Roku TVs: captions appear only while the sound is muted.

Turn captions on while you're watching

1. While the show is playing, press the ***** (star) button on the remote.
2. Find the captions choice in the menu that opens.
3. Pick **On always**, **On replay** or **Off**, then press ***** again to close the menu.

WHAT THIS DOES FOR YOU

On replay: captions only when you need them

If you only miss a line now and then, **On replay** is wonderful. Leave captions off, and when you miss something, press the replay button. The scene backs up a few seconds and plays again with the words on screen, then captions disappear.

HEADS UP

Some channels ignore Roku's setting

Roku notes that some streaming channels use their own caption settings, and you turn captions on inside the channel instead. If Roku's setting doesn't seem to work in one app, look in that app's player menu (Part 4).

CHAPTER 8

Amazon Fire TV

Fire TV Sticks, Fire TV Cubes and TVs with Fire TV built in (some Insignia, Toshiba and Amazon Omni models) keep captions in the Accessibility menu.

Turn captions on for the whole Fire TV

1. Press the **Home** button, then go to the **Settings** gear at the right end of the top row.
2. Choose **Accessibility**.
3. Choose **Closed Captioning** (on some versions it's called **Closed Caption** or **Captions**) and switch it on.
4. Use the style options on the same screen to change how the text looks (Chapter 19).

Turn captions on in Prime Video while watching

1. While a movie or show is playing, press the **Menu** button (three lines) or press up or down to show the player controls.
2. Choose the **Subtitles** or speech-bubble icon.
3. Pick **English [CC]** or another language, or **Off**.

HEADS UP

Captions that keep coming back on Fire TV

Fire TV has a captions switch in two places: the system Accessibility menu and inside each app's player. If you turn them off in an app and they keep reappearing, the system setting under **Accessibility** is the most likely reason. Turn it off there too (Chapter 25).

GOOD TO KNOW

Alexa can help

On many Fire TV remotes, you can hold the microphone button and say "Turn on captions" or "Turn off captions." If Alexa doesn't understand, use the Settings steps above.

CHAPTER 9

Google TV, Chromecast, Sony and TCL Google TVs

Google TV is the software on Google's own TV Streamer and Chromecast with Google TV, and it's also built into many Sony, TCL and Hisense televisions. The caption switch is in Accessibility.

Turn captions on

1. From the Home screen, select **Settings** (the gear at the top right; on some remotes, press the Settings or Quick Settings button).
2. Select **Accessibility**. On some Sony models it sits inside **System** first.
3. Select **Captions**.
4. Turn on **Display**.
5. Choose your language, text size and caption style on the same screen.

HEADS UP

Not every app follows Google TV's setting

Google says caption preferences might not apply in certain apps, and TCL notes that apps can have their own caption controls that override the TV-wide setting. If captions don't appear in one app, use the app's own CC menu (Part 4).

Sony Bravia TVs

On Sony's Google TV models, the same **Accessibility** > **Captions** setting can turn captions on for cable, antenna and streaming content. Older Sony Android TVs used a different menu, so if you don't see Accessibility, look under **Preferences** or **System** for **Closed Captions (CC)**.

TIP

Make all the TV's words bigger

On a Chromecast with Google TV or Google TV Streamer, **Text scaling** in the Display & Sound settings makes the menus easier to read. It changes the menus, not the captions inside apps.

CHAPTER 10

Apple TV

On an Apple TV box, one setting turns on captions or SDH for every app that supports them. Apple calls it **Closed Captions and SDH**.

Turn captions on

1. Open the **Settings** app on the Apple TV (the gray gear).
2. Go to **Accessibility** > **Subtitles and Captioning**. On older software it's **General** > **Accessibility**.
3. Turn on **Closed Captions and SDH**.

The quick on-and-off trick

While something is playing, press the clickpad or the Touch surface on the Siri Remote **three times** quickly to switch captions on or off. If VoiceOver is turned on, the same triple-press switches audio descriptions instead.

Change the look

Go to **Accessibility** > **Subtitles and Captioning** > **Style**. Choose a ready-made style such as Large Text, or make your own with your choice of font, size and color, background color and opacity, and text opacity, edge style and highlight. See Chapter 19 for what works best.

GOOD TO KNOW

Not every video has captions

Apple notes that not all videos include closed captions. If the setting is on and nothing appears, the show itself may not have them. Try the app's player menu to see what's offered.

CHAPTER 11

Vizio, Hisense and Other TVs

If your brand isn't listed above, the steps are almost always a variation of the same idea: **Settings** or **Menu**, then **Accessibility**, then **Closed Captions**.

Hisense (VIDAA software)

1. Press the **Settings** or **Menu** button on the remote.
2. Go to **Accessibility**.
3. Turn closed captions on, or press the **CC** button on the remote if yours has one.
4. For antenna channels, choose the caption track: analog **CC1** to **CC4** or **Text1** to **Text4**, and digital **CS1** to **CS6** (Chapter 13 explains these).

If your Hisense or TCL TV says **Roku TV** or **Google TV** on the box, follow Chapter 7 or Chapter 9 instead; the TV uses those menus.

Vizio

1. Press the **Menu** button on the Vizio remote (on newer remotes, the gear).
2. Look for **Closed Captions**. On newer models it may be inside **Accessibility**.
3. Switch closed captions **On**.
4. For more control, look for **Digital Style** (or a similar name) and change it from **As Broadcast** to **Custom** to choose text size and color.

HEADS UP

Vizio may hide captions on HDMI inputs

On many Vizio TVs, the Closed Captions menu shows only for the antenna or for cable plugged straight into the TV. If you're on an HDMI input with a cable box or streaming stick, set captions on that box instead.

Any other brand

- Look for **Accessibility**, **Caption**, **Subtitle** or **CC** in the Settings menu.
- Search the brand's support website for "closed captions" plus your model number (on a sticker on the back).
- Remember the golden rule from Chapter 3: if a box is plugged in, use the box's setting.

PART 3

Cable Boxes and Antenna TV

Spectrum cable boxes and the Spectrum TV app, plus the CC1, CC3 and digital caption tracks you'll meet on live channels.

CHAPTER 12

Spectrum Cable Boxes and the Spectrum TV App

If you watch Spectrum cable through a box, the **box** controls captions, not the TV (Chapter 3). Spectrum has several kinds of boxes, and each has slightly different steps. The easiest way to tell them apart is to press **Menu** or **Guide** and see what the screen looks like.

Spectrum Guide boxes (the most common)

1. While watching live TV, press the **A** button (or the **Options** button) on the Spectrum remote.
2. A small menu of shortcuts appears. Press **1** for **Closed Captioning**.
3. Captions switch on. Do the same again to switch them off.

Older boxes with the i-Guide (Arris, Motorola or Pace)

1. Press **Menu** twice.
2. Choose **Setup**, then **Closed Captioning Setup**.
3. Use the arrow buttons to turn captions on or off.
4. Shortcut: while watching live, full-screen TV, press the **A** button to switch captions on or off.

Boxes with the newer On Demand-style guide

1. Press **Settings** (or **Menu** and then Settings) on the remote.
2. Choose **Closed Captioning**.
3. Pick **On**, **Off** or **On with Mute**. On with Mute shows captions only while the sound is muted.

WHAT THIS DOES FOR YOU

On with Mute is made for interruptions

When the phone rings or someone wants to talk, press Mute and the words appear, so you don't miss the story. Unmute and the captions get out of the way.

Make the captions easier to read

Spectrum's caption menu also has style options, sometimes called **Enhanced Closed Captions**, for text, background and window. Chapter 19 explains which choices help most.

The Xumo Stream Box for Spectrum

Some Spectrum customers now have a **Xumo Stream Box** instead of a traditional cable box. Its accessibility settings open from the Home screen, and you can also hold the voice button and say "Turn closed captions on" or "Turn closed captions off."

The Spectrum TV app

When you watch Spectrum through the Spectrum TV app on a Roku, Apple TV, Fire TV, smart TV, phone or tablet, look for a **CC** choice in the player controls while a channel is playing. On many devices the app follows the device's own caption setting, so if captions won't change in the app, use the steps for your device in Part 2.

HEADS UP

Don't turn captions on in the TV too

With a cable box, turn captions on with the box only. If the TV's caption setting is on as well, you can get doubled or garbled words. See Chapter 25.

GOOD TO KNOW

Reporting a caption problem to Spectrum

If captions are missing or garbled on one channel while everything else works, Spectrum has a page for reporting closed-captioning problems on spectrum.net, and lists **(844) 762-1301** for technical help with captions. Have the channel, the date and time, and the program name handy.

CHAPTER 13

Antenna and Live TV: CC1, CC3 and Digital Captions

When you watch free local channels with an antenna, the TV's own caption setting is in charge. Some TVs then ask you to choose a caption "track" with names like **CC1**, **CC3** or **CS1**. Here's what those mean, without the engineering.

Analog-style tracks: CC1 to CC4

These names come from the older caption system that's still carried inside today's signals. **CC1** is the main caption track and almost always English. A station that offers captions in another language, usually Spanish, often puts them on **CC3** (sometimes CC2). CC4 is rarely used. **Text1** to **Text4** are text services that are almost never used today.

Digital tracks: Service 1 to Service 6 (CS1 to CS6)

Digital TV added a newer caption system with up to six "services," shown as **CS1** to **CS6** or **Service 1** to **Service 6**. **CS1** is normally the main English captions. The digital captions are the ones you can restyle with bigger letters and different colors.

You want	Choose
Normal English captions	**CC1** or **CS1** (Service 1). Start here.
Spanish captions, if offered	Try **CC3** or **CS2**; it depends on the station.
Captions you can restyle	The digital track (CS1) plus the TV's digital caption style options.
Blank screen, no captions	Switch back to CC1 or CS1; other tracks are usually empty.

TIP

If the captions vanished after someone fiddled

A common reason captions disappear on antenna channels is that the track got changed to CC2, CC4 or a Text track, which are usually empty. Set it back to **CC1** (or **CS1**) and they'll return.

Why live captions run a little behind

On live programs such as the news, a ballgame or a talk show, captions are typed in real time by a professional captioner (or produced by a computer) as the words are spoken. That's why they run a few seconds behind and sometimes have a misspelling. Recorded shows and movies are captioned ahead of time, so their captions match the speech more closely. Chapter 26 has more on this.

GOOD TO KNOW

Captions are required on most TV

Federal rules require captions on most TV programming, and broadcasters must keep sending both the older and the digital caption formats. If a channel's captions are missing or very poor, you can complain to the station or your cable company, and to the FCC (Chapter 26).

PART 4

Captions in Streaming Apps

Netflix, YouTube, YouTube TV, Prime Video, Disney+, Hulu, HBO Max, Peacock and Paramount+. Each app has its own caption menu inside the video player.

CHAPTER 14

Netflix

Netflix keeps captions in a menu called **Audio & Subtitles**, and it remembers your choice for your profile. Our **Netflix** guide covers the rest of the service.

Turn captions on or off

1. Start playing a show or movie.
2. On a TV, press up or down on the remote (or pause) to show the player controls. On a phone or tablet, tap the screen.
3. Select **Audio & Subtitles** (a speech-bubble icon) at the top or bottom of the screen. Some TVs show the language choices along the bottom without the icon.
4. Under Subtitles, choose **English [CC]** for full captions, plain **English** for dialogue only, or **Off**. Choose **Other** to see every language offered.

> TIP
> **Look for the SDH badge**
> On a title's details page, an **SDH** badge means full captions with sound descriptions are available. Without it, you may only get dialogue subtitles.

Make Netflix captions bigger or easier to read

The full set of choices is on the Netflix website, and it applies to that profile on every device:

1. On a computer, go to **netflix.com** and sign in.
2. Open your **Account** page and choose your **profile**.
3. Select **Subtitle appearance**.
4. Pick the font, text size, shadow and background, then save. Watch a show for a minute to see the effect.

On a TV or streaming device, you can also pause, open the player controls and select **Settings** to change size and style, though TVs don't offer every choice the website does. In the Android app, go to **My Netflix**, open the menu, choose **Manage Profiles**, select the profile and tap **Subtitle Appearance**.

HEADS UP

Why captions come back for one person but not another

Netflix saves caption choices per profile. If your spouse's profile has captions on and yours doesn't, that's by design. Also, Netflix doesn't save subtitle choices for most Kids titles watched from an adult profile, so you may need to pick them again each time for those.

CHAPTER 15

YouTube and YouTube TV

YouTube (the free video site) and YouTube TV (the paid live-TV service) both use a **CC** button, but they behave a little differently.

YouTube: turn captions on

1. Start a video.
2. Look for the **CC** icon at the bottom right of the video (on a phone, tap the video first; on a TV, press up or down to show the controls).
3. Select **CC**. A line under it means captions are on. Select it again to turn them off.

If the person who uploaded the video added captions, you'll see those. If not, YouTube can show **automatic captions** made by speech recognition. They're usually good, but they can stumble on names, accents and background noise.

YouTube: bigger or different-colored captions

Device	Where
On a computer	Click the **Settings** gear on the video > **Subtitles/CC** > **Options**. Choose font, color, size, background and window.
On an Android phone	Tap your **profile picture** > **Settings** > **Captions** > **Caption size and style**.
On an iPhone or iPad	Use the phone's own setting: **Settings** > **Accessibility** > **Subtitles & Captioning** > **Style** (Chapter 21).

YouTube TV: turn captions on for live channels

1. While a channel or recording is playing, press down on the remote (or tap the screen) to bring up the player controls.
2. Select the **CC** icon.
3. Choose a caption track, or select it again to turn captions off.

GOOD TO KNOW

Two YouTube TV limits worth knowing

YouTube TV can only show captions that the channel provides; if the channel doesn't send them, none will appear. And on live programs, YouTube TV captions can't be restyled, so use the TV's or device's own caption style if you need them bigger.

YouTube TV's caption choice lives inside the app. If captions won't turn off there, check the app's **CC** icon first, then the device's setting (Chapter 25).

CHAPTER 16

Prime Video

Amazon's Prime Video works the same way on a Fire TV, Roku, smart TV, phone or computer: the caption choice is in the player.

Turn captions on or off

1. Start a movie or episode.
2. Show the player controls (press up or down on the remote, or tap the screen).
3. Select the **Subtitles** or speech-bubble icon. It appears only when the title has captions or subtitles.
4. Choose **English [CC]** or another language, or **Off**.

Change size and color

On many devices, the same menu has a **Subtitles Settings** option where you can change the size and color of the text. If your device supports it, you can save presets and switch between them, which is handy when two people in the house like different styles.

TIP

One place to set them all

On the Prime Video or Amazon website, under **Account & Settings**, there's a **Subtitles** section where you can set up your preferred styles once.

CHAPTER 17

Disney+ and Hulu

Disney+ and Hulu are both owned by Disney and work in similar ways. You can change captions and subtitles at any time while you're watching.

Disney+

1. Start a show or movie.
2. Show the player controls.
3. Select the **Audio & Subtitles** icon. In the phone app it's at the top right; on most TVs and streaming devices it's at the bottom right or behind a three-dot icon.
4. Under Subtitles, choose **English [CC]** or another language, or **Off**.

Disney+ points out that the choice of audio, caption and subtitle languages varies by title and by country, so a few titles may offer fewer choices than others.

Hulu

1. Start a show.
2. Show the player controls and look for the **Settings** gear or the **CC** icon.
3. Turn captions on and choose the language, or turn them off.

To change how Hulu's captions look on a TV or Android device, look in the app's **Account** menu for **Settings** > **Subtitles & Captions**. On an iPhone or iPad, Hulu follows the phone's own caption style (Chapter 21).

GOOD TO KNOW

Menus move around

Disney has been bringing Hulu shows into the Disney+ app, and both apps update their menus from time to time. If an icon isn't where this guide says, look for anything that looks like a speech bubble, a CC box or a gear while the show is playing.

CHAPTER 18

HBO Max, Peacock and Paramount+

These three services each have a captions menu in the player. The steps are short.

HBO Max

1. Start watching something, then click or tap the screen (or press up or down on the remote).
2. Choose the **Audio and Subtitles** icon.
3. Under Subtitles, choose a caption language such as **English - CC**, or **Off**.

HBO Max sets caption *appearance* on your device, not in the player. On an iPhone or iPad, use **Settings** > **Accessibility** > **Subtitles & Captioning** > **Style**. On Android, open Settings, search for **Caption** and choose **Caption style**. On the website, choose your profile, then **Settings** > **Subtitle Style**. If subtitles keep appearing after you turn them off, HBO Max says to check your device's settings.

Peacock

1. Start the show or movie.
2. Pause it so the navigation bar appears.
3. On a TV, game console or streaming device, select **Subtitles & Captioning** in the **Hearing** section.
4. Choose your language or turn captions off.

Peacock says subtitles are available on its content on every platform, apart from rare exceptions such as trailers. On an Android phone, Peacock follows the phone's own caption setting in Accessibility.

Paramount+

1. Start a show.
2. Look for the **CC** icon. On the website and Android it's in the lower-right corner of the player; on Samsung and LG TVs you can select the **CC** button in the player.
3. Select it to turn captions on, and again to turn them off.

Paramount+ says all full episodes offer English closed captions. If they're missing or poor on a title, Paramount+ has a closed-captioning page where you can report it, with the device,

title and episode.

TIP

Same idea everywhere

If you use an app that isn't in this guide, such as Tubi, Pluto TV or a PBS app, the pattern is the same: start playing, show the controls, and look for **CC**, a speech bubble or **Audio & Subtitles**.

PART 5

Captions You Can Actually Read

Bigger letters, better colors and a solid background, plus how to share a TV when not everyone wants captions.

CHAPTER 19

Bigger, Bolder Captions: Size, Color and Background

Captions are only useful if you can read them from your chair. The good news: nearly every TV, streaming device and app lets you make them larger and clearer. The names of the settings are a little different everywhere, but the ingredients are the same.

The ingredients, in plain English

Setting	What it means
Text size	How big the letters are. Large or Extra Large is easier from across the room.
Text color	White or yellow are the easiest to read for most people.
Font	The shape of the letters. A plain, simple font is usually clearest.
Edge or shadow	An outline or drop shadow around each letter so it stands out from the picture.
Background	A box right behind the words. A solid black background is the most readable.
Background opacity	How see-through that box is. Solid (100%) hides the busy picture behind the words.
Window	A larger box behind the whole caption area. Usually best left off or transparent.

WHAT THIS DOES FOR YOU

What a good style does for you

Large white or yellow letters on a solid black background are readable against any scene, from a snowy field to a dark room. You'll spend less effort reading and more time enjoying the show.

A good starting recipe

1. Set **text size** to Large.
2. Set **text color** to White (or Yellow if white looks glaring).
3. Set **background color** to Black and **background opacity** to Solid or 100%.
4. Leave the font on Default or choose a plain sans-serif.

5. Watch a few minutes of a show and adjust. If the captions cover too much of the picture, step the size down one notch.

Where to find the style settings

Device or app	Where the style lives
Roku	**Settings** > **Accessibility** > **Caption style**. Text, background and window each have their own color and opacity, with a preview.
Apple TV	**Settings** > **Accessibility** > **Subtitles and Captioning** > **Style**.
Samsung TV	**Accessibility** > **Caption Settings** > **Digital Caption Options**.
Google TV	**Settings** > **Accessibility** > **Captions**, on the same screen as the Display switch.
Fire TV	**Settings** > **Accessibility**, in the closed captioning options.
Netflix	netflix.com > Account > your profile > **Subtitle appearance** (Chapter 14).
iPhone and iPad	**Settings** > **Accessibility** > **Subtitles & Captioning** > **Style**.

TIP

Roku: background color needs opacity too

On Roku, if you change the background color and nothing seems to happen, set the **background opacity** to something other than Off. The color only shows once the box isn't fully see-through.

GOOD TO KNOW

Some apps use their own style, some use the device's

Netflix and YouTube on a computer have their own style menus. Many others, like HBO Max and Hulu on an iPhone, follow the device's caption style. If a change in one place doesn't show up, try the other.

Captions covering the picture?

- Step the text size down one notch.
- Turn off the **window** and use only a background behind the words.
- On Samsung, turn on **Separate Closed Caption** to move broadcast captions off the picture (Chapter 5).
- In Zoom, drag the captions or change their position in the caption settings (Chapter 23).

CHAPTER 20

Sharing a TV: Captions When Not Everyone Wants Them

In many homes, one person loves captions and another finds them distracting. A few settings make it easy to keep the peace.

Use separate profiles in streaming apps

Netflix, Disney+, HBO Max, Peacock, Prime Video and others let each person have a **profile**. Caption choices are often saved per profile, so you can have captions on in yours and off in your partner's. Pick your own profile when you start watching and your captions come back automatically.

Captions only when you need them

Setting	How it helps
Roku: On replay	Captions appear only when you press the replay button (Chapter 7).
Roku TV: On mute	Captions appear only while the sound is muted, on Roku TVs that offer it.
Spectrum: On with Mute	Captions appear only while the sound is muted (Chapter 12).
Apple TV triple-press	Switch captions on and off in a second (Chapter 10).

WHAT THIS DOES FOR YOU

A gentle compromise

Captions-only-when-needed settings mean nobody has to stare at words all evening, but nobody has to miss a line either. Press mute or replay and the words are there.

When captions aren't enough

If you find you need captions *and* the volume high, a TV listening device or a dialogue-boosting setting may help more. Our **TV Listening Headphones & Dialogue** guide walks through wireless TV headphones, dialogue enhancement on soundbars and TVs, and streaming sound straight to hearing aids. Our **Hearing Help Tech** guide covers hearing aids and phone tools.

TIP

Captions help readers and learners too

Captions aren't only for hearing. Many families turn them on for children learning to read, for someone learning English, or for a relative who speaks another language and prefers Spanish subtitles. Profiles keep everyone's choice separate.

PART 6

Phones, Tablets and Video Calls

Captions in phone videos, Live Captions that turn any speech into words, FaceTime and Zoom captions, and a short word about captioned telephones.

CHAPTER 21

iPhone and iPad: Captions and Live Captions

An iPhone or iPad can do two different caption jobs. The first shows the captions that already come with a video. The second, **Live Captions**, listens to any speech the phone plays and writes it out on the screen as it happens.

Turn on captions for videos

1. Open the **Settings** app.
2. Tap **Accessibility**.
3. Under **Hearing**, tap **Subtitles & Captioning**.
4. Turn on **Closed Captions + SDH**. Supported video apps will now choose captions or SDH when a video has them.

Make captions bigger on iPhone or iPad

1. In **Settings** > **Accessibility** > **Subtitles & Captioning**, tap **Style**.
2. Pick a ready-made style such as **Large Text**, or tap **Create New Style**.
3. Choose the font, size and color, the background color and opacity, and the edge style.

Apps such as HBO Max, Hulu and YouTube on the iPhone use this style, so setting it once helps everywhere.

Live Captions: words for any speech

Live Captions turns speech into text on your screen in real time: a phone call, a video in any app, a podcast, even a FaceTime call. It works on iPhone 11 and later, in the languages and regions Apple supports.

1. Open **Settings** > **Accessibility**.
2. Under **Hearing**, tap **Live Captions**.
3. Turn on **Live Captions**. A small caption panel appears whenever speech plays.
4. Tap **Appearance** on the same screen to make the text bigger or bolder.

WHAT THIS DOES FOR YOU

Why Live Captions is so helpful

It works in apps that have no captions of their own, like a video a grandchild texts you or a voicemail. You can tap the caption panel to make it bigger, pause it, or move it out of the way.

HEADS UP

Computer-made captions aren't perfect

Live Captions is produced by the phone, not a person, so it can mishear names, numbers and mumbled words. Don't rely on it alone for anything important, like medication directions or an address. Ask the person to repeat it or send it by text.

CHAPTER 22

Android Phones: Live Caption on Pixel and Galaxy

Android phones have **Live Caption**, which captions videos, podcasts, audio messages and, on many phones, phone calls, right on the screen. It works on supported phones, including Google Pixel and many Samsung Galaxy models.

The quick way: the volume button

1. Press either **volume button** on the side of the phone.
2. Under the volume slider, tap **More** (three dots) if you see it.
3. Tap **Live Caption** to turn it on or off.

On a Google Pixel or most Android phones

1. Open **Settings** > **Accessibility** > **Live Caption**.
2. Turn on **Use Live Caption**.
3. Turn on **Live Caption in volume control** if you want the quick button from the steps above.

On a Samsung Galaxy

1. Open **Settings** > **Accessibility** > **Hearing enhancements**.
2. Tap **Live Caption**.
3. Turn on **Use Live Caption**.
4. Use **Caption preferences** to change the language, size and style.

Make app captions bigger

Many apps on Android use the phone's own caption style. Open **Settings**, tap the search box, type **caption**, and open **Caption preferences** or **Caption style**. Choose a bigger size and a high-contrast style, such as white on black.

GOOD TO KNOW

Live Transcribe for real-life conversations

Live Caption is for sound coming *out* of the phone. For a conversation in the room, such as at the dinner table or a doctor's office, Samsung and Google offer **Live Transcribe**, which listens through the microphone and shows the words as people speak.

CHAPTER 23

FaceTime, Zoom and Other Video Calls

Captions on video calls can make a big difference when the connection is choppy or a grandchild talks fast. Both FaceTime and Zoom can caption calls automatically.

FaceTime on iPhone and iPad

1. During a FaceTime call, tap the screen to show the controls.
2. Tap the **More** button (three dots) or the **info** button, depending on your software.
3. Tap **Live Captions**. The words appear on screen as people speak.

To have captions on every FaceTime call, go to **Settings** > **Apps** > **FaceTime** and turn on **Live Captions**. The Appearance choices in the main Live Captions settings don't change FaceTime's captions.

Zoom

1. During a meeting, find the **Captions** or **Show Captions** button on the toolbar at the bottom (on a phone, it may be under **More**).
2. Choose the language being spoken in the meeting and save.
3. Zoom starts captioning right away. Words spoken before you turned it on aren't captioned.
4. To read back what was said, open the menu next to the captions button and choose **View Full Transcript**.

Make Zoom's captions bigger

Open the caption settings (the arrow or gear by the captions button) to reach Zoom's Accessibility panel. A slider sets the **font size**, and you can change the caption color, font and position. These changes only affect what you see. In the Zoom desktop app's settings, the **Accessibility** tab has an option to **always show captions** whenever the host allows them. On phones, Zoom uses the phone's own text size.

HEADS UP

If there's no captions button

The meeting host can turn captions off for a meeting. If you can't find the button, ask the host, or turn on Live Captions on your iPhone or Live Caption on your Android phone instead (Chapters 21 and 22).

TIP

Other calling apps

Google Meet, Microsoft Teams and WhatsApp video calls handle captions differently, and some have none. When an app has no captions, the phone's own Live Caption or Live Captions feature usually works over the top of it.

CHAPTER 24

Captioned Telephones, in Brief

A **captioned telephone** shows the words the other person says on a screen built into the phone, like captions for your phone calls. For people with significant hearing loss who still prefer to talk on the phone, they can be life-changing. Here's the short version.

How they work

The most common kind today is called **IP CTS**, which stands for Internet Protocol Captioned Telephone Service. It uses the internet to connect your call to a captioning service, which turns the other person's words into text that appears on your screen. You still speak and listen normally. It works on special desk phones from captioning providers, and many providers also offer apps for smartphones and tablets.

Who pays

The captioning service is part of the federal Telecommunications Relay Service program, so people who qualify don't pay for the captions themselves; you still pay for your own phone and internet service. The FCC requires providers to register each user and get a statement, signed under penalty of perjury, that the person has a hearing loss that makes captions necessary. If the phone itself is given to you free or for under $75, the FCC requires that statement from an independent professional, such as an audiologist or doctor.

SCAM ALERT

Be wary of pushy "free phone" offers

Captioned phones are meant for people who actually need them. Be cautious of anyone who knocks, calls or mails you pushing a free captioned phone you didn't ask for, or who asks you to sign a hearing-loss form you aren't sure about. Talk to your audiologist or doctor first; they can tell you whether a captioned phone suits you and point you to reputable providers.

GOOD TO KNOW

Where to learn more

Our **Hearing Help Tech** guide covers hearing aids, amplified phones and captioned phones in more depth. The FCC's consumer guide on IP Captioned Telephone Service at fcc.gov explains the rules.

PART 7

Fixing Caption Problems

Captions that won't turn off, keep coming back, show up twice, run late, vanish or appear in the wrong language, and how to get help without falling for a fake support line.

CHAPTER 25

Captions Won't Turn Off or Keep Coming Back

This is the most common caption complaint of all. You turn them off, and the next show, or the next morning, there they are again. Almost always, the reason is that captions are switched on in a second place you haven't found yet (Chapter 3). Work down this list in order.

Step 1: Turn them off in the app

1. While the show is playing, open the player controls.
2. Find **CC**, **Subtitles** or **Audio & Subtitles**.
3. Choose **Off**.
4. Make sure you're in **your own profile**. Netflix and other services remember captions per profile, so someone else's profile may still have them on.

Step 2: Turn them off on the streaming device or cable box

Device	Turn captions off here
Roku	**Settings** > **Accessibility** > **Captions mode** > **Off**. Check it isn't on **On mute** or **On replay** if you never want them.
Fire TV	**Settings** > **Accessibility** > closed captioning **Off**.
Apple TV	**Settings** > **Accessibility** > **Subtitles and Captioning** > **Closed Captions and SDH** off.
Google TV	**Settings** > **Accessibility** > **Captions** > **Display** off.
Spectrum box	Press **A** (then **1** on Spectrum Guide boxes), or set Closed Captioning to **Off** rather than On with Mute.

Step 3: Turn them off on the TV itself

Use the TV's own remote: **Settings** > **Accessibility** > captions **Off** (Chapters 5 to 11). If you watch through a cable box, keep captions on in the box only, if you want them at all.

Step 4: Check the phone or tablet, if you cast from it

If you send videos from a phone to the TV, the phone's setting may carry over. On an iPhone, check **Settings** > **Accessibility** > **Subtitles & Captioning** > **Closed Captions + SDH**. HBO Max, for one, says to check your device settings if subtitles keep appearing after you turn them off.

Captions that turn on by themselves

- **A mute setting.** Roku TV's **On mute** and Spectrum's **On with Mute** show captions every time someone presses Mute.
- **A shortcut pressed by accident.** The Apple TV triple-press or the Spectrum **A** button (Chapter 4).
- **A different profile.** Someone else's streaming profile has captions on.
- **A software update** occasionally resets a setting. Just turn it off again.

Two sets of captions at once

If you see two lines of words, one on top of the other, or captions in two different styles, captions are on in two places, usually the TV and the cable box, or the device and the app. Turn them off in one of the two. The FCC gives the same advice: turn captions off on either the TV or the box.

HEADS UP

Words that refuse to go away

If none of the switches remove the words, they may be **open captions** burned into the video (Chapter 2), or subtitles that are part of a foreign-language scene. No setting can remove those. Try another episode; if the words disappear, it was the video.

TIP

The power-cycle fix

If a box seems stuck, turn it off, unplug it for a minute, plug it back in and turn it on. It's a simple step that clears plenty of small glitches.

CHAPTER 26

Captions Missing, Out of Sync or in the Wrong Language

The other common caption problems have simple fixes too. Find yours below.

No captions at all

1. Make sure captions are switched on in the right place for how you watch (Chapter 3).
2. Try another show. Not every video has captions, especially short clips, trailers and some older programs.
3. On an antenna channel, set the caption track back to **CC1** or **CS1** (Chapter 13).
4. Restart the app: close it fully and open it again.
5. Restart the TV or streaming device by unplugging it for a minute.
6. Check for an app or system update in the device's settings.

Captions out of sync

On **live** TV, such as news, sports and award shows, captions are created as the words are spoken, so a delay of a few seconds is normal and can't be fixed at home. On **recorded** shows and movies, captions should match the speech closely. If they don't:

1. Back up 10 seconds or so and play again. This often lines them back up.
2. Stop the show, close the app and start it again.
3. Try a different episode. If only one title is off, the problem is in that video's captions.
4. Report it to the service. Most have a "report a problem" choice on the title or in the help center.

> **GOOD TO KNOW**
>
> **Recorded shows keep the live delay**
>
> If you record a live program on a DVR, the captions are recorded the way they were broadcast, delay and all. That's normal.

Captions in the wrong language

- **In a streaming app:** open **Audio & Subtitles** and choose **English [CC]** or **English**. On Netflix, choose **Other** if your language isn't in the short list.
- **On antenna or cable:** the caption track may have been switched to CC3 or another service. Choose **CC1** or **CS1** for English.
- **On Samsung:** set **Caption Mode** back to **Default** (Chapter 5).
- **On every show:** the app's or profile's language may have changed. Check the profile's language settings in the app, or the device's language in Settings.

Garbled letters, boxes or symbols

Strange characters usually mean a weak signal or a problem at the station. On antenna TV, try another channel; if the others are fine, the issue is with that broadcast. With cable, restart the box. If one channel keeps having problems, report it.

Where to complain about poor captions

- **The station or cable company first.** Spectrum has a page for reporting closed-captioning problems on spectrum.net (Chapter 12).
- **The streaming service.** Paramount+, for example, has a closed-captioning page for reporting issues.
- **The FCC.** If captions on TV are missing or poor, or your TV or cable box can't show them, you can file a complaint with the FCC at fcc.gov.

CHAPTER 27

Getting Caption Help Without Getting Scammed

When captions won't behave, it's natural to search online for help. Most of the time you'll find real help pages. But scammers set up fake "support" websites and phone numbers to catch people searching for help with their TV, streaming device or streaming service.

SCAM ALERT

Fake TV and streaming support

No real company will ask you to pay with gift cards, give a stranger remote control of your computer, or pay a "technician fee" to turn on captions. Turning captions on is always free and always done in your own settings. If a website or phone agent asks for money, payment details or remote access to fix captions, hang up or close the page.

How to find real help

- Type the company's address yourself: **support.roku.com**, **help.netflix.com**, **support.apple.com**, **spectrum.net**, and so on.
- Be careful with the top results in a web search; some are paid ads that look like the real company.
- Use the phone number on your bill, the back of the box, or inside the app's Help menu.
- Never call a number that pops up in a warning on your screen.

HEADS UP

Pop-ups that say your TV or computer is "infected"

A scary pop-up with a phone number is always a scam. Close the window, or turn the device off and on. Don't call the number, and don't let anyone connect to your computer.

FROM BILL

When in doubt, ask someone you trust

If you're not sure whether a website or caller is real, stop and check with a family member, or call me at (330) 200-8042. A minute's pause is the best scam protection there is.

PART 8

When to Call Bill & Your Cheat-Sheet

An honest word about when a hand is worth it, and a one-page summary of the essentials.

CHAPTER 28

When to Call Bill

I've written this guide so you can handle captions on your own. But part of being helpful is being honest about when a hand saves you time and frustration. Here's my plain advice.

Times it's worth a call

- **Captions that won't stay off, or won't stay on,** after you've worked through Chapter 25.
- **A TV setup with several boxes**, like a cable box, a soundbar and a streaming stick, where it's hard to tell which device is in charge.
- **Setting up a parent's TV** so captions are big, clear and on in exactly the right place, and labeling the remote so they can find them again.
- **Live Captions and caption styles on a phone or tablet**, set up together while you watch.
- **Zoom or FaceTime calls** with family, with captions working before the big call.
- **Hearing help beyond captions**, such as TV headphones or connecting hearing aids.
- **Anything that feels like a scam**, or a caller who wanted payment to "fix" your TV.

What working with me is like

I work at your pace, in your home here in Portage County or remotely over the phone and internet. I explain what I'm doing in plain words, I write down the steps for your exact TV and remote, and I don't sell gadgets you don't need. I bring more than 30 years of professional experience to every visit.

FROM BILL

How to reach me

Call **(330) 200-8042** or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. Bill's Home Tech serves Portage County, Ohio. No question is too small.

GOOD TO KNOW

You may meet Sophie

When you call or visit billshometech.com, you may be greeted by **Sophie**, my AI receptionist. She can answer quick questions and help you book a time with me. The actual help always comes from me.

Thank you for reading. I hope your shows are a little easier to follow tonight. Take your time, try the settings without fear, and remember I'm only a phone call away.

— Bill

CHAPTER 29

Your Captions Cheat-Sheet

The whole guide, boiled down. Keep it near the TV.

Where to turn captions on

Device	Go here
Samsung TV	Settings > General (or General & Privacy) > Accessibility > Caption Settings > Caption.
LG TV	All Settings > General > Accessibility > Closed Caption (2026 models: Hearing Features first).
Roku	Settings > Accessibility > Captions mode; or press * while watching.
Fire TV	Settings > Accessibility > Closed Captioning.
Google TV	Settings > Accessibility > Captions > Display.
Apple TV	Settings > Accessibility > Subtitles and Captioning; or triple-press the clickpad.
Spectrum box	Press A, then 1 (Spectrum Guide); or Menu > Settings > Closed Captioning.
Streaming apps	While playing: CC, Subtitles, or Audio & Subtitles > English [CC].
iPhone	Settings > Accessibility > Subtitles & Captioning; Live Captions just below.
Android	Volume button > Live Caption; Settings > Accessibility for the rest.

Write it down once

Keep handy	
How we watch TV (antenna, cable box, Roku...)	_____
Where our captions are switched on	_____
TV brand and model number	_____
Our favorite caption style (size, color)	_____
Streaming profile that has captions on	_____
Cable company help number (from the bill)	_____

When something's wrong, in order

1. Figure out what's showing the picture: TV, cable box, streaming device or app (Chapter 3).
2. Turn captions on or off in that one place, not two.
3. In a streaming app, use the player's CC or Audio & Subtitles menu and check you're in your own profile.
4. Captions keep coming back: check the app, then the device, then the TV, then any mute setting.
5. Wrong language on live TV: set the caption track to CC1 or CS1.
6. Still stuck: close the app, unplug the device for a minute and try again.
7. Need a hand: call Bill at (330) 200-8042.