

# Accessibility Information

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VIDEO AND PHONE SERVICE



# VIDEO SERVICE

## *FCC Audio Accessibility*

- This feature enables end users with visual impairments to interact and manage the set-top box through audio feedback for all of the components and features. Once turned on, the feature will provide audio feedback for the following components:
  - Login Screen
  - Main Navigation
  - Home Screen
  - EPG
  - Shows
  - Movies
  - Inline info modules
  - Content details/descriptions
  - Buttons
  - Action Items
  - Recordings
  - Media Player Controls
  - Alerts
  - Transition Overlays
  - Filters
  - Play Options Overlay

## *How to turn on Screen Reader*

### **Android TV**

To turn on Screen Reader:

1. On Android TV, go to the home screen.
2. Scroll down and select Settings.
3. Under "Preferences," select Accessibility and then Services and then TalkBack.
4. Select State and then On.

To change volume and pitch:

1. On your Android TV, go to the home screen.
2. Scroll down and select Settings.
3. Under "Preferences" Select Accessibility Services.
4. Select TalkBack Configuration.
5. Choose an option.

## **FireTV**

1. Go to Settings
2. Select Accessibility
3. Select Screen Reader
4. Turn on Screen reader
5. Adjust Reading Speed
6. Adjust Volume
7. Adjust Feedback Tone

## **Apple TV**

Using Siri:

1. Hold the Siri Button on Remote
2. Say "Turn VoiceOver On" or "Turn VoiceOver Off"

Using Screen:

1. Go to Settings
2. Go to General
3. Select Accessibility
4. Select VoiceOver
5. Turn VoiceOver turn on or off

Note:

Voice is supported on the following Apple TV Models

- Apple TV 4K
- Apple TV (4th generation)
- Apple TV (2nd or 3rd generation) with software version 4.2 or later

## **Roku**

Within the app:

1. Select \* from remote
2. Select Accessibility
3. Turn On Audio Guide
4. Set Speech rate
5. Set Volume

From OS:

1. Go To Settings
2. Select Accessibility
3. Select Audio Guide
4. Turn on Audio Guide

To Select Speech Rate, Volume and Shortcut

1. Go To Settings
2. Select Accessibility
3. Select required Speech Rate
4. Select required Volume
5. Select shortcut enables/disabled

## ***Search Function***

The Search function appears in the upper, right corner of the screen when viewed from a PC or on a mobile device. On supported TV platforms, the function can be accessed by selecting Search from the main navigation.

Once Search (or the magnifying glass icon) has been selected, the search text box will appear, allowing the user to type in search keywords for content titles (series, movies, episodes) and channel titles across live, upcoming, lookback and VOD content. If voice commands are enabled on the device or platform in use, the user may also select the microphone in order to speak the search keywords.

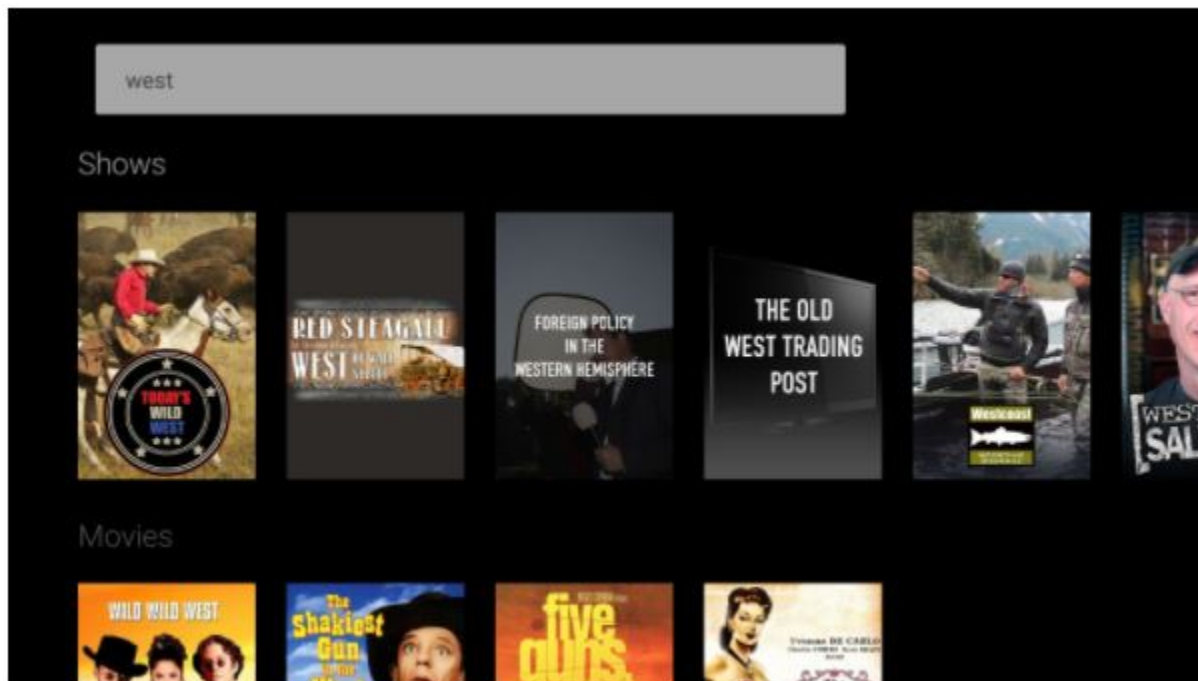
Once a search term has been entered, the results will be populated, and may contain results that fall into one or more of the following categories:

- Shows
- Movies
- Channels
- Live and Upcoming
- Episodes

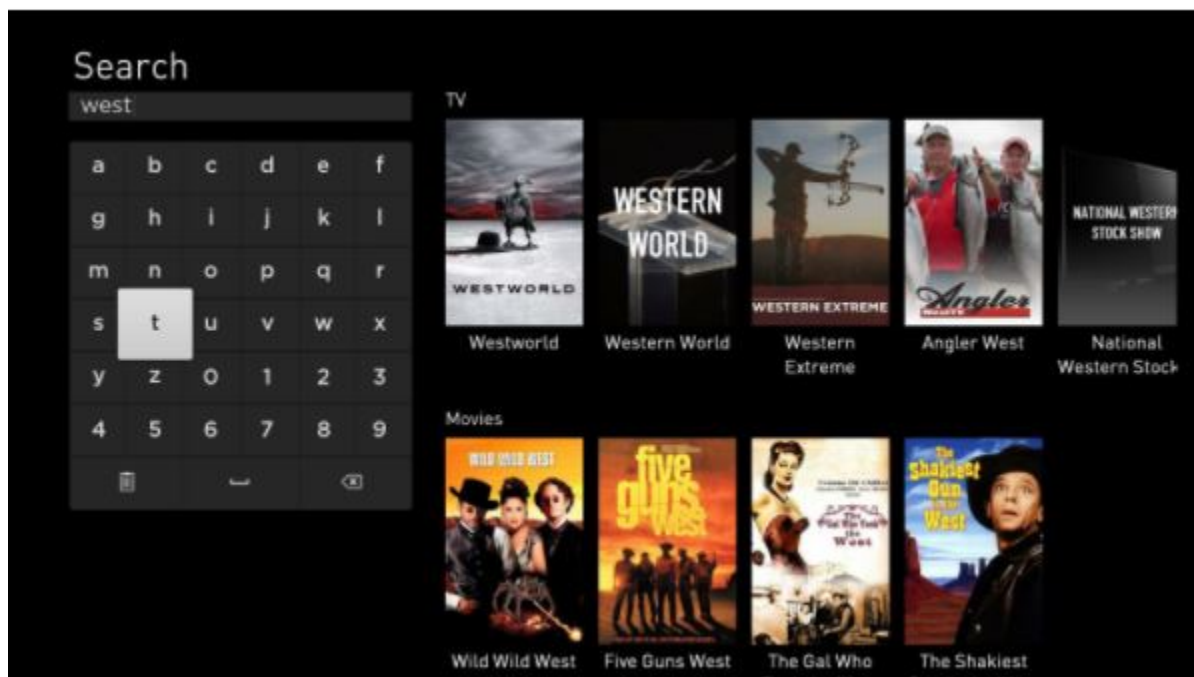
The user may select any of the results in order to access additional information about the program.

**\*\* Please note the channel search is not yet supported for mobile and tablet \*\***

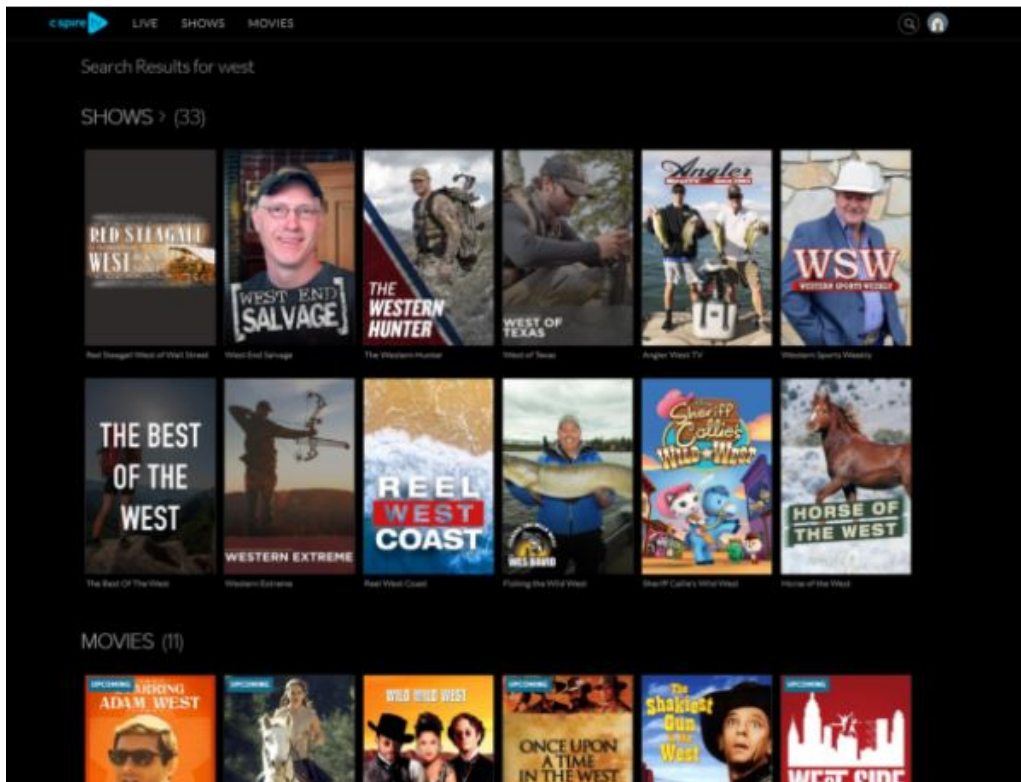
## TV - Amazon Fire TV, Android TV and Apple TV



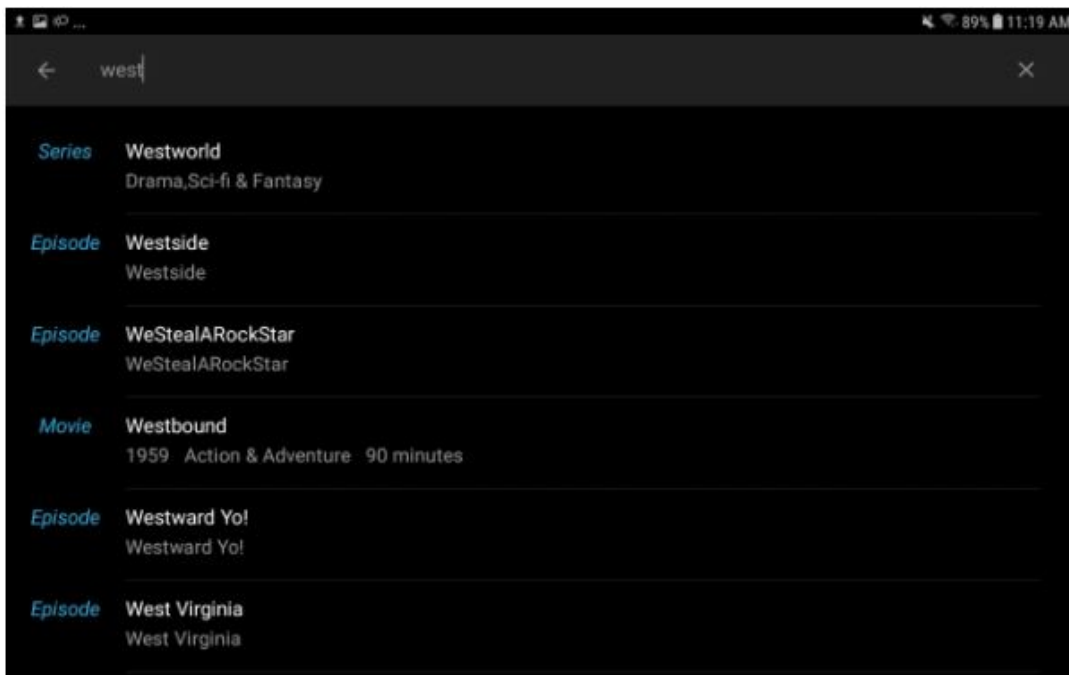
## TV - Roku



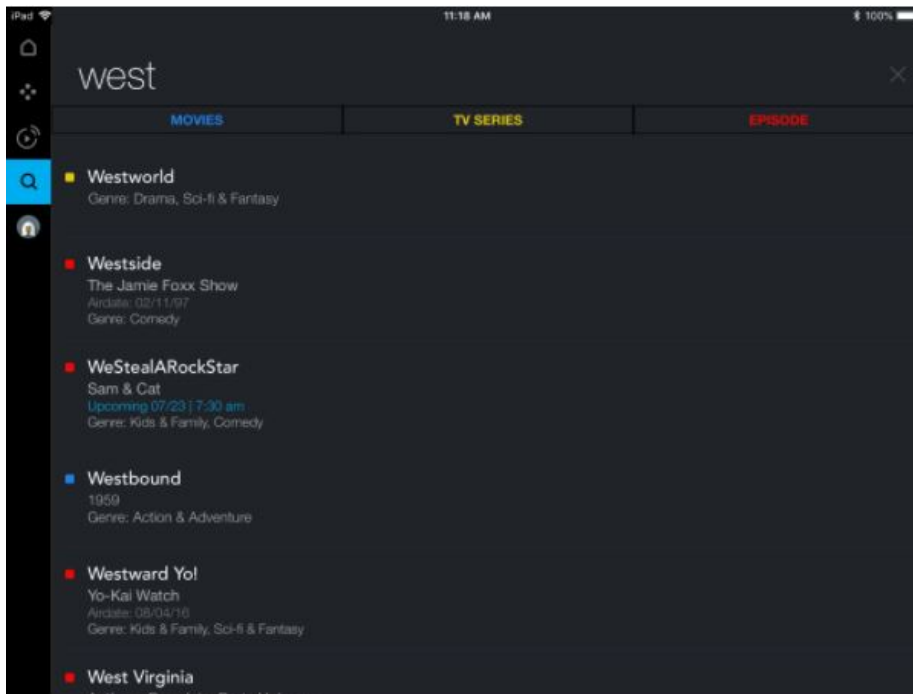
## Web



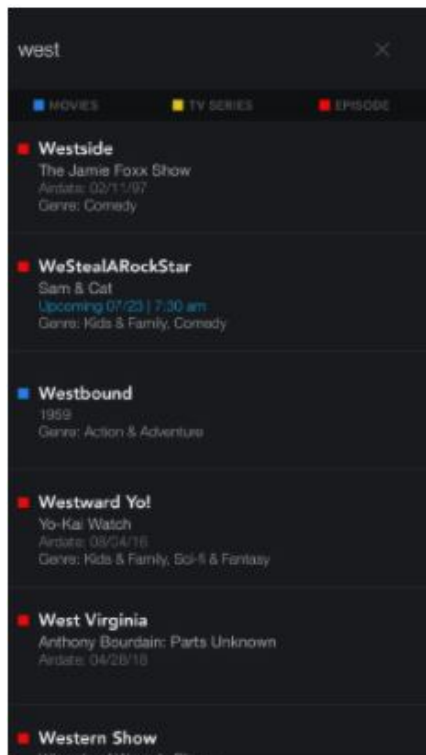
## Android Tablet



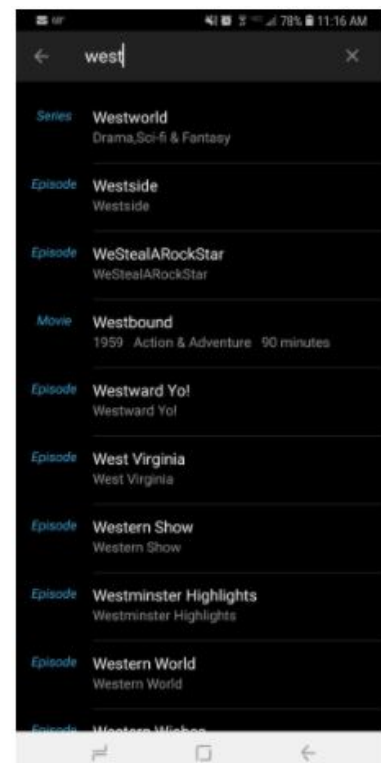
## iPad



## Android Phone



## iPhone



# PHONE SERVICE

## *Accessibility Support*

- Our phone service supports access to the Telecom Relay Service (TRS), a telephone service that facilitates phone calls between people with hearing and speech disabilities and other individuals. A TRS call can be initiated by a person with or without a disability by dialing 711 from a home phone, teletypewriter (TTY) or telecommunications device of the deaf (TDD).

## *Accessibility Features*

- Our phone service supports all commonly used cross-manufacturer, standard TTY signal protocols
- Voicemail, messaging, auto attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval will give an alert when the time interval is about to run out and provide sufficient time for the user to indicate more time is required.

## *Compatibility with Assistive Technologies*

- Our phone features, including voicemail, auto attendant, and interactive voice response (IVR) telecommunication systems, are usable by TTY users with TTYs.