# Audio Description and Sky

Sky offers Digital TV via a Sky set top box and satellite dish through a monthly subscription service.

They have three systems, Sky Q, Sky+ and Sky Glass, these give access to audio description (AD) across 25 Sky channels as well as other broadcasters such as BBC, ITV and Channel 4 and many more.

On its own channels, Sky endeavours to ensure that all its top shows carry AD, and that where a show has AD, all episodes and series have it, so you’re never left hanging. They also try to keep the same narrator across all episodes of a given show, as the viewer gets used to that voice, and take pride in providing high quality AD.

For information about Sky accessibility

1. go to **sky.com/help/home**
2. select “Accessibility”
3. select “Support for Visual impairments”

or you can find this information on the MySky App on Android and iOS

## Voice Guidance on Sky Q

Sky Q now has Voice Guidance which will read out most of the text on menus so you can navigate the box without sight. There are two ways to activate Voice Guidance on your Sky Q box. If you have a Sky Q voice remote, the easiest way is to say “Voice Guidance on” to turn it on and “Voice Guidance off” to turn it off. You can also use phrases such as “Turn on Voice Guidance” and “Start talking TV guide”.

Or you can switch it on via the accessibility menu:

1. Press home. Now press the down arrow 11 times to highlight Settings, then press the right arrow or Select button.

2. Press the down arrow 3 times to highlight Accessibility then press the right arrow or Select button.

3. Press the down arrow 5 times for Voice Guidance, then press right arrow or the Select button for the Voice Guidance menu.

4. Next: Press up arrow twice for ‘On with hints’ and press Select or

Press up arrow once for ‘On without hints’ and press Select.

## How to switch on audio description

Once you’ve turned on AD, it will continue to be switched on for any shows or channels where it’s available, until you turn it off.

Here’s how:

### Sky Q

1. Press ? (question mark) on your Sky Q remote (located to the right of the number zero) or the AD button on the Sky Q Accessibility remote.
2. Press Select to toggle audio description On or Off.
3. Press Dismiss (located to the left of the Home button, which is directly below the down arrow) to close the menu.

Note: If you use Voice Guidance, it is not yet working in this menu.

Or you can:

1. Press the Home button on your remote (located directly below the down arrow).

2. Press the down arrow 11 times to highlight Settings, then press the right arrow or Select button.

3. Press the down arrow 3 times to highlight Accessibility, then press the right arrow or Select button.

4. Audio Description will now be highlighted. Press the Select button to toggle it on or off, then press Dismiss (located to the left of the Home button) to close the menu.

If you've got Sky Q, you can toggle AD on and off within recordings.

### Sky Glass

1. Press the ... (three dots options menu) button on your Sky remote. It's the button under the standby/power button.
2. Press the right button two times and press select to turn Audio Descriptions on.

#### Sky+

1. Press Help on your Sky+ remote (located to the right of the Back Up button, which is directly below the down arrow).
2. Press the left or right arrow to toggle audio description On or Off, then press Select to save the setting.
3. Press Back Up to close the menu.
4. If you recorded a show with AD on Sky+, it’ll be included and can’t be turned off in that recording.

#### Third party apps on Sky Q

Some third-party services such as Netflix and Disney+ can be accessed through apps on the Sky Q set top box. While these services may offer audio description, the above Sky set top box settings do not affect these apps. Separate settings for AD may exist inside these apps.

## Highlight shows with AD in the TV Guide

While all shows which have AD have a badge in the programme information, you can also make shows with AD stand out in a different colour in the TV Guide to make it easier to spot them.

### Sky Q

1. Press Home (directly below the down arrow) on your Sky Q remote
2. Press the down arrow 11 times to scroll down to Settings and press select
3. Press the down arrow 3 times to scroll down to Accessibility and press select

4. Press the down arrow 3 times to scroll down to Highlight programmes

5. Press the right arrow once to access the setting option, then press the down arrow once to highlight Audio desc and press select to turn the setting on.

6. Press Dismiss (to the left of the Home button) to return to normal viewing.

### Sky Glass

1. Press the Home button on your Sky remote.
2. Scroll down to the bottom of the Home screen and select Settings.
3. Press down two times and select Accessibility then Audio description and press select to toggle the setting between On and Off.

### Sky+

1. Press services (below and to the left of the sky button at the top) button on your Sky remote
2. Press the right arrow once to scroll across to Accessibility and press select
3. Press the down arrow four times to scroll to Highlight Programmes, then press the right arrow to select Audio Description.
4. Press the green button (above and slightly to the right of the number 1 button) to save the setting, then press Sky at the top of your remote to return to normal viewing.

## Beep sound for AD

To make things even easier, you can also set up your Sky box to beep when you change to a channel that’s showing an audio described show.

### Sky Q

1. Press Home (directly below the down arrow) on your Sky Q remote
2. Press the down arrow 11 times to scroll down to Settings and press select
3. Press the down arrow 3 times to scroll down to Accessibility and press select
4. Press the down arrow once to scroll down to Beep on audio description and press select to turn the setting on.
5. Press Dismiss (to the left of the Home button) to return to normal viewing.

### Sky+

1. Press services (below and to the left of the Sky button at the top) button on your Sky remote
2. Press the right arrow once to scroll across to Accessibility and press select
3. Press the down arrow five times to scroll to Beep on Audio Description, then press the right arrow once to turn the setting on
4. Press the green button (above and slightly to the right of the number 1 button) to save the setting, then press sky at the top of your remote to return to normal viewing.
5. Press the Sky button to return to normal viewing. Sky is the large button at the top centre of the remote.

## Sky Go App

Sky customers can access much of their content in the Sky Go app on both iOS and Android phones and tablets. While Audio Description isn’t available for Live or On Demand shows on Sky Go at the moment, Sky Q customers can watch recordings with AD in the Sky Go app on iOS devices.

To do so:

1. Make sure audio description is enabled on your Sky Q box
2. Open Settings on your Apple device
3. On iOS 12 or older, select General then Accessibility. On iOS 13 or newer, select Accessibility from the main Settings screen
4. Select Audio Description and switch the option On
5. Record the AD programme on your Sky Q box
6. Open Sky Go and select the Recordings tab at the bottom of the screen
7. Select and play the recorded programme

Note: You may not be able to watch all your recordings, downloads or live TV on Sky Go because of the agreements Sky has for certain shows and broadcasters.

## Accessible Remote Controls

Sky customers who need it can request a Sky Q accessible remote control free of charge by calling our accessibility team directly on **0344 241 0333** from the UK, and **0818 719 809** from the Republic of Ireland, or by emailing **accessiblecustomerservice@sky.uk**

## Important Channel Information

If you live outside London, to receive AD on certain channels on Sky Q or Sky+, you must switch to the following channels:

* 954 BBC One
* 973 ITV 1 +1
* 974 Channel 4
* 975 Channel 4+1

For BBC 2, if you are outside England you need to tune to channel 969.

## Further Information

Sky’s Accessibility Customer Service team can offer further advice on audio description. They are available on **0344 241 0333** or **0818 719 809** (ROI), or email **accessiblecustomerservice@sky.uk** You can also find more information on their website **sky.com**.

Sky is keen to hear from customers who use AD, so do please email the above address, putting “Audio Description Feedback” into the subject line if you have any thoughts or feedback on what they offer.

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