

Voice Guidance provides audio assistance for a visually impaired individual when using an ATM. With the new Private Audio ADA guidelines NCR offers the following software solution options:

NCR APTRA Edge

Voice guidance is an **optional** feature of NCR APTRA Edge that conforms to the ATM Consumer Flow and uses a standard "Text-to-Speech" engine to provide voice lead-through for customer screens. Voice guidance is activated through a data dictionary entry. The Financial Institution must be able to support an IP network to leverage this feature. This functionality is supported in a multi-vendor environment assuming all ATMs have private audio jacks. A Professional Services engagement is required to configure Voice Guidance.

APTRA Advance NDC

NCR APTRA Advance NDC Release 3.00.30 and higher **support** the "Text-to-Speech" Voice Guidance capability. Voice Guidance requires the installation of the separately-priced Nuance RealSpeak Solo "Text-to-Speech" product, available for ordering through NCR, as well as enabling the Voice Guidance feature on the ATM. Host systems that currently support the OS/2 US NDC+ Voice Guidance "Wav" file solution, do not require any additional host message interface changes. Host systems that do not currently support OS/2 US NDC+ Voice Guidance "WAV" file solution will require Host message interface changes to support Voice Guidance. The Voice Guidance XML file as well as "session preferences" screens will need to be created regardless of what the Host supports.

- **Option 1:** Host message interfaces changes to support Voice guidance must be made by the host. The host will create the Voice Guidance XML file for "Text to Speech" as well as the "screen preferences" screens. If there are any changes to the download, modifications to the Voice Guidance XML file will need to be created and mapped to the corresponding screens.
- **Option 2:** Host message interfaces changes to support Voice guidance must be made by the host. The Financial Institution will create the Voice Guidance XML file for "Text to Speech" as well as the "screen preferences" screens. If there are any changes to the download, modifications to the Voice Guidance XML file will need to be created and mapped to the corresponding screens. NCR's Professional Services are required for the creation of the Voice Guidance XML File and the "session preferences" screens within the APTRA Advance NDC application.
- **Option 3:** If the Host supports OS/2 US NDC+ Voice Guidance "WAV" file solution, no Host message interface changes are required. The host will create the Voice Guidance XML file for "Text to Speech" as well as the "screen preferences" screens. If there are any changes to the download, modifications to the Voice Guidance XML file will need to be created and mapped to the corresponding screens.
- **Option 4:** If the Host supports OS/2 US NDC+ Voice Guidance "WAV" file solution, no Host message interface changes are required. The Financial Institution will create the Voice Guidance XML file for "Text to Speech" as well as the "screen preferences" screens. If there are any changes to the download, modifications to the Voice Guidance XML file will need to be created and mapped to the corresponding screens. NCR's Professional Services are required for the creation of the Voice Guidance XML File and the "session preferences" screens within the APTRA Advance NDC application.

OS/2

NCR will not be offering any supplemental solutions for OS/2 as support for this product has reached end of life.