

## How to turn on subtitles (closed captions)

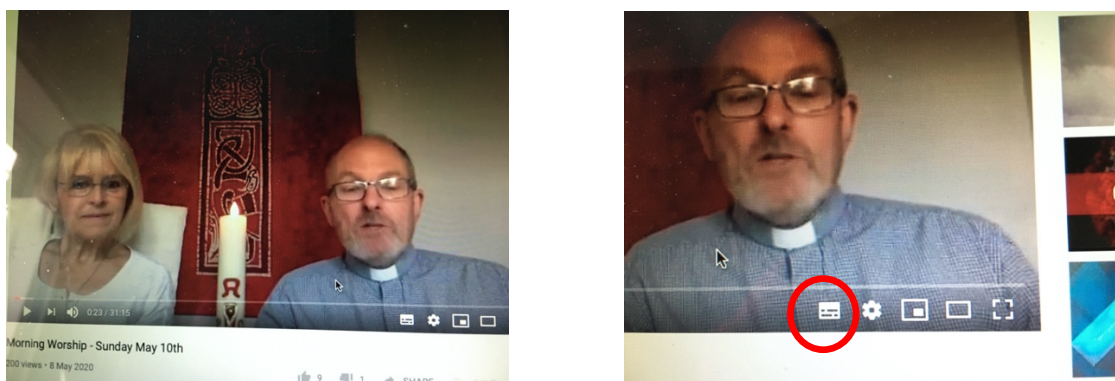
The first thing to say is that turning subtitles (also called “closed captions”) on and off seems to be a bit hit and miss at the moment. The instructions below are based on our experience and advice from the Diocesan comms team.

It seems that the tech companies are doing a lot of upgrades at the moment to help to meet demand, but the downside is that the way to do things changes quite frequently. Subtitles seems to be particularly prone to this - so if the instructions below don’t “work”, it’s not you – it’s the system!

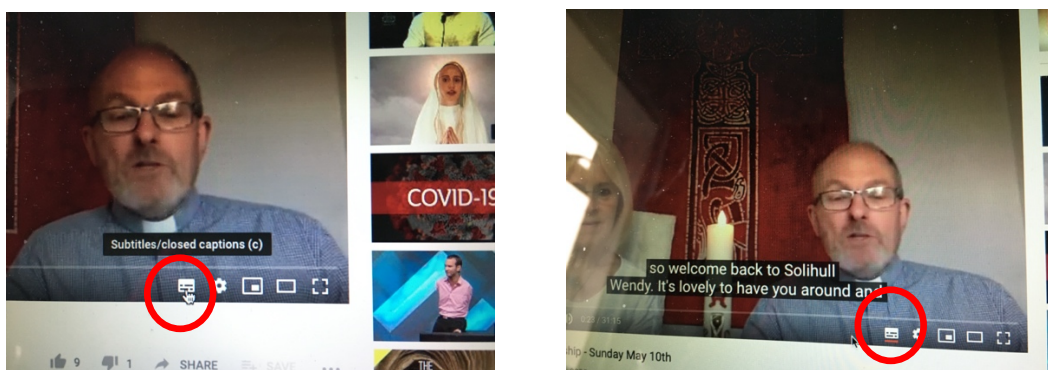
There seem to be various methods, depending on your device. If one doesn’t help, try reading one of the others! The good news seems to be that you only have to do it once.

### 1. Laptop (this works on our MacBook laptops)

Go to the video and hover the cursor (arrow or finger shape) over the screen. You should then get a series of controls on the screen, like this:



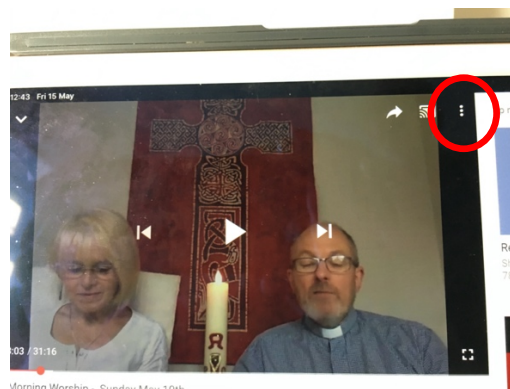
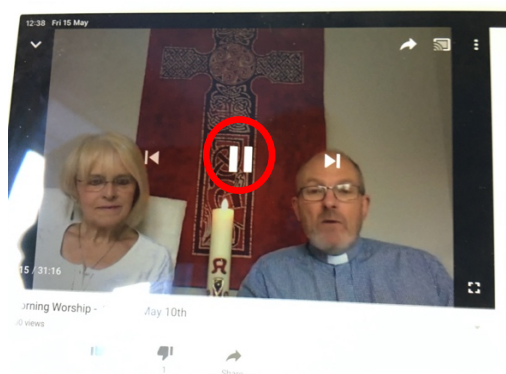
Place the cursor over the highlighted box..... and click on it to bring up the subtitles. When they are “on” a red line will appear under the box.



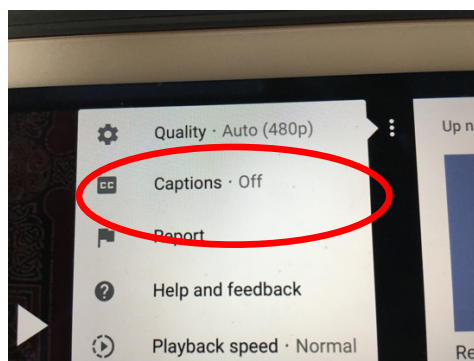
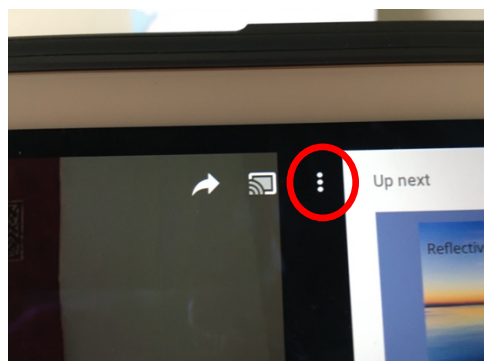
Please note, we have only added subtitles for the beginning and the responsive parts of the service. If you are hard of hearing and would like subtitles for the whole service, please contact the Parish Office, and we will talk you through how to get auto-generated subtitles like you get on your TV.

2. **Tablet and some phones** (this works on our iPad, which is about 3 years old, and an iPhone which has had the latest update installed)

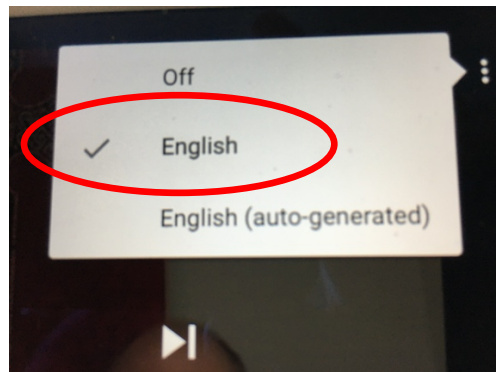
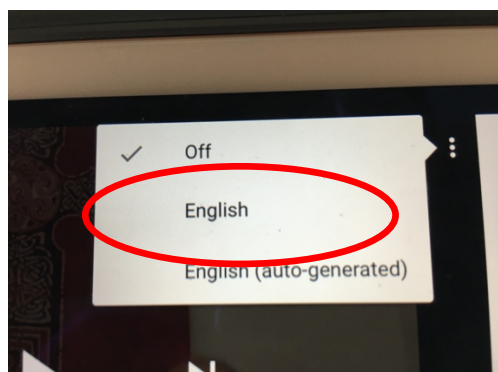
Go to the video and tap on the screen to bring up the controls. Tap on the two vertical lines to stop the video, and keep the controls on the screen. The lines will be replaced by a triangle pointing to the right.



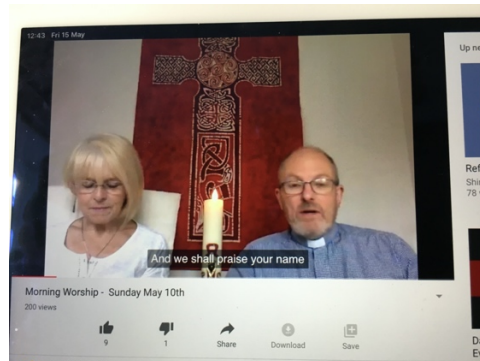
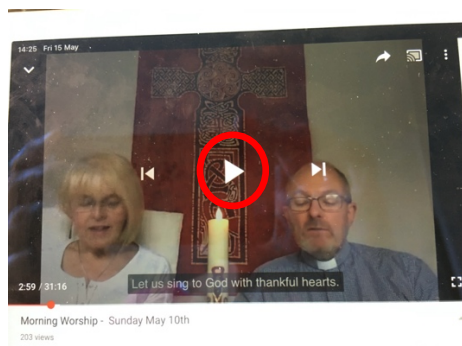
In the top right of the screen you will see three vertical dots, tap on these to open a list of controls



Tap on where it says Captions Off, and another list comes up – tap on where it says English, so the tick is next to that line



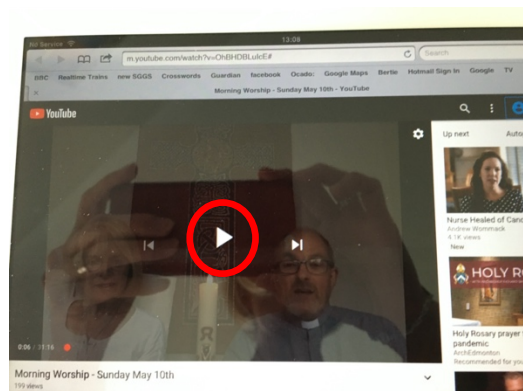
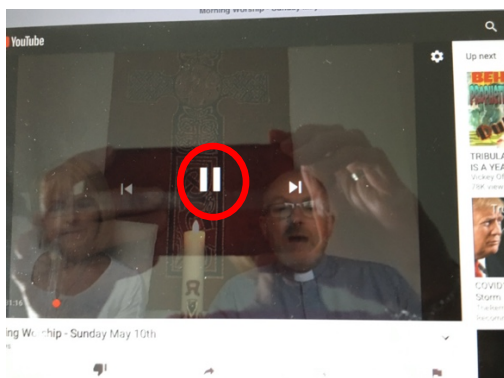
Tap on the right-pointing triangle in the middle of the screen to restart the video. You should now have the subtitles.



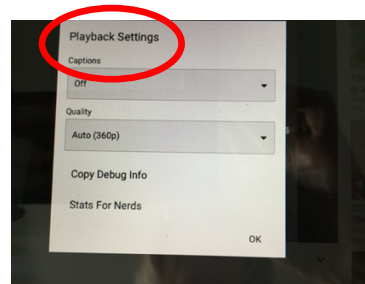
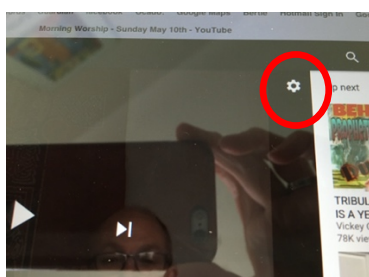
### 3. **Phones and older tablets** (this works on one of our iPhones and our iPad2, which is about 10 years old.)

*(Sorry about the quality of the photos – it's because of the glare on the screen of the tablet. Try to see past the reflection of me taking the photos!)*

Go to the video and tap on the screen to bring up the controls. Tap on the two vertical lines to stop the video, and keep the controls on the screen. The arrow will be replaced by a triangle pointing to the right of the screen.

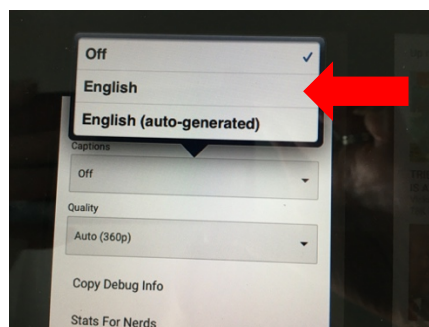
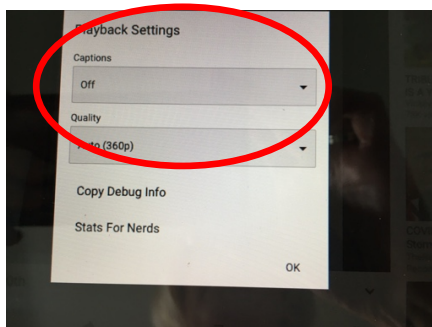


In the top right hand corner you will see a little cogwheel (or flower!). Tap on it, and it opens up a box which says Playback settings.

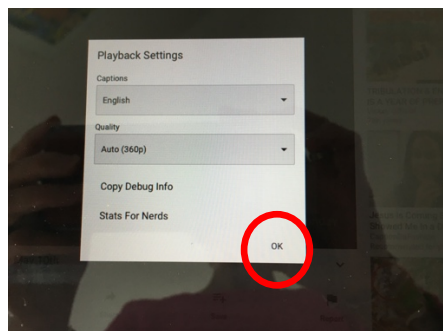
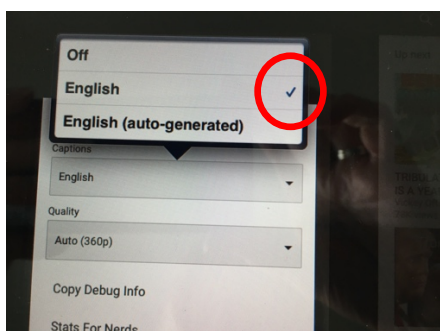


The top item is Captions, and beneath it is a grey rectangle which is set to Off. Tap on the grey rectangle and you will get some options.

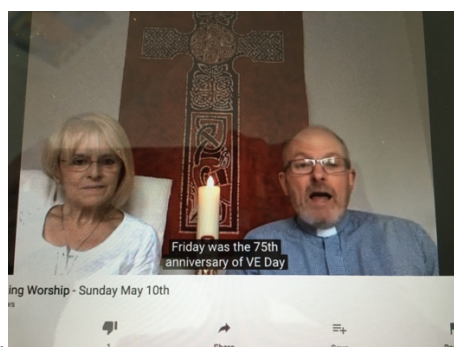
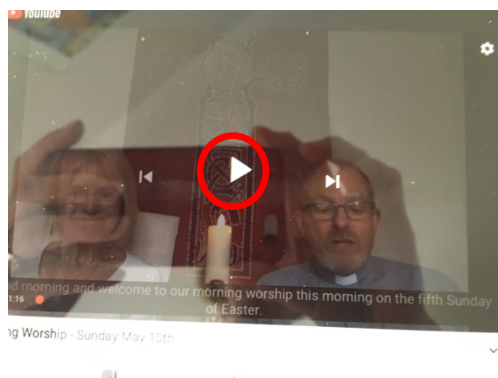




Tap on the option which says English, so the tick appears next to it, then tap on the OK at the bottom right of the box



This will take you back to the screen with the forward facing triangle, just tap on the triangle to start the video again. The two vertical lines will appear briefly, and then the screen will clear and you will be able to see the subtitles.



The Diocese advise that it helps if you have subscribed to the channel. To do this, click on the red subscribe button just below the video. You may need to set up and log into a YouTube account to do this.