

Closed Captioning

What is Closed Captioning?

Closed Captioning is an assistive technology that allows persons with hearing disabilities to access television programming. Closed captioning displays the audio portion of programming as text superimposed over the video, transcribing dialogue narration and sound effects for most television programming and movies. For a television receiver to display closed captions, it must use a set-top box decoder or contain integrated decoder circuitry.

How do I turn Closed Captioning on or off?

You can control closed captioning through your television remote control.

If you have a Pace DVR set-top box:

- (1) Put your set-top box into User Settings mode.
- (2) Press the Up or Down Arrow Button on your remote control under the front panel shows "CC". On the Pace User Settings Menu, Closed Captions is highlighted when "CC" is on the front panel.
- (3) Press the Right Arrow Button on your remote control. The Closed Captions menu appears on your TV screen. The current Closed Captions (CC) setting, either "ON" or "OFF" is highlighted on the menu.
- (4) If you want to change the setting, press the OK/Select Button on your remote control and the setting changes.
- (5) Press the Left Arrow Button. The front panel shows "CC" again and the Pace User Settings menu reappears.

If you have a Motorola DVR set-top box and want to change Closed Captions' appearance:

- (1) In Closed Captions Menu, press the Down Button on your remote control to highlight "Configure Captions," then press "OK/Select". The Configure Captions menu will appear.
- (2) Use the Up and Down Arrows to highlight each option in turn. Use the "OK/Select" Button to choose the setting you want (the setting changes each time you press OK/Select).
- (3) If you wish to reset all the Closed Caption settings to their default values (mainly Auto), press the Down Arrow Button to highlight "Reset to Defaults" on the menu, then press "OK/Select".
- (4) When you have made all of the changes you want, press the Left Arrow Button twice to redisplay the Pace User Settings menu.

If you have a digital HD converter box (DTA), an EDTA (Vyve XStream Service) or Whole Home Service:

- (1) Press Menu Button.
- (2) Press Up Arrow Button one time to Settings.
- (3) Press Right Arrow Button once to show Setting Menu.
- (4) Press Down Arrow Button once to "Closed Captioning".
- (5) Press Right Arrow Button once to see "Closed Captioning Menu".
- (6) To turn Closed Captioning On, press "Ok" Button and Check Mark will appear next to "On".
- (7) To turn Closed Captioning Off, press Down Arrow Button once and Check Mark will appear next to "Off".
- (8) Press Left Arrow three times to exit "Menus" and return to programming.

If you have a TiVo Product:

- (1) Press TiVo button on top of remote to go to TiVo Central.
 - (2) Press Down Button to highlight Settings and Messages.
 - (3) Press the Right Arrow Button on your remote control. Then the Down Button and highlight User Preferences, press Select.
 - (4) Press the Down Button and highlight Closed Caption, press select.
 - (5) Press the down button and highlight Closed Caption and tap the Right Arrow to turn on the Closed Captions.
- Press the Up Arrow and highlight Go back (settings are saved). Tap Exit to continue watching TV

For TiVo Guide Devices:

- (1) Press the Information button on your remote designated by a lowercase i.
- (2) Follow the on-screen instructions to turn on Closed Captions.

If you have a DIRECTV STREAM Device:

- (1) Press Home on the DIRECTV STREAM remote.
- (2) Select Settings and then Preferences.
- (3) Choose Accessibility.
- (4) Select Captioning and then Display to turn on or off.

For the DIRECTV STREAM App:

- (1) Select Settings and then Preferences.
- (2) Choose Captioning.
- (3) Turn Captioning on or off.

If you have VyveHDTV product:

- (1) Press the Select button
- (2) Select the menu item for Audio/Subtitles
- (3) Choose the option for Closed Caption and Secondary audio

For the VyveHDTV product on mobile devices:

- (1) Press the screen
- (2) Select the menu item for Audio/Subtitles
- (3) Choose the option for Closed Caption and Secondary audio

If you have WatchTVEverywhere:

Please note that the availability of closed captioning on WatchTVEverywhere is dependent on the network provider and the type of content being provided.

- (1) Turning closed captions on or off:

After activating your WatchTVEverywhere service, you can select the network and programming you wish to view. After selecting a specific program, a menu bar will appear, which will allow you to click the “play” button and, depending on the network provider, a “CC” icon will also appear in the menu bar, which also may be selected.

Some networks show the “CC” icon in a separate location, such as the upper right-hand corner of the screen. Regardless of its location on the screen, clicking on the “CC” icon will activate the Closed Captions menu, where you can select “ON” or “OFF.” The closed captioning feature is generally disabled until actively selecting “ON”.

- (2) Changing the closed captions’ appearance:

Depending on the network provider, if you want to change the closed captions’ appearance, various settings and features are available. In the Closed Captions menu, you may either have to click the “Settings” icon and then click on the various features you wish to change, or you may be able to click directly on the various features available after initially clicking “CC”. The features available on networks may vary, but generally include the following categories: “Text Color,” “Text Size,” “Background Color” and “Text Style.”

Otherwise, if you have basic cable, please consult your user manual for instructions to turn on/off closed captioning.

If you are still having issues, please contact us at 1-855-FOR-VYVE.

What should I do if I am experiencing issues with Closed Captioning?

We value our customers and want to ensure the best possible viewing experience. If you are currently experiencing technical issues with closed captioning (e.g., captions have suddenly disappeared or become garbled), please contact us immediately so that we can help get you back to enjoying your closed captioned service. When you contact us, you may be asked for your zip code. This is to ensure that you get the correct information for your service area.

Immediate Concerns

Immediate closed captioning concerns should be directed to our customer support representatives by calling 1-855-FOR-VYVE.

Formal Complaints

If you have a formal complaint about closed captioning for which you would like a formal response, please begin an official complaint process by writing to our designated closed captioning representative at:

Vyve Broadband Four
International DriveSuite
330
Rye Brook, New York 10573
Attention: Legal Department
Email: closedcaptioningissues@vyvebb.com
Fax: (914) 234-8371

Your closed captioning complaint must be received by us within sixty (60) days of the occurrence of the closed captioning problem and must include the following:

- (1) your name, address, email address, phone number and other contact information such as a videophone or TTY number;
- (2) the affected television channel number, call sign and network;
- (3) the date and time when you experienced the captioning problem;
- (4) the name of the program or show with the captioning problem;
- (5) a detailed description of the captioning problem; and
- (6) the applicable FCC rule violated by the captioning problem and specific evidence of such rule violation.

We have thirty (30) days to respond in writing to your complaint if all of the information required in 1-6 above is provided to us in writing at the address set forth above.

Formal complaints sent to Vyve regarding programming by a television broadcast station or other programming for which we are exempt from closed captioning responsibility will be forwarded by our representative within seven (7) days of receipt to the entity responsible for closed captioning of the programming at issue. If applicable, our representative will notify you and the FCC that it has forwarded the complaint.

For questions about previously submitted written concerns, call 1-914-234-8313. **NOTE:** This number should ONLY be used in connection with written closed captioning correspondence already on file with Vyve. Immediate closed captioning concerns should be directed to your local Vyve office.