Talking Guide / Screen Reader (a.k.a. Talkback)- Article no. 8344

Introduction

Screen Reader and **Talking Guide** are audio services for **visually impaired customers**

Screen Reader (a.k.a. "TalkBack") speaks out the content of a page to a visually impaired user.

- As you scroll through options on the page, the screen reader will announce the option you are highlighting
- **Available on all IPTV boxes**
- Apps like Hulu, Netflix, Music Choice, etc **are not compatible** with **Talking Guide**

Universal steps for IPTV boxes

- In most cases, pressing **A** on your remote will enable/disable **Talking Guide**. Alternatively, perform the steps below:

1. Go to **TiVo Home |** left to **Menu | Device Settings | Device Preferences | Accessibility | Talkback**

2. Select the **Enable** toggle to the on position

3. A confirmation screen to use TalkBack appears. Select **Yes** **(See steps)**

    - **To turn off, s**elect the **Enable** toggle to the off position

4. **Amino IPTV boxes shortcut:**

) on the remote (lower-left corner)

    - Screen Reader is the first option listed. Press the OK button to turn this feature ON then press the back button (See steps)

    - **To Turn off Screen Reader:**

        1. While in Live TV or in TiVo Home Press the Accessibility) on the remote (lower left corner)

        2. Screen Reader is the first option listed. Press the OK button to turn this feature OFF then press the back button

    - While in Live TV or in TiVo Home Press the Accessibility Option (

Talking Guide (a.k.a **Voice Guidance**) is very similar to Screen Reader.

It **applies to Guide information only**

- Apps like Hulu, Netflix, Music Choice, etc **are not compatible** with **Talking**

Guide

- **Talking Guide** is different than the **Voice Remote** and **Descriptive Video Service**
    - Voice Remote on TiVo allows customers to use their voice via their remote to perform certain functions on TiVo
    - Descriptive Video Service (DVS) provides program content (dialogue, sounds effects and music) with descriptions of what is happening on-screen when there is no dialogue in the program audio

- See below to see how to get Talking Guide services on the TiVo

Resolution Steps

Do not proactively offer Talking Guide to your customer

1. If a customer **requests** Talking Guide, let them know we can accommodate them
    - TiVos we supply/rent do not have this capability
    - We need to purchase retail TiVo equipment with this capability and assign a CableCARD to drive the services to the equipment
        - Because of this, **VOD** and **Impulse PPV** are **not available** with **Talking Guide**
2. Submit a **case** in **BOLT**

   Fill out the information as described below and click **Save Note**

Record Type	Sales
Reason	Other Service Change
Reason detail	Closed-Won
Check	Is Case
Case Reason	Service Change Issue
Destination queue	Customer Care Leads
Notes for Case	Contact Name and Phone Number Best time to call Talking Guide requested

3. Someone will **contac**t the customer **within 48 business** hours to follow-up
4. **Any belted agent** may work the case and **assign to Scott Kregar**

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=99