**Audio Description on iview - FAQs**

ABOUT

**What is Audio Description?**

Audio description (AD) is an additional verbal narration that describes visual elements shown on screen during pauses in dialogue. AD commentary describes elements such as scenes, settings, actions and costumes

**Why is Audio Description important?**

Audio Description can be useful for people with vision-impairment and people with learning and physical disabilities, to enhance their understanding of what is happening on screen.

**How long will Audio Description be available for?**

Audio Description will be available on a selection of programs on iview for a trial period of 15 months, starting in April 2015.

ACCESS

**How can I access audio described programs?**

A full list of AD programs in iview can be found in the Programs A-Z index. Select a program in this list and you will find a "Play with AD" button on the episode page. This will allow you to watch the program with an audio described track.

Through the iview website and apps, an "AD" icon is displayed where programs are Audio Described.

**What platforms will Audio Description be available on?**

AD content will be available on the following platforms:

Desktop and laptop devices

iOS smart phones and tablets

Android smart phones and tablets

HbbTV enabled connected TVs

Audio Description will not be available on the ABC KIDS iview app.

**Do I need any special technology to use Audio Description?**

No, special technology is not required, however you will need to install the latest version of the iview app from either the App Store or Google Play, depending on your device.

To access AD, download the latest version of the iview app and select the "Play with AD" button, where shown.

CONTENT

**Why aren't all of iview's programs available as audio described programs?**

Audio Description is useful for genres such as drama and comedy, where comprehension of the story line can be improved through additional description of the visual elements on screen.

Audio Description is not available for live events, where production times do not allow for the creation of separate audio tracks, or news programs where very little of the program is not already described as part of the regular narration.

**Does this mean I can no longer access the same programs without Audio Description?**

You can still access all of your favourite programs on iview without Audio Description, but AD trial period, you will have the option of playing programs with or without Audio Description.

**Where can I find a list of all Audio Described content on iview?**

A full list of all AD content can be found on the Programs A-Z page on iview.

DATA USAGE

**Will Audio Description affect my data usage?**

Playing a program with Audio Description will not alter internet data usage. For more information on the internet download limits with iview, please visit our FAQs & Help page <http://iview.abc.net.au/support/faqs>

SUPPORT

**Where do I go if I have an issue with iview and the audio described content?**

If you have any issues with iview and audio described programs, please <Contact Us> ((link to contact page)

You can find out more information about the Audio Description trial here at <<http://iview.abc.net.au/ad>>

**Where do I go have if I have more questions about Audio Description generally?**

If you still have questions or need assistance accessing AD on iview, please call the iview AD Helpline on 02 8333 3248. Please note, this phone line is a message bank service. Please record your name, contact details, and a brief description of your query, and an ABC staff member will return your call as soon as possible.

For general enquiries and technical assistance with iview, please visit the iview FAQs or submit a query via the iview Contact Form<link to page>. These avenues enable the iview team to diagnose and respond to your query in the fastest and most helpful way.