# Virgin Media and Audio Description

Depending on where you live you may be able to receive your digital TV via cable, provided by Virgin Media O2.

Virgin Media operates several TV services that work slightly differently, Stream, Virgin TV 360, Virgin V6 box are powered by TiVo, TiVo box or you may still have an older V or VHD box. All of these offer audio description (AD).

If you are unsure which box you have, you can find out more by referring to the descriptions on what features appear on the front and back of each box at **virginmedia.com/help/tv/using-virgin-tv-box**

If you can’t find what you are looking for contact us via one of our accessible contact options located at the bottom of this webpage **virginmedia.com/help/accessibility**

To manage your account with all your information in one place. Access your bills, diagnose faults and manage your package you can register or sign into My Virgin Media at **my.virginmedia.com/home/index**

## Channel Numbers

Since 26th April 2022, instead of having dedicated channels with audio descriptions, you’ll be able to watch the original channels and turn on audio descriptions when you need them.

**How to turn on audio description on a Virgin TV 360 box or on Stream from Virgin Media using voice control:**

1. Press and hold down the **microphone** button in the middle of the TV box remote.
2. Say **Audio description** to turn it on.
3. Say **Audio description off** to turn it off.

Alternatively, you can use your remote:

1. Press the left arrow button three times then OK to get to Profiles in the Settings menu.
2. Press the right arrow button once to get to Accessibility.
3. In Accessibility, press the down arrow button twice to get to Audio description. Please note that changing this setting impacts the active profile, and can be set differently for the shared profile or each personal profile.
4. Press OK to turn audio description on or off.
5. Press the Home button on the TV box remote.

When audio description is turned on by default, the AD logo will additionally be shown alongside the show names in the Grid Guide and Enlarged Guide.

### How to turn on audio description on a Virgin TV V6 and TiVo® box

1. Press Info button on your remote control to bring up the Info banner.
2. Press the down arrow twice to go to Audio description.
3. Press OK to turn audio description on or off.

### How to turn on audio description on a V+ or V HD box

1. Press the Home button on your remote control and select Settings.
2. From the Settings menu, choose Change display & audio settings.
3. The ‘Audio Description When Available’ option can be turned on and off.
4. Press OK to say yes to the new settings and go back to the previous menu.

### Using the Virgin TV V6 and TiVo® service's audio cues / sound effect features

If you have difficulty seeing your screen, Virgin TV V6 and TiVo®'s 'audio cues' might help you find your way around your menus. These are sounds that show actions and reactions to button presses on the remote control.

There are four main audio cues:

* A tone that starts low and goes higher - this means you've moved forward into the next menu.
* A tone that starts high and goes lower - this sound means you pressed Back or returned to the previous menu.
* A single tone - this sound means you've pressed a button when moving around the TV guide.
* A deep tone - you'll hear this sound when you've tried to carry out an action that isn't available.

### Adding audio cues / sound effect features

Additional information for customers who wish to add the sound effect features:

1. Press TV on the remote control.
2. Press Home.
3. Press Channel down 6 times to highlight Help & Settings Press right once and then down to highlight Settings.
4. Press Right to access Settings.
5. Press Right again to access Audio.
6. Press Channel up to move to the top of the list and press down to highlight the Sound Effects Volume. Press Right to access this option.
7. The menu options in order from top to bottom are off, low, medium, high. Use Channel up and down to move to the desired volume.
8. Press OK and then press TV to return to Live TV.

**Audio cues on the TV 360 box and Stream is replaced by voiceover guidance.**

If you can't see your screen very well, using Voiceover guidance will read aloud the text on screen from the TV Guide or channel bar, making it easier to browse and navigate.

**How to turn on voiceover guidance on the Virgin TV 360 box and Stream from Virgin Media using voice control:**

1. Press and hold down the microphone button in the middle of the TV box remote.
2. Say ‘Voiceover guidance on’ to turn it on.
3. Say ‘Voiceover guidance off’ to turn it off.

Alternatively, you can use your remote:

1. Press the Home button on the TV box remote.
2. Press the left arrow button three times then OK to get to Profiles in the Settings menu.
3. Press the right arrow button once to get to Accessibility.
4. In Accessibility, press the down arrow button six times to get to Voiceover guidance. Please note that changing this setting impacts the active profile, and can be set differently for the shared profile or each personal profile.
5. Press OK to open the options to turn Voiceover guidance on or off, and adjust the voiceover speed and the volume.

## Further Information

Visit the Virgin Media website at **virginmedia.com/help/accessibility** or **virginmedia.com**

If you require any further information, please contact Helpline **0303 123 9999** or email **audiodescription@rnib.org.uk**. You can find lots of other useful information about audio description on our website **rnib.org.uk/ad**

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