



GUIDANCE ON SETTING UP CLOSED CAPTIONING

Closed captioning is a service provided by the tv programming providers, that puts text for the dialogue and other audible information on the screen. The signal is included with the movie or TV show and needs to be decoded in order to be displayed. All televisions produced after 1993 are required to be equipped with this decoder.¹ With the onset of cable and satellite set-top boxes, this decoding is often done by those boxes. More recently with streaming services, those apps provide both the captioning signal and the decoding ability within their service.

Depending on the program you are broadcasting in your business, you will enable closed captioning either (1) in the streaming app , e.g. Netflix, Hulu, YouTube; (2) through your cable settings, e.g. Xfinity, DirecTV, etc.; or (3) on in your television's settings. You only have to do it one time. Once captions are enabled, they will remain enabled unless you go in to turn them off. Below are a few links that may be able to help you with the exact steps required for your use.

The exact menu depends on the manufacturer. Many have a closed captioning ("CC") button on the remote for easy access. If it doesn't, you may need to navigate to your device's menu or settings. Try the "gear icon" and look for "Accessibility" settings, or check out the following support articles.

- Samsung - <https://www.samsung.com/us/support/answer/ANS00062238/>
- Sony Android TVs - <https://www.sony.com/electronics/support/articles/00204058>
- Google Android TVs - <https://support.google.com/androidtv/answer/6123320?hl=en>
- LG - <https://www.tomsguide.com/us/lg-tv-settings-guide,review-5624-15.html>

¹ "The Television Decoder Circuitry Act of 1990 required that television sets with screens 13 inches or larger manufactured for sale in the United States must have built-in closed-caption decoder circuitry that allows viewers to display closed captions on their sets." The deadline for compliance was 1993. (Source: [University of Washington](#))



If this does not work, you may need to enable captions through the programming provider, aka Cable or Streaming. [Sorenson](#)² has compiled directions with screenshots for enabling captions from the following cable and streaming services:

- Xfinity
- Spectrum
- Cox
- DirecTV
- DISH
- Hulu
- Netflix
- Amazon Prime
- Disney+
- YouTube
- Roku
- Apple TV
- Samsung TV Plus

² <https://sorenson.com/blog/turn-on-closed-captioning/>