



The Portland City Council adopted City ordinance 187454 on November 18, 2015.

- **What does this mean?**

As of December 18, 2015, TVs turned on in public places in Portland, Oregon must have the captions turned on while the business is open.

- **How do we comply?**

Just turn on the captions and leave them on.

- **How do we do that?**

Over the air:

If you get your TV signal over the air, just use your remote to adjust the settings to have CC1 turned on. Check the instructions that came with your TV.

Comcast Xfinity: For more information, call 1-800-266-2278

Most businesses in the Portland area get their TV signals from Comcast. Here's how to turn on the captions for most Comcast boxes:

- With the TV on, press Menu
 - Select Main Menu
 - Select Setup
 - Select Closed Captioning Setup
 - Closed Captioning ON
 - Analog service CC1
 - Digital service Service 1
 - Change styles as desired, such as font and color of captions
 - Press Exit when done

<http://customer.xfinity.com/help-and-support/cable-tv/enable-closed-captioning/>

CenturyLink Prism TV: For more information, call 1-800-244-1111

Remote Control Overview explains the procedure for accessing the Viewing Bar tool which provides an opportunity to turn on and off closed captioning.

- Right Arrow: While in Live TV, press the Right Arrow to bring up the Viewing Option bar from the right of the screen. This includes: Favorites (list, add, settings), Audio, Subtitles, closed captioning, and TV Zoom.

<http://www.centurylink.com/help/?assetid=173>

DirecTV: Call 1-800-531-5000 for more information

https://support.directv.com/app/answers/detail/a_id/2510/~/-directv-closed-captioning%3A-how-to-turn-on-subtitles

Dish TV Network: Call 1-800-333-3474 for more information

<https://www.mydish.com/support/getting-started-with-dish>

Apple TV:

<https://support.apple.com/en-us/HT202772>