

Access Services

Television can be exciting, entertaining, and educational - but if you can't see the pictures, or can't hear the sound, the programmes might not always reach their full potential. Luckily, your TV has some extra features available which can bridge the gap – they're known as access services. They don't cost extra, and they can be turned on and off at any time just using your remote control. On Nick Jr. we provide two kinds of access services:

Subtitles

When you can't hear what's happening on a TV programme, or for those times when you just want to watch TV with the sound down, subtitles are perfect. Like you'd expect, any spoken dialogue, as well as important sounds and noises, are transformed into printed text which you can read instead. Subtitles let you fully experience every nuance of a television programme, even without sound.

At Nick Jr., we put subtitles on every programme, every day. No exceptions!

You can turn subtitles on or off at any time - you only see them if you want them. On Sky you can press the HELP button to turn them on temporarily, or the 'Settings' menu allows you to turn them on all the time for everything.

On Virgin you can press the BLUE button, and if you watch TV some other way, it may be on a button marked 'Subtitles', 'Subs', '...', or something similar. However, you get your television, subtitles should be there – but if you're not sure, check with your TV provider, who will be able to advise you.

Audio Description

If subtitles let you 'see the sound', then Audio Description lets you 'hear the pictures'. Audio Description, or AD for short, adds an extra narrative voice to the soundtrack of the programme, chipping in during gaps in the dialogue to let you know about anything you might not have seen. The narrator adds extra context and information to the programme sound you can already hear, so you don't miss a thing.

Audio Description is still a relatively new service – it hasn't been around for as long as subtitles have – so at the moment not every programme is Audio Described. We're working hard to add it to as many programmes as we can, and on Nick Jr. you can already enjoy shows like Puffin Rock, The Day Henry Met, and Peppa Pig with audio description, and we're always working to add more.

Remember, just like subtitles, Audio Description can be turned on and off using your remote control. You don't have to hear it if you don't want it, so if you've turned it on by accident, don't worry.

If you're watching on Sky, you can turn audio description on or off by pressing the HELP button. It's different on other TV services, so if the Settings menu of your set top box doesn't help out, call your TV provider for more details. You can also visit the RNIB's website at www.audiodescription.org.uk which has more information and factsheets to help.

On Demand

Subtitles and Audio Description are easiest to find on our live TV channels, but some TV services also offer 'On Demand' or 'Catch-Up' services where you can choose one of our programmes and start watching it straight away. Because this is different to live TV, the access services you can get here will depend on whether your TV provider supports them.

If you have Sky, then we're proud to say that you can get subtitles on almost all of our on-demand programmes. It's the same if you've got BT TV, where, as well as subtitles, you can also get Audio Description on some shows too.

Other TV platforms might not be able to provide subtitles or Audio Description on our on-demand programmes just at the moment. We hope that'll change in the future - because we've got lots of programmes ready to go!

Need more help?

If you have any questions about our subtitles, audio description, or anything else, feel free to get in touch with us, we're always here. You can email us at letterbox@nickjr.co.uk