



AVSB Packaging, Hardware and User Interface (UI)

Accessibility information

This information applies to Vodafone's Android Video Soundbox ('**AVSB**') packaging, hardware and user interface ('**UI**')

At Vodafone TV we want to make our service is accessible to all our customers regardless of age, ability or accessibility requirements. Our goal is to provide an inclusive, user-friendly experience in alignment with the European Accessibility Act ('**EAA**') and best practices in digital accessibility.

Vodafone's AVSB has been tested against the Web Content Accessibility Guidelines ('**WCAG**') 2.2 'standards and EAA accessibility requirements.

We would like to highlight the following accessibility features:

Packaging Accessibility Features

- **QR Code (also in Braille) for Accessible Online Manual:** A centrally placed QR code (also in Braille) on the packaging allows users to quickly access an accessible online version of the manual, as well as helpful tips and tricks for their new device.
- **Recyclable and inclusive:** Materials used are both environmentally friendly and designed with accessibility in mind.

Hardware Accessibility Features

- **Tactile orientation:** Rubber feet on the bottom help users easily determine the correct orientation by touch.
- **Port and button location set-top box:** The back side with ports and buttons is distinguishable by feel, aiding low-vision or blind users.



- **Remote control:** The Buttons are spaced for ease of use. The number buttons are particularly notable, with the '5' button featuring notches to aid in orientation.

User Interface Accessibility Features

- **Closed Captions** are text descriptions displayed on a TV screen that represent the spoken dialogue, sound effects, and other audio elements of a program. They can be activated for any content on the VTV application that supports Closed Captions, recognizable by the CC symbol on the content's detail page.
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- **Audio Description** is a narration service that provides spoken descriptions of key visual elements in a TV program, movie, or live performance. It can be activated for any content on the VTV application that supports Audio Description, recognizable by the AD symbol on the content's detail page.
- **Clear Audio** improves voice clarity, balances program audio, and, when activated, eliminates background noise, maintains consistent volume, and provides an easier-to-understand audio track. It can be activated for any content on the VTV application that supports Clear Audio.
- The **Safe Audio Level** feature ensures a comfortable and safe audio volume when the set-top box is powered on. This feature automatically adjusts the sound level during boot-up to prevent any sudden loud noises.
- **Google Assistant** is a voice-activated service designed to assist users with a variety of TV-related and non-TV-related tasks. On VTV, it can help users find content to watch, navigate to specific points in a video, tune to a channel, open apps, and more. Beyond TV functions, Google Assistant can also assist with non-TV tasks such as making calls, setting reminders, and finding directions. This not only increases convenience but also



provides valuable support for individuals with visual or mobility difficulties.

- A **Screen Reader** converts text and images on the TV user interface into speech. In the VTV user interface, the screen reader can be used to open the different menu sections, browse through the content of each section including the TV Guide, change channels, and navigate the Settings areas, providing an enhanced user experience.
- The **High Contrast** feature can significantly improve text readability in the user interface. It adjusts the text color to either black or white, depending on the original color, making it easier to read and navigate.
- The **Accessibility Shortcut** provides a quick and easy way to activate accessibility features on the set top boxes. By default, it enables TalkBack (the screen reader), but users can also customize it to turn on other accessibility features as needed.
- **Accessibility Options Iconography:** The entire Vodafone TV user interface features clear icons indicating the availability of accessibility options for a faster access to content. Look for the **AD** icon to identify content with Audio Description and the **CC** icon for content with Closed Captions.

Accessibility is not a one-time achievement but an ongoing commitment. We continually monitor user feedback, apply improvements, and stay up to date with evolving accessibility standards. We aim to provide an accessible and inclusive experience for everyone, and we are dedicated to ensuring that our platform remains accessible to all users.



We used the following testing tools to identify the adjustment areas:

- **Built-in accessibility tools of the operating system:** Used built-in accessibility tools, like text scaling/zoom, high contrast features, to ensure compliance with accessibility standards.
- **Screen reader simulation:** Tested compatibility and navigation using screen reader to ensure proper labeling, structure, and navigation.
- **Color contrast verification:** Used contrast analyser tools to ensure readability and compliance with accessibility standards.
- **Text-size comparison:** Evaluated readability across various font sizes to ensure legibility for users with visual impairments.
- **Thick gloves:** Simulated limited dexterity to test ease of opening and handling packaging.
- **Digital force meter:** Measured the force required to open packaging, ensuring it meets accessible design thresholds.
- **Small clamps:** Simulated limited grip strength to assess usability of packaging features.
- **Blurry glasses:** Simulated visual impairments to test clarity of labels, instructions, and overall design.

Contact us

If you have any questions about accessibility of our service or you would like to give us your feedback, please contact us using the contact details below:

Please call 1907 or visit us in store.

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