

NVDA Comparison to JAWS

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Support Models

NonVisual Access (NV Access), the registered charity company that produces NonVisual Desktop Access (NVDA) software, and Vispero, the corporation behind Job Access with Speech (JAWS), provide official technical support for their software.

Both companies have proven themselves by providing steady product releases with new features. Both also offer acclaimed certification programs of their perspective products for trainers.

NVDA

- NVDA is free. However, [NVDA Telephone Support](https://nvaccess.org/product/nvda-telephone-support) (nvaccess.org/product/nvda-telephone-support) can be purchased from NV Access. It is provided by trained consultants.
- The US phone support number is 1-408-758-9546. Support must be purchased online before dialing this phone number.
- Technical support costs about \$20 per hour, converted from Australian dollars. When checking out from the NV Access store, you can check out with PayPal, which will automatically perform the currency conversion from Australian to US dollars.
- NV Access offers [Corporate and Government](https://nvaccess.org/corporate-government) (nvaccess.org/corporate-government) contracts. This could be useful in a school or business environment in which a high amount of technical support is required.

JAWS

- JAWS technical support does not come with a fee. However, there is the initial upfront cost of purchasing JAWS.

- The JAWS home annual license costs \$95 per year and is provided as software as a service.
 - Free upgrades are included within the year. However, the upgrades will stop functioning at the end of the year if another year of service is not purchased.
- A full copy of JAWS that never expires can be purchased for \$1,000. However, upgrades must be purchased separately for new features.
- JAWS' technical support number is 1-727-803-8600.

Additional Voices for NVDA

- NVDA ships with support for Microsoft's One Core voices as the default, as well as a free Espeak speech synthesizer.
- One Core voices will likely be preferred by those learning to use the computer for their more human sounding qualities. This guide will focus on these voices for that reason.
- Espeak may be preferred by advanced users, due to its intelligibility at high speech rates. For more information about eSpeak or other advanced speech settings, see sections 12.1.2 and 14 of the NVDA user manual.

One Core Information and Adding Voices

- One Core only speaks the global system language set on the computer initially. However, additional voices can be added.
- Press (windows + i) to open system settings and select "Time and Language."
- Press tab twice to a second list box and select "Speech."
- Tab a few times to a button that says "Add Voices" and select it.
- In the list of voices, press enter on one voice or multiple voices as desired.
- Tab to a second "Add Voices" button to install all selected voices.

Choosing a Voice in NVDA

- To select a voice, press (NVDA + Control + V) to open the voice settings.

- Tab to the "Voice" control and use the arrow keys to select the desired voice.