



Fire TV VoiceView User Guide

This user guide is intended to outline the features and usage of VoiceView on Fire TV in a narrative style that includes examples. A more concise description can be found in the [VoiceView for Fire TV](#) help section.

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Unboxing

Depending on what version of Fire TV you purchased, the packaging will vary slightly. Typically the box will include the Fire TV, remote, power adapter, and 2 AAA batteries for the remote. The Fire TV Stick also includes an HDMI extender to be used if you find it difficult to plug the Fire TV Stick into your TV. For the Amazon Fire TV (non-stick version) you will need to provide your own HDMI cable.

Description of Physical Devices

The Fire TV Stick is a 3.4 inch by 1.2 inch by 0.5 inch stick weighing 1.1 ounces. The male HDMI connector is at one end of the stick. The micro-USB power port is half way down one of the thin sides.

The Amazon Fire TV is a 4.5 inch by 4.5 inch by 0.7 inch box weighing 9.5 ounces. The bottom is covered with a thin hard rubber pad. The front of the box has an indicator light which lights up with remote input. The back of the box includes all input ports, from left to right when facing ports:



- Power – small round port
- HDMI – rectangular port tapered in at sides on the bottom
- Network (RJ45) – feels like a square, similar to phone connector
- Micro SD – thin slot inside a slight circular divot
- USB – rectangular port

Your Fire TV also comes with a remote. If you have a Voice Remote, the small button at the top of your remote is the Microphone button. You can press and hold the Microphone button to search by voice or make an Alexa request. The large round button near the top of your remote, inside a ring, is the Select button. The ring around the Select button is the navigation ring and is used to navigate up, down, left, and right. Below the large round button there are 2 rows of three small buttons. In the top row, from left to right, is the Back button, Home button, and Menu button. In the bottom row, from left to right is the Rewind button, Play/Pause button, and Fast Forward button.

Physical Setup

Start by connecting your Fire TV to your HDTV's HDMI input port. Turn your TV on, then plug your Fire TV into power. Fire TV Stick includes a USB to micro-USB cable and a wall adapter. The larger USB end connects to the wall adapter, and the smaller micro-USB end connects to the Fire TV Stick. The Amazon Fire TV (non-stick version) includes a one piece power plug. The small round connector plugs into the back of the Fire TV box. When facing the back of the box the small round power port is on the left side.

Insert the included batteries into the back of your remote. To open the back of your remote, orient it with the buttons facing down and the indentation on the back of the remote away from your body. Using the indentation, slide the battery cover away from you about an inch. When it stops sliding, lift the cover from the remote. Two AAA batteries go into the remote in the same direction. Orient the batteries with the flat end (negative side) towards you and insert them into the slots. The battery slots include springs which will hold the batteries firmly in place. Slowly slide the batteries flat end first into the slots. You will feel them hit the springs when almost completely inserted. Gently push the batteries until they are fully locked into their slots. Once inserted, replace the cover by orienting it so that the indentation is away from you, and positioning it so that about an inch of the cover extends past the end of the remote away from you. Now, slide the cover towards you to close the battery compartment.

Pairing Remote & Enabling VoiceView

The All-New Fire Stick includes VoiceView from the factory. Other versions of Fire TV may need to be connected to Wi-Fi and receive a software update before VoiceView can be used.

Once you have batteries in your remote, you will need to pair your remote and enable VoiceView before you can continue setting up your device. Your remote might automatically pair when batteries are inserted and it powers on. However, for the smoothest experience, it's suggested that you follow these instructions to pair your remote and enable VoiceView:

- 1) When you hear a single tone sound, Fire TV is ready to pair with your remote. Press the Home button to pair your remote. Home is the middle button in the top row of three small buttons. If you have trouble pairing, try holding the Home button for 10 seconds. The single tone will repeat about every 30 seconds in case your TV was off or not connected to Fire TV when the device powered on.



- 2) When you hear a different two tone sound, your remote is paired. Hold the Back and Menu buttons for 2 seconds to start VoiceView. Back and Menu are the left and right buttons in the top row of three small buttons. Some remotes will automatically update to newer software stored on the Fire TV device. If VoiceView doesn't enable on your first attempt, your remote software may be updating. Please wait 30 seconds then try again.

When VoiceView is enabled for the first time, the VoiceView tutorial will automatically start. You can revisit the tutorial at any time through VoiceView Settings.

VoiceView Tutorial

The tutorial will guide you through information about how to use your Fire TV. Instructions on each screen will automatically repeat if you take no action. The tutorial and much of its content is included in this section. The tutorial is self-guided, so you may want to skip this section of the user guide and reference it as needed.

The first screen of the tutorial will confirm that you intended to enable VoiceView. Press the Play/Pause button on your remote to confirm. The Play/Pause button is the middle button in the bottom row of three small buttons.

The second screen will ask if you are new to VoiceView and gives you the option to continue or skip the tutorial. Press the Play/Pause button on your remote to continue the tutorial. If you want to skip the tutorial, press the Fast Forward button at this point. The Fast Forward button is the right button in the bottom row of three small buttons.

The third screen will describe the remote and location of each button, as was described in an earlier section of this user guide. Press Select to continue to the next section of the tutorial.

The fourth screen is a special mode that allows you to explore the remote. You can press any button on the remote, hear what button it is, and a description of what it does. When you are done exploring your remote, press and hold Select to continue to the next screen of the tutorial. The Select button is the large round button near the top of your remote inside a ring.

The fifth screen contains VoiceView tips. Use Up and Down to move between these items. When done, press and hold Select to exit the tutorial.

On-Device Setup

Now that you're familiar with the remote and basics of VoiceView, you can setup your device.

To start setup, press the Play/Pause button on your remote.

Now, select your language from the vertical list. "English (United States)" will initially be in focus. Use Up and Down to move between language options. Press Select to choose your language. You will not be able to choose languages that VoiceView does not support.

Next, Fire TV will scan for available Wi-Fi networks and display these in a horizontal list. Use Left and Right to move between networks then press Select to choose your network. An on-screen keyboard will appear to enter your Wi-Fi password. If your network does not have a password, a confirmation dialog will appear with a Connect button.



Fire TV uses a few different keyboards, but all consist of rows and columns of keys that wrap when reaching the beginning or end. Apps may use their own custom keyboard. This keyboard has 6 rows. Row 1 contains digits 1 through 9 and 0. Row 2 contains letters a through j. Row 3 contains letters k through t. Row 4 contains letters u through z, as well as keys for exclamation mark, comma, period, and at. Row 5 contains keys for shift lock, toggle to symbols, toggle to accent letters, space, delete, and hide password. Row 6 contains buttons for Cancel, Advanced, and Connect. The Fast Forward button is a shortcut to enter a space. The Rewind button is a shortcut to delete the last character entered. The Back button is a shortcut to the Cancel button, returning to the previous screen. The Play/Pause button is a shortcut to the Connect button.

Enter your password then select Connect.

Next, you need to register your Amazon account on your Fire TV or create an account. If you do not already have an Amazon account we suggest you create a new account online at www.amazon.com/account. Press Select to continue to register your account. An on-screen keyboard will appear so that you can enter your Amazon Login ID, which is typically the email address you used to create your account. This on-screen keyboard is similar to the one described earlier but inserts a new 5th row with shortcuts to enter popular email suffixes such as @gmail.com, @yahoo.com, .com, .net, etc. When using one of these shortcuts, the suffix will be appended to your entry, and focus will jump to the bottom right of the keyboard so the Next button is in focus. Press Select to confirm your login ID and move to password entry. Enter your password then sign in by pressing the Play/Pause button on your remote or finding the on-screen Sign In button in the corner of the keyboard. Remember that keyboard navigation wraps.

You will be asked to confirm that you have signed into the correct account. If correct, press Select on the "Yes, continue as Your Name" button. If needed, press down then select Change my account.

You may be asked if you want to save your Wi-Fi passwords to Amazon. Choose between the horizontal options Yes and No.

Next, choose if you would like to enable parental controls. Focus will start on the No Parental Controls button. Press Up to get to the Enable Parental Controls button. You can enable parental controls later through the Setting menu. If you choose to enable parental controls, instructions will be spoken describing how to enter a pin using the remote.

The next screen includes information about what's new on Fire TV. Select the Continue button to complete setup. An introductory video will play then you will be taken to the Fire TV launcher.

Launcher

You are now on the top-level menu of the Fire TV launcher. Since this is the first time you have landed on this screen, orientation text will be spoken describing the screen. While navigating, after a pause, usage hints will be spoken giving tips such as "Use Right and Left to move between items." At a later time, you can press Menu to have usage hints and orientation text repeated.

You are currently on the top level menu. Pressing the Home button on the remote at any time will return you to this top level menu. From left to right, this menu includes Search, Home, Your Videos, Movies, TV Shows, Apps, and Settings. Search will be covered in another section of this user guide so we'll start at Home.



Once selecting Home, focus is placed on the first item of a horizontal featured items rotator. When you reach the last item, focus will automatically wrap around to the first item. When pausing on an item, in many cases, a short audio/video clip of the content will start playing. You can optionally turn off Audio or Video Autoplay under Settings, Preferences, Featured Content. Below this featured items rotator there are a number of rows containing categories of items. Once you've used your Fire TV, the first row will be Recent. This will include content you have recently used such as movies, TV shows, and apps. Below this, other rows may include categories such as My Apps & Games, Features Apps & Games, and Prime Originals & Exclusive TV. Use Up and Down to move between category rows then use Right and Left to move between items in a category. Press Select to choose an item.

When focus rests on an item, after a pause, text that describes the item will be spoken. For example, if a movie is in focus, after a pause, the description and other details about the movie will be spoken automatically. Press the Menu button to repeat this descriptive text after usage hints and orientation text. While VoiceView is speaking, you can use the Rewind, Fast Forward, and Play/Pause buttons to control playback.

The Your Videos section is similar to Home and includes, along with others, row categories for Watchlist and Your Video Library. Watchlist contains items you've saved to watch later, and Your Video Library contains items you've purchased.

The Movies, TV Shows, and Apps sections are also similar but include a sub menu before getting to rows of categories. For example, the Movies section has the sub menu options All, Your Videos, Subscriptions, Rent/Buy.

Choosing Settings from the top level menu will present a horizontal menu of settings. VoiceView can be found under the Accessibility section.

VoiceView Settings

To find VoiceView settings, press Home to return to the top-level menu, then use Right to move to Settings. Press Select to choose Settings then move to the right about 8 items to reach Accessibility. Focus will start with Closed Captions. VoiceView is the second option in the vertical list of accessibility settings categories.

VoiceView settings include the ability to enable or disable VoiceView, adjust Reading Speed, Speech Volume, Sounds Volume, Key Echo, and Punctuation Level. Here is more detail about each:

- Reading Speed: Adjust the speech speed of the VoiceView voice.
- Speech Volume: Set the volume level for the VoiceView voice. Speech Volume defaults to 40% of device volume.
- Sounds Volume: Set the volume level for the feedback sounds that VoiceView uses. Sounds Volume defaults to 40% of device volume.
- Key Echo: Determine what is echoed back to you while entering text. By default, characters are echoed as they are typed to confirm entry. This can be changed to none, characters, words, or both characters and words.
- Punctuation Level: Control what punctuation marks are read aloud.



VoiceView modified behavior of Menu and other buttons

While VoiceView is enabled, the Menu button behaves differently and has several purposes. Before discussing other areas of the Fire TV user interface, let's review this behavior:

- Single-pressing the Menu button starts speaking information in the following order:
 1. Usage hints such as "Use Left and Right to move between options" in a list.
 2. Orientation text describing what is on-screen and basic usage.
 3. Descriptive text such as the description, rating, and duration of a movie.
- Playback can be controlled using the Rewind and Fast Forward buttons, or silence speaking with the Play/Pause button.
- Double-press the Menu button to send a normal Menu button press to the Fire TV system or app.
- Press and hold the Menu button to enter or exit Review Mode. (More on this later.)
- To enable or disable VoiceView, press the Back and Menu buttons at the same time for two seconds.

Review Mode

VoiceView's Review Mode allows you to explore the grid layout of a Fire TV screen in detail, similarly to using linear navigation with a screen reader on a tablet. This mode is useful if you have trouble accessing on-screen information that is part of non-focusable content such as a paragraph of text describing a movie. It can also be used to spell a word, read a sentence word by word, etc.

To enter Review Mode, press-and-hold the Menu button. The Left and Right buttons control linear navigation to move to the previous or next item. If you presses Select when a non-actionable item is in focus, VoiceView speaks "Item not selectable." Press-and-hold the Menu button a second time to exit Review Mode. After exiting Review Mode, focus returns to the previous location.

VoiceView also allows for reading granularities while in Review Mode. When you first enter Review Mode, the level of granularity defaults to moving by item, called "control" in granularity options. Press Up or Down to cycle through the available granularity options, such as character, word, control, or window. Granularity options in web content include link, list, or heading. Press Left to return to the previous item at the currently selected granularity. Press Right to move to the next item. The granularity level is reset to "control" when you enter Review Mode. A long press of left moves to the first item on the screen. A long press of right moves to the last item on the screen.

Searching with Voice and the On-Screen Keyboard

Search from any screen of your Fire TV by holding the Microphone button located at the top of your remote. A moment after you begin holding the button you will hear a sound indicating that your Fire TV is listening. Speak into microphone located at the top of the remote by the button you are pressing. When you are done speaking, release the button.

Often a vertical list of results will be display to disambiguate your search. The first item may be the same as what you spoke so it may seem like Fire TV just repeated what you said. If that is the correct item, press Select to choose it. You can also use the Down button to move through the list.

Voice input can also be used to start playback content. For example, if you have Amazon Prime content, holding the microphone button and saying "Watch Ocean's Eleven" will start playing the movie. If there



are multiple options for your request, you will be presented with a list to choose from. You could also say something like "Play The Beatles" to start listening to them.

You can also search using the on-screen keyboard. Press Home to return to the top level menu, then press left to focus on Search, then press Select. This on-screen keyboard only has 3 rows. Row 1 contains letters A through M. Row 2 contains letters N through Z. Row 3 contains digits 1 through 0, as well as a delete and space button. The Fast Forward button is a shortcut to enter a space. The Rewind button is a shortcut to delete a character.

As you enter characters, a vertical list of suggested searches will appear below the keyboard. Use the Down button to move below the keyboard to this list then press Select to choose an item. You will be taken to a horizontal list of search results. There may be multiple category rows if for example your search produced results for both Movies & TV as well as Apps. Use Up and Down to navigate between rows. Use the Back button to return to the list of suggested searches. Pressing Back again will take you to the on-screen keyboard above this list.

Apps

You have access to many third-party apps from your Fire TV. Like other popular app stores, some apps can be downloaded free of charge, while others require payment. Amazon encourages all third-party developers to make their apps compatible with VoiceView, although the level of support between the apps will vary. If you experience accessibility issues with any 3P apps, please report this to the relevant third-party developer and device-accessibility@amazon.com.

If you are looking for a specific app, you can search for it as previously discussed. To browse for apps, press Home to return to the top-level menu, then use Right to move to Apps. Apps has the sub-menu options Featured, Games, Top Charts, and Categories.

Once you select a sub-menu item, there will be category rows that you can move between with Up and Down. For example the Featured section may include rows for Top Free, Spotlight, and Top Rated.

The easiest way to get back to an app you have recently used is by pressing the Home button to return to the top-level menu, select the Home section, then move down to the Recent or My Apps & Games rows.

Other screens such as Movie Details and Seasons & Episodes

Fire TV has a variety of other screens. Many screens include orientation text that will be spoken the first time you land on them. Let's discuss a few of the most common screens.

When you select a movie or TV show, you will be taken to a program detail screen. When landing on this screen, the Watch Now button will be in focus by default. More options to the right may include Add to Watchlist, Watch Trailer, and More Ways to Watch. If you add a program to your Watchlist, it will appear under Your Videos on the Watchlist row. The detail screen also includes information such as reviews of the program, its duration, release year, rating, and other features like X-ray and Closed Captioning. Below the row of buttons are several other rows including Customers Also Watched and other programs that the stars are in.

The detail screen for TV Shows includes a Seasons & Episodes button to the right of Watch Now. When you land on this screen focus will default to a row that contains all episodes from all seasons that are



available. Above this row there is a horizontal list of Seasons. When you select a season on this row the row below containing all the episodes will slide to the season you selected.

Alexa

With a voice remote, you can use Alexa with your Fire TV. Just press and hold the microphone button, and ask for information, music, audiobooks, news, weather, traffic, sports, and more. Alexa then answers back directly through your Fire TV. Many features open in a separate display on your TV screen, so you can both see and hear Alexa in action.

For a quick overview of all Alexa can do on Fire TV, just ask, "tell me what I can do." Here are a few things you can do:

- Play the movie [title]
- Launch the app [title]
- Play music by [artist].
- Play my [artist name] station on Pandora / iHeartradio / Prime Music
- Play [title] from Audible.
- What's my Flash Briefing?
- What's going on today?
- Re-order [item].
- What time is it in [city]?
- What's the definition of [word]?
- Tell me a joke.

Visit the [Alexa on Fire TV](#) help page for more information and more Alexa features you can use on Fire TV.

Connect Your Fire TV to a Public Wi-Fi Network

If you are traveling or using a Wi-Fi connection that requires a web browser to sign in, you can still connect your Fire TV. This will allow you to connect to public Wi-Fi networks at places such as hotels and schools.

Follow these steps to get connected:

1. From launcher, select Settings > Network.
2. Under See All Networks, select the public Wi-Fi network. For networks that require a web page to log in, a browser window will pop up after several seconds.
Note: In the browser pop-up, you can only access the sign in page for the public Wi-Fi network.
3. Follow the onscreen instructions to use your Amazon remote to select input fields. Double-press the Menu button to enter cursor mode to select links or input fields. An on-screen keyboard will pop up for text fields.
4. Enter in the required information. This could be a pre-shared password, room number, or just a button to accept conditions for using the network. Contact the network owner for more information.
5. After your Fire TV connects to the network, the browser window closes automatically.



VoiceView's Review Mode may be useful to navigate and understand the webpage. To enter or exit Review Mode long press Menu.

Cheat Sheet

Now that you've read all that detail, here is a summary of button usage:

- Hold Back and Menu for 2 seconds to enable/disable VoiceView.
- Press Menu to speak Usage Hints, Orientation Text, and Descriptive Text. Use Rewind and Fast Forward to control playback. Silence speaking with Play/Pause.
- Double-press Menu to send a normal Menu button press to the UI or app.
- Long press Menu to enter/exit Review Mode. Use Up and Down to change granularity. Use Left and Right to move to the Previous or Next item by granularity. Long press of left moves to the first item on the screen. Long press of right moves to the last item on the screen.