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## Amazon prime video subtitles not working

Find that Amazon Prime Video subtitles are out of sync, don't appear, are missing or generally not working at all? The ability to stream your favorite Prime Video programs with subtitles🗣️ is really useful. Even more so if you watch a foreign-language movie and sit there with no idea. Heck, even if the show is in plain English, about subtitles can still help you follow along with the story. In addition, if you are hearing impaired or old👴, then properly synchronized subtitles are crucial for tempting and delightful viewing. However, prime video users often experience cases where subtitles or subtitles do not work properly. From our analysis of numerous forums, these are the types of problems with Prime Video subtitles that users often report👇🗣️: Subtitles are out of sync with sound. (Subtitles appear too early and sometimes even too late) Subtitles or subtitles are not displayed. Subtitles disappear after a while, or are not available throughout the movie/show! Subtitles are only available in a foreign language or parts other than English. Will you see something familiar? Or maybe your problem with subtitles looks different? Share in the comments to other site visitors, and we hope we can help. Needless to say, the problems with subtitles on Prime Video are actually annoying when you come back every 2 ⏪. That's why we've prepared this 10-step guide to fix and fix when Amazon Prime Video subtitles don't work. No matter which device you're on, we recommend you take a quick look at the steps to see which one fits best. Specifically, these steps are designed for Windows, Mac, iPhone, iPad, and Android users. Some steps may even be effective or similar for Smart TV or set-top box users (e.g. Table of Contents 1. Restart the Amazon Prime Video app or download the website To get started, we recommend that you restart your session using the Amazon Prime Video app or website. Doing so clears some of the temporary cache associated with the application or Web page. So, if you left Prime Video running for a while, you may notice that navigation is slow. After the restart, you will definitely feel an increase in speed in the application. More importantly, this step fixes some application errors that cause these subtitle issues. Simple reload of Prime Video If you're watching Prime Video in a web browser, just try to reload your web browser. You can do this by clicking the reload button in your web browser. Press Ctrl + R (for Windows) or Command(%.) + R (for macOS). The above steps should be the same, regardless of whether you are in Google Chrome, Safari, Firefox, Edge, etc. Hard Refresh prime video webpage Doing this force reloads the particular page while deleting the browser cache associated with it. So forcing the latest version of prime video site to run. To perform hard-refresh is much faster and easier than cleaning browser cache separately. For Windows: For most web browsers (Chrome, Firefox, Edge), you can perform a hard refresh by pressing Ctrl and F5 together on the Prime Video page. For Macs: Safari is equivalent to pressing Command(%.) + Option (⌘) + R. Restart the Amazon Prime Video app If you're using a Prime Video app, such as on a mobile device or set-top box, this step will be a close match. The steps are similar regardless of the device you're watching. To do this, simply exit the Prime Video app, clear it from the latest apps, and reopen it. Then try watching the program in prime video to see if it corrects the Prime Video error. 2. Restart or Power-Cycle Device If restarting the Prime Video app doesn't work, the next step should be to restart the device. Basically, this clears the cache stored in the device's memory. This cache may otherwise affect your device's performance by displaying and displaying subtitles correctly according to the video time code. We believe this is what makes your Amazon Prime Video subtitles appear in sync. Therefore, the following are the steps to restart the streaming device that we recommend you perform. Simple device restart (for windows/mac, iOS, Android) If you use any of these devices to stream Prime Video, just a simple restart. This involves turning off the device and turning it back on after 2-3 minutes. Power-Cycling Device (for set-top box, Smart TV) For devices connected to an electrical outlet, such as set-top boxes such as Roku and Apple TV, we suggest this step. This step proves to be more effective than basic disable off on trick providing a more complete restart. Additionally, for many users, this was seen as a corresponding fix when their main video subtitles were not working properly. With this in mind, to turn your device into prime video streaming: First, turn off the device you're streaming Prime Video from and turn off your TV. Then unplug all cables, mainly the power cord and HDMI cable. Then wait about 1-2 minutes before properly connecting the cables and turning on the device and TV. Now you're ready to launch Amazon Prime Video to see if there are breakthroughs! 3. Change subtitle settings and configurations Another reason amazon prime video subtitles malfunction is the subtitle configuration error. Therefore, we believe that subtitles may not have been implemented correctly. Therefore, just try to play around with the prime video subtitle settings in the hope that it will ask the subtitles to display correctly correctly. We put this the first steps of troubleshooting because it is simple to perform and has proven useful for other users as well. So, below, there are ways we suggest tinkering with Settings Prime Video Subtitles: Toggling Subtitles Off, then for sure, this step step elementary, but just disabling subtitles and then on can set it straight. We believe that in this way, you are essentially recalibrating the subtitle display. To do this, select Subtitles and Sound, click Off, and then select the language you want back. This button can be placed differently on each device (usually in the upper right corner). You may need to try this several times before giving up. Besides, you can also switch between different subtitle languages to see if it calibrates subtitles well. Switch between closed captioning (CC) and subtitles Some Prime Video programs may offer 2 types of subtitles for your language, with and without CC. Some users report that when non-CC subtitles are enabled, they will only be displayed when they sound in a foreign language. For different people and shows a scenario or error may be different. In this note, if possible, we suggest alternately or checking between these options 2 subtitles to see which works best. Change subtitle display settings (size and font) In addition, you can try changing the typeface of subtitles. This step is mainly to change the size and font of the subtitles you want to display. Check out our other guide by clicking here, which has more detailed steps on changing Amazon Prime Video subtitles to iPhone/iPad, Android and PC. In short, on iPhone or Android devices, you can change the settings for displaying subtitles using accessibility settings. In general, settings of this can be found by going to accessibility, and Subtitles & Captions. For PC users, you can access amazon prime video subtitles settings from your web browser. To visit the subtitle settings page, click here. You can also change the font size of your Prime Video player. Just click the Subtitles and Sound button, and then select Subtitle Settings. 4. Check if subtitles are available for other programs or movies Additionally, you may find that the problem with subtitles may lie only in a specific program or movie. Therefore, error messages such as subtitles that are not supported in this video may even be prompted. In this case, there is nothing that can be done to make the subtitles appear magically🪄. This is because the show/movies subtitles and subtitles are designed to be prepared and encoded by the creator of the original content. Hence, the only other solution is to raise the problem with amazon prime video support (Step 10). With that in mind, if you ever notice problems with Prime Video subtitles, open another program, then test and follow the subtitles there. Are they also displayed out-of-sync or not displayed? If not, it most likely exists with a particular show. You may need to check again later as well. 5. Use Amazon Prime Video on another device Alternatively, subtitles Video may not work because of the platform or device you're streaming from. Streamed, try watching prime video on any other device in your home, such as your phone or laptop. In the meantime, you can try to fix the initial subtitle error with your device. Let's say the subtitle problem is only on your set-top box or Smart TV. Then the temporary solution will be to watch Prime Video from your laptop or phone and mirror to your TV. You can also connect your laptop to your TV using an HDMI cable. If you're streaming from a web browser on your computer, try using another one that supports Prime Video's HTML5 video player. Amazon Prime Video should work perfectly, whether you're using Google Chrome, Firefox, Edge, Safari, or even Opera. 6. Check for updates for Amazon Prime Video Because we have identified an internal app error as a possible cause of this subtitle error, it's best to check for pending updates to the Prime Video app. These latest updates come with key bug fixes that may be the culprit behind Prime Video subtitles not working. The steps to install Prime Video updates are typically similar for each device you use. To check for pending app updates, go to the app store where prime video was initially installed. From there, go to the Amazon Prime Video app page. If updates are available, you'll see the Update button. Yes, the installation of the update should take a few minutes of peaks. Once the update is complete, re-akruj prime video to see if subtitles are displayed correctly. 7. Enable closed captioning in accessibility settings On the move, in accessibility settings in the system settings menu of the device, you should see the option to enable code subtitles. Enabling these settings allows you to view Prime Video subtitles every time they are available. You may be surprised that this 1 minuscule setting may be the reason why your Prime Video subtitles are not displayed correctly. For iPhones and iPads, first open the ⚙️, scroll down, and tap Accessibility. Then, under Hearing, tap Subtitles & Captions. Finally, turn on the switch next to Closed Captions + SDH. For Android, the steps for enabling code caption settings may vary depending on your Android version or device model. However, they should usually look like this: In the Settings app📱 tap Accessibility. Then choose Signature Preference. Finally, turn on the switch next to Use signatures. For Apple TV, the following Video by Apple Support clearly explains the steps to enable closed captioning on your Apple TV. Shows how you can make other font changes to subtitles too. The steps are generally similar for other as well. However, if you need more detailed steps, we've listed the following guides for each device: For the Year for Amazon Firestick 8. Delete the browsing history of individual shows or videos We are not entirely sure how this step solves problems with subtitles that you have Prime Video shows. We believe it clears the user's preferences from the show, such as subtitles and sound selection. Nevertheless, for some users, this step may prove fruitful. So we suggest you give him a quick shot. In this step, click your profile and go to the Account & Settings menu, and then choose Watch History. Or click here to be redirected. Then just click the X button on the video you want to clear. Finally, go back and open the video you watched to see if the subtitle problem persists. 9. Clear cache and amazon prime video app data This step is an effective solution to various problems you may encounter with Prime Video, including subtitle issues. The more videos and shows you watch in Prime Video, the more cached files begin to accumulate. This built-in cache leads to application errors that interfere with the application, including subtitles. Therefore, we strongly recommend removing the Prime Video cache from time to time to ensure trouble-free viewing. By removing the Prime Video app cache and Android data for Android devices, and even some set-top boxes, such as the Amazon Firestick, you have the option to clear the Prime Video app cache in the Settings app. The following steps show you how you can navigate to these settings: First, open the Settings app, tap apps & notification, and select Prime Video from the list of apps. Then tap Storage & Cache and select Clear Cache. You can then select Clear Storage to delete the application data. For Amazon Fire TV devices, you can check out their app cache billing guide by clicking here. Reinstall the Amazon Prime Video app If you're using an iPhone, iPad, or Apple TV, you may notice that there's no one-touch option to clear the app cache, like for Android. Therefore, a better equivalent of removing the cache would be to reinstall the Prime Video application altogether. Fortunately, this step is more effective because you delete all Prime Video files before reinstalling a new copy. Therefore, regardless of the device you are using, we recommend that you reinstall the Prime Video app to resolve the subtitle issue. To do this, first, uninstall the Prime Video app, whether by long press (iPhone/Android) or through settings, and then select Uninstall or remove the app. Then go to the app store, then go to the Prime Video app page to start the installation again. Delete web browser cache and cookies Alternatively, if you are used to watching Prime Video through a web browser, try clearing your browser data This data includes browsing history, cache, cookies🍪 and site data that can slow down navigation. As mentioned in step 2, hard refresh (Ctrl+F5) has a similar effect, but this method clears even more cache. On Windows, For most web browsers (Chrome, Firefox, Edge), you can access your browsing history by pressing Ctrl and H together, or click the menu button in the upper-right corner and select History from the drop-down list. Na Na on the next page, click Clear Browsing Data. For Google Chrome, this will be on the left. Then, under Basic, make sure that all options are checked. In addition, select the all time range. Then click Clear Data. On your Mac For starters, with safari running, from the menu bar, click safari and select Preferences... In the next window from the top bar, select Advanced, and check the box next to Show expand menu on the bar. Then, on the menu bar, click Expand and choose Blank Caches. You can then clear your search history and even more site data and cookies. To do this, on the menu bar, click Safari and choose Clear History.... Finally, click Clear History in the following window. 10. Report a problem with subtitles to Amazon Prime Video Help If subtitles still can't work properly, we recommend that you view the problem with Prime Video. They should be able to identify any backend issues that may be causing this subtitle error. Along with this, they can provide more appropriate troubleshooting steps. Therefore, in case you have not contacted Prime Video Help before, it is quite simple. Through the Prime Video website In your web browser, you can reach the Contact us page by clicking here. Then select 2 selections to explain the type of problem. In this case we have chosen Streaming or Downloading and Problem streaming/downloading video. Then choose any of the available contact options via phone, chat, and maybe even email. Then simply explain to the support team the problem with Prime Video subtitles that you are dealing with in more detail. Through the Prime Video app, if you're watching Prime Video on your mobile device, you can even easily contact them via the mobile app. This method will certainly be a more convenient option, rather than starting your computer just to file a complaint. To access this, tap My Stuff in the bottom bar and select the Settings icon📱 the upper-right corner. Then select Contact Us from the Settings menu. From there, as before, you can choose the options that best describe the problem with subtitles. Then you will have contact options via email or phone. Conclusion In conclusion, it is undoubtedly difficult to watch your favorite programs when subtitles appear out of sync or disappear halfway. To make matters worse, scrounging through numerous forum sites in the hope of finding the right fix can be quite tedious and ⚡. With that in mind, we set out to develop this guide with 10 possible fixes when Amazon Prime Video subtitles generally don't work properly. Finally, they wanted to hear from you. Do you participate in comments: How do I get an Amazon Prime Video subtitle error? Which step did you manage to fix the Prime Video subtitle error for you? Is there another step you think we should add to this guide? Feel like sharing this post with your buddy who is also standing with Prime Video subtitles🗣️. subtitles🗣️.

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