



Voice Guidance Frequently Asked Questions

What is voice guidance?

The voice guidance feature provides customers with visual disabilities the freedom to independently explore thousands of TV shows and movies. It “speaks” on-screen text including controls, menus and programming guides for the customer’s convenience.

Who is voice guidance intended for?

Voice guidance is intended for customers who desire audio feedback to interact with products and services - including customers with visual disabilities or who have difficulty reading.

Which devices support voice guidance?

The ConwayCorpTV Amino set-top box.

How can I access voice guidance or turn the feature on/off using the ConwayCorpTV Amino box?

- Choose the **SETTINGS** icon on the main **MENU**
- Scroll down to **SYSTEM** and press **ENTER**
- Scroll down to **DEVICE PREFERENCES** and press **ENTER**
- Scroll down to **ACCESSIBILITY** and press **ENTER**
- Scroll down to **TALKBACK** and press **ENTER**
- Press **ENTER** to toggle the **TALKBACK** feature on

How do current customers without a ConwayCorpTV Amino Box get voice guidance?

Current customers can request an upgrade to a ConwayCorpTV Amino box. Customers who are blind or visually impaired and desire voice guidance should contact our Customer Care team at 501-450-6000 or email comments@conwaycorp.com to receive information on the Accessibility Assistance Program.

Is voice guidance available in multiple languages?

Voice guidance is partially available in Spanish. If the box language is set to Spanish, it will read any text that is in Spanish. This change can be made by going to **SYSTEM** then **DEVICE PREFERENCES** then **LANGUAGE**.

Is there a cost associated with voice guidance?

No. Voice guidance is a free feature provided to all ConwayCorpTV customers with an Amino box. There is a monthly rental charge for the Amino box. Customers who are blind or visually impaired and desire voice guidance should contact our Customer Care team at 501-450-6000 or email comments@ConwayCorp.com for information on receiving the voice guidance service without the monthly rental fee through the Accessibility Assistance Program.

I am experiencing delays or quality issues with voice guidance when it is running. What should I do?

We’re sorry to hear it! Please contact our Customer Care team to report any issues with the voice guidance feature at 501-450-6000.