



## Viewing Closed Captions on Andover TV Services

To view closed captioning on broadcast channels:

*(For live meeting broadcasts where we have captioning activated)*

**Comcast / Xfinity (older style NON-“X1” boxes):**

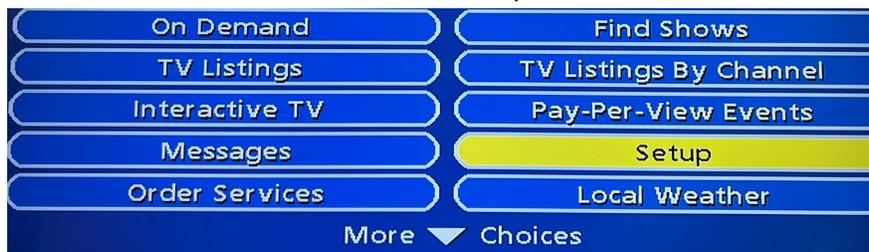
Select “Xfinity” on your remote. (remotes may vary)



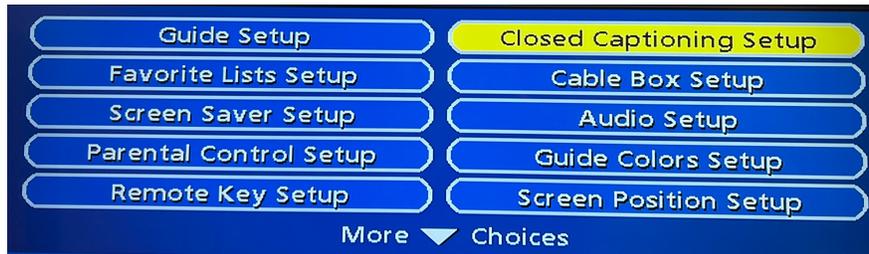
Select “Main Menu”



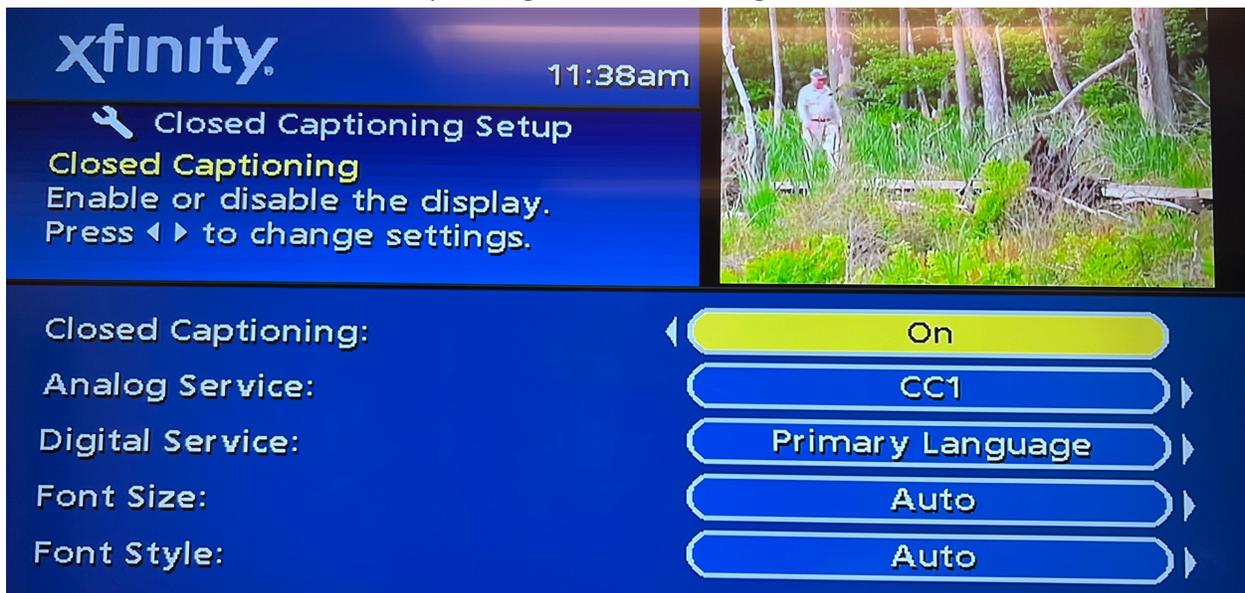
Select “Setup”



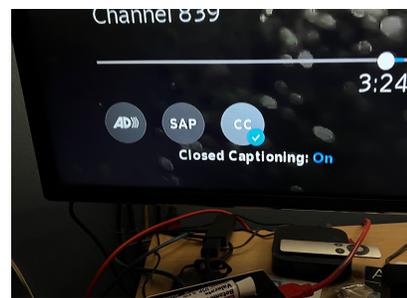
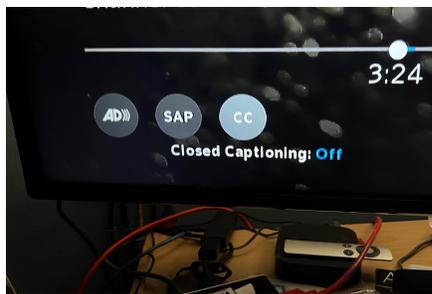
Select "Closed Captioning Setup"



Set Closed captioning to "On" & Analog Service to "CC1"



Xfinity "X1" style boxes: Click on the "OK" button, then click on CC (bottom left).



**Verizon Fios:**

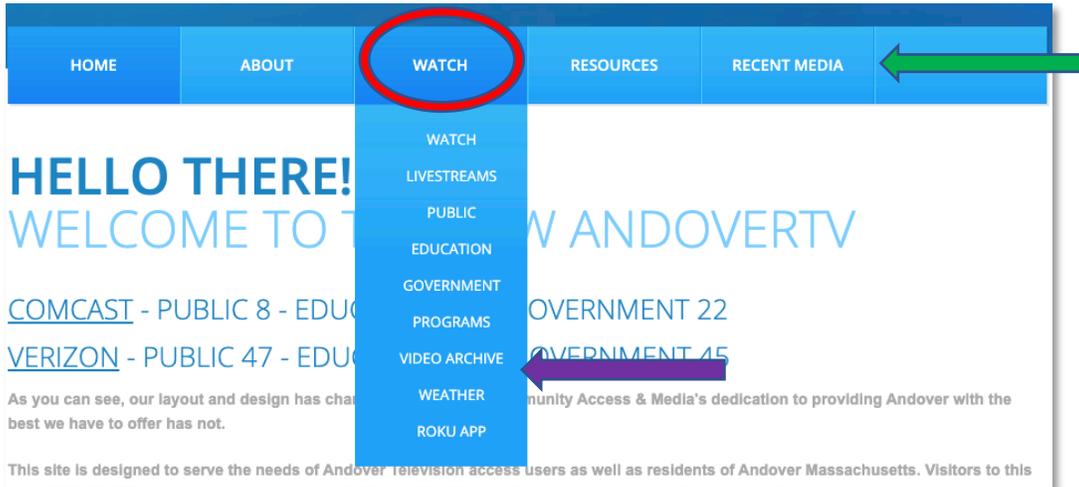
Press the \* asterix / CC button. Hit \* again to toggle captioning on and off.



## Captions on “VOD” Video On Demand content:

Visit [andovertv.org](http://andovertv.org) > click “**Watch**”

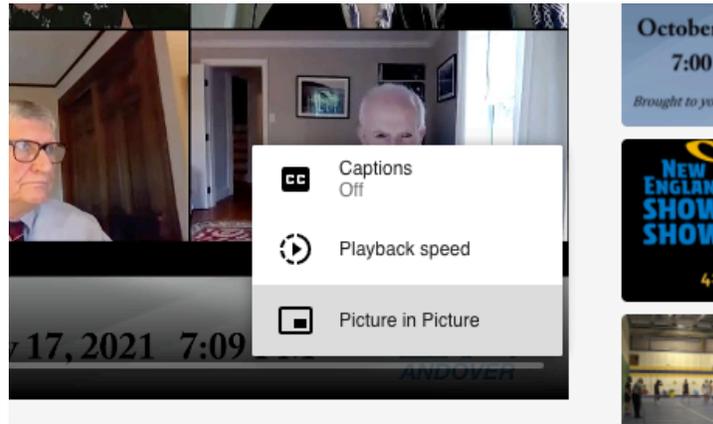
You can either browse to your content through clicking **Video Archive** or skip directly to our Video On Demand service by clicking “**Recent Media**”



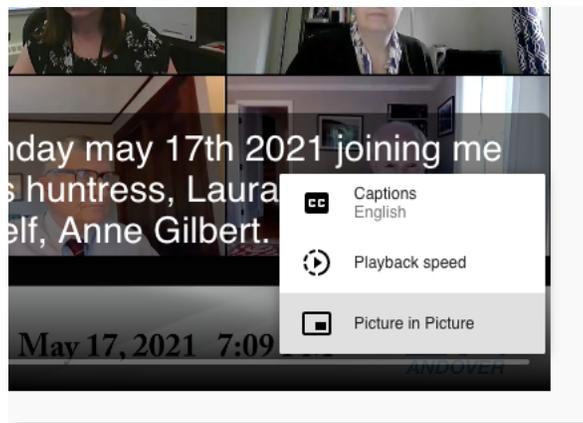
Once your video begins to play, click on the icon with three dots in the bottom right corner. (**Google Chrome**)



Click on “Captions off” to activate captioning (**Google Chrome**)



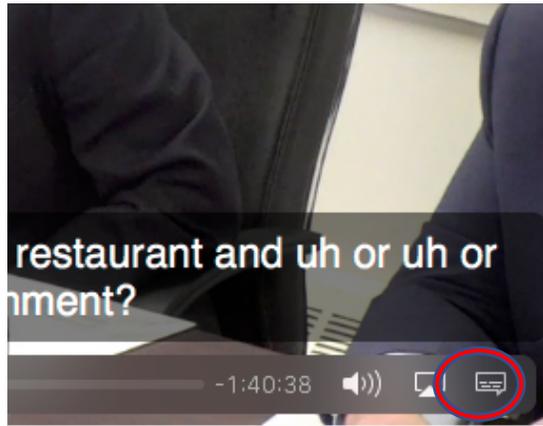
You should then see “Captions English” if your content has captioning available (**Google Chrome**)



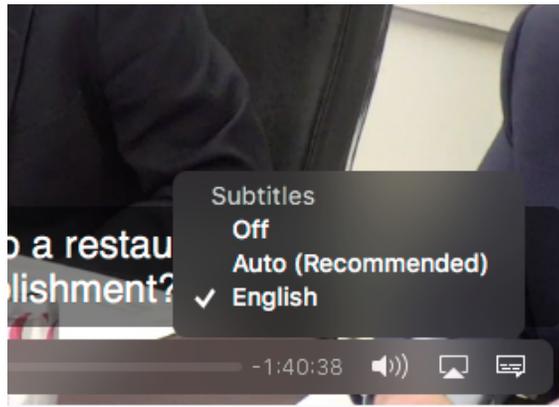
Captions should now appear like this as you view (**Google Chrome**)



On **Safari** browser, click on the caption bubble.



Then Select "English" (**Safari browser**)

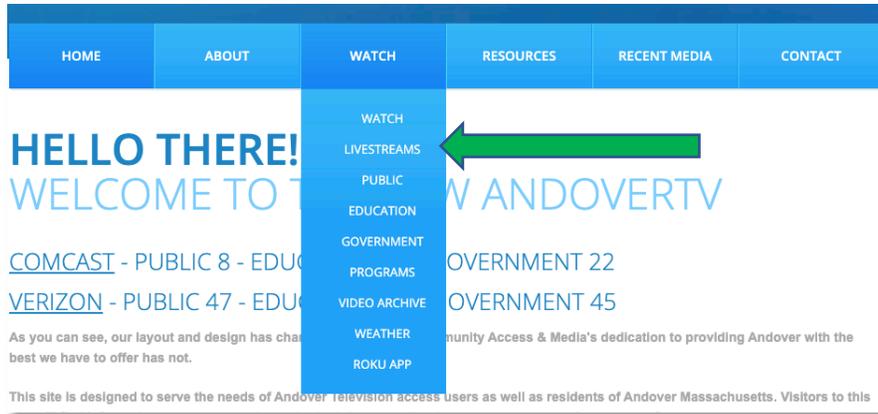


On **Firefox**, click on the "CC" Button, then "English"

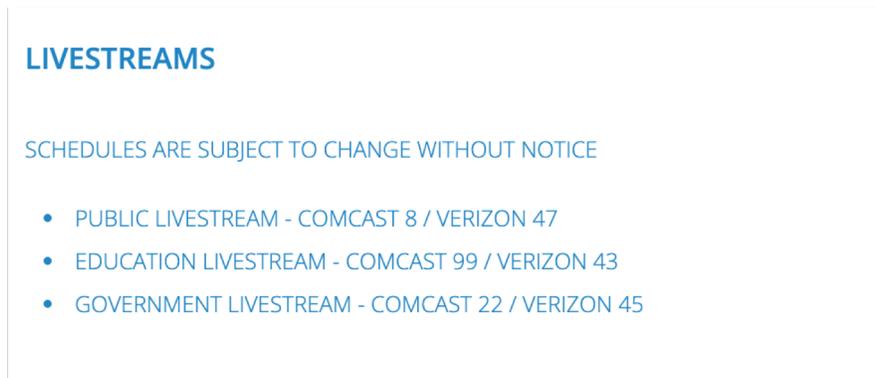


**For live streams with active closed captioning:**

Visit [andovertv.org](http://andovertv.org) and click “Watch” and then in the drop down click “livestreams”



Now select your channel



Once you are viewing your live stream, activation of captioning is identical to above for VOD recordings.