



Accessibility Assistance Program Request Form Voice Guidance TV and set-top box controls, menus and Program Guides

If you are blind or visually impaired and wish to receive a set-top box which audibly provides navigation controls, menus or program guides to select and display video programming, please complete this request form.

Name: _____ Customer Account Number: _____

Address: _____ City: _____ State: _____ Zip Code: _____

Eligibility Requirements To enroll or renew enrollment in the Conway Corp Voice Guidance Accessibility program, the Conway Corp customer must provide a certified card showing participation in a nationally-established program for individuals who are blind/visually impaired, a letter from an authorized state agency (e.g. case worker letter), or a letter of eligibility from their physician, ophthalmologist, optometrist, or licensed eye specialist.

Set-top box rental charges will be waived for eligible participants.

Application and Eligibility Certification

Please fill out and sign this form and attach the appropriate proof of certification (do not send originals, only photocopies) and send to:

By Mail: Conway Corp | P.O. Box 99 | Conway, AR 72033 | Attn: Manager, Customer Service

By Email: comments@conwaycorp.net

Under penalty of perjury, I confirm that I qualify for the above noted request for Assistance. I understand that I am required to notify Conway Corp if the need for an Exemption no longer exists.

Signature

Date



Accessible TV and set-top box controls, menus and Program Guides (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 DCX (Ninja 2 TV box) converter.

How can I access voice guidance or turn the feature on/off using the Ninja2 TV box?

- Press MENU
- Scroll left or right to SETTINGS, press OK
- Scroll up or down to Voice Guidance, press OK
- Scroll up or down to ON, press OK
- The box will audibly respond when “ON” is selected.
- The settop will now read all on screen information.

How do current non-Ninja customers get voice guidance?

Current non-Ninja TV customers may request an upgrade to a Ninja 2 TV Box. Customers who are blind or visually impaired and desire voice guidance should contact customer support to receive information on the Accessibility Assistance Program.

Is voice guidance available for any online or mobile TV services?

Voice guidance is only available on the Ninja2 TV Box at this time.

Is voice guidance available in multiple languages?

Yes, voice guidance is available in both English and Spanish. To enable voice guidance in Spanish, you can set your Menu Language to Spanish. See more information on the Menu Language.

Is there a cost associated with voice guidance?

No. Voice guidance is a free feature provided to all Ninja customers. There is a monthly rental charge for the Ninja2 TV box. Customers who are blind or visually impaired and desire voice guidance should contact customer support at 501-450-6000 for information on receiving the voice guidance service without the monthly box 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 the Customer Support team to report any issues with the voice guidance feature.