

PROBLEM

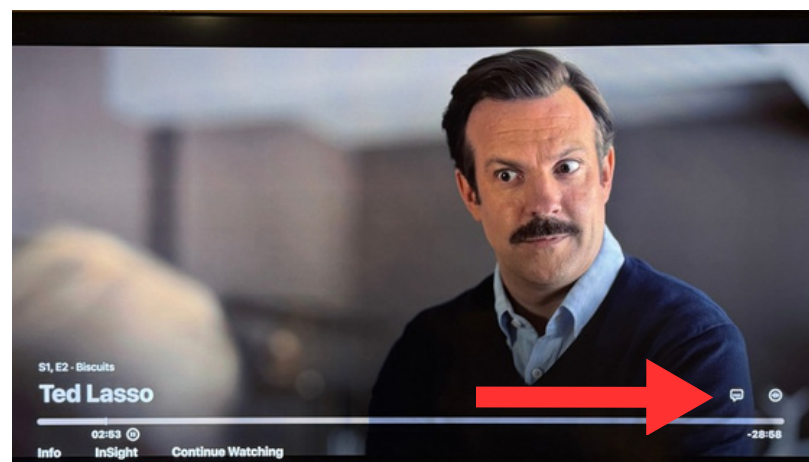
Hi Marty, I don't know how I turned it on but I can't get closed captioning off Apple TV on my Roku. I also tried the tv remote

STEP 1:

Access Subtitles Menu: While show is playing Press the **Down Arrow** on your Roku remote. This brings up the playback timeline and control icons.

STEP 2:

Navigate to Subtitles Icon: Use the Up and Right Roku arrow keys to navigate to the **Subtitles/Captioning icon** (it's the small chat bubble in the lower right of the screen) and press OK on Roku remote



STEP 3:

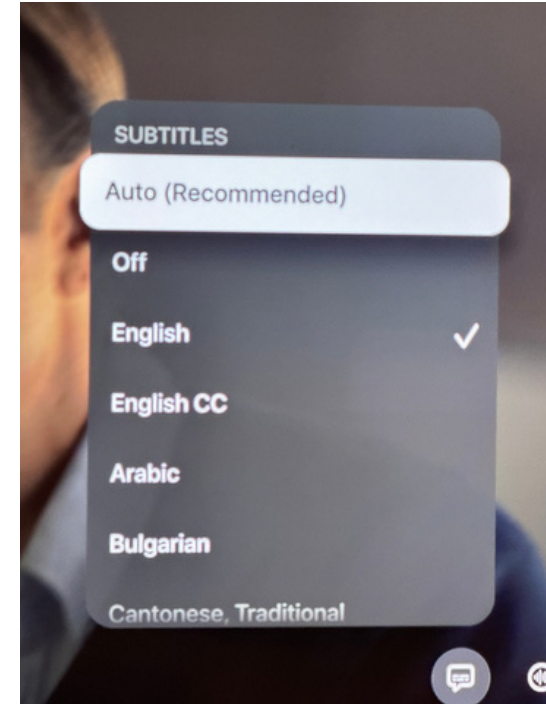
Change to Off or Automatic: A window opens up showing subtitle options and a ✓ next to the current selection. Use the Up Roku arrow key to select Off or Automatic and press OK on Roku remote.

Automatic is recommended so you still get subtitles only when intended in a show

STEP 5:

Go back to Ted Lasso!

Tip: *Netflix, Hulu, Prime, etc., all follow a similar pattern of accessing on the pause screen. This is also why people accidentally turn on cc without realizing it. The exact icon and screen location might be different, but it will look similar*



Still not working? That's okay! This stuff can be tricky, so just reply to this email with any additional questions, and we'll be in touch asap.