

Internet connection (No satellite)

Learn how to manage closed captioning so you can read subtitles with ease—and get help if you have any issues.

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DIRECTV Device

1. Press **Home** on the Gemini remote.
2. Go to **Settings > Systems > and Device Preferences**.
3. Choose **Accessibility**.
4. Select **Captioning** and then **Display** to turn on or off.

Tip: Use voice commands on your Gemini remote to turn captioning on or off. Just press the MIC button and say “Turn on captioning” or “Turn off captioning”.

DIRECTV App

1. Select **Settings** and then **Preferences**.
2. Choose **Captioning**.
3. Turn captioning on or off.

DIRECTV on the web

1. Sign in to DIRECTV > Watch Now.
2. Select **Settings**.
3. Scroll to **Captioning** and select **Edit**.
4. Choose your language and view options.
5. Select **Save Changes**.

Heads up: Using Chromecast? If you're casting content from a mobile device with closed captioning enabled, toggle the mobile device screen to see captions on the TV screen.

Get help with closed captioning

The most common closed caption errors come directly from programming sources. Since DIRECTV passes information received from the program provider directly to our customers, we can't fix those errors.

In some cases, the TV receiver may cause closed-caption info to be missing or garbled. In these cases, it's recommended to restart your device.

For closed-captioning issues (immediate, inquiries and complaints):



DIRECTV Closed Captioning
ATTN: Mr. Peterson
Associate Director
2260 E. Imperial Way El Segundo, CA 90245
closedcaptioning@directv.com
Phone: 844.925.3484

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