**Mobile Connect: How To Use Your Smart Device With Our Assistive Listening System.**

The Theatre Royal and Royal Concert Hall is excited to announce a new hearing enhancement system called Mobile Connect. This technology enhances the sound in the theatres for all performances as well as offering a separate designated channel for our blind and partially sighted customers to listen to a live audio description during these scheduled performances.

Upon arrival for the performance, you can visit the access counters in the venue for which you have tickets, and chat with a steward who can offer further assistance.

**Directions to the Access Counter for performances in the Royal Concert Hall**

From South Sherwood Street there is level access into the Royal Concert Hall’s main entrance. The building is blue with large glass panels and doors. The central section has a large revolving door. The door on the far right of the main entrance is automated and opens outwards.

The main entrance foyer contains the cloakroom, access counter and box office on your left. The lift, changing places toilet facility and staircases to the upper foyer levels which lead to the auditorium seating are located on your right.

Headsets can be collected from the access counter situated to the left of the Box Office. The staff member will be able to offer advice on how to use Mobile Connect.

**Directions to the Access Counter for performances in the Theatre Royal**

The main entrance to the Theatre Royal is an impressive Victorian portico with six white pillars. The portico shelters five sets of heavy double doors which open outwards. The doors to the far left are ramped for wheelchair access. These doors are also automated. The next set has two steps leading up to it, and the remaining three sets each have three steps.

The main doors bring you into the foyer area. To the left of the foyer is a curved wall – on the other side of which is the rear of the theatre auditorium.

The Box Office counter is to your right, next to the staircase. You can collect tickets for the performance approximately one hour before the performance begins. Please note, tickets or bookings for alternative shows and days can be collected from the main Box Office which is located in the foyer of the Concert Hall. If in doubt, please ask a member of staff for assistance.

To the left of the Box Office counter is the main staircase which leads to the theatre’s upper levels.  Just beyond the foyer staircase, is a sunken seating area. There are three steps down to a fixed circular table with seating around it.

The Cloakroom and access counter is beyond this seating area and to your right. Headsets can be collected from the access counter and staff members will be able to offer advice on Mobile Connect.

**How to use Mobile Connect**

Mobile Connect works on WIFI in conjunction with bringing your own smart device to the venue.

In your device’s settings please ensure you are connected to the right WIFI for either the Royal Concert Hall or Theatre Royal.

When in the Royal Concert Hall please select MobileConnect\_CH

When in the Theatre Royal please select MobileConnect\_TR

You will be prompted to enter the password hawthorn when you use the system for the first time in either venue.

When connected to the respective WIFI, when you open the App on your smart device, you will be given the choice to browse channels.

There are four channels that will appear in a list when you have selected ‘browse channels’

The first is called **show relay** which broadcasts the sound from the stage.

The second is called **audio mix** which broadcasts a mix of the sound from the stage and the audio description.

The third is called **Audio Describe** which broadcasts the audio description on these scheduled performances.

The fourth is called **Adverts** which broadcasts a music track so that you can test your device before the show begins

We recommend testing the audio by clicking on the Adverts setting which will play music.

Once in your chosen channel a screen will load with a grid and a circular blue icon in the centre. By dragging the blue circle on the screen you can adjust the sound to your individual hearing needs. You can adjust the brightness of the sound by moving this blue icon to the right and left, as well as adjusting the volume by moving the blue icon up and down.

If using headphones with your smart device remember to check which headphone connector your device has. Whether it be a lightning connector or a 3.5mm jack.

When using headphones (earhooks) place them on your ear close to your hearing aid and remember to switch to your T-setting. Alternatively, if you have a Bluetooth hearing aid or headset connect to your smart device in your normal way.

Open the Mobile Connect App, and select the test channel called ‘Adverts’ to ensure you have connected your hearing equipment correctly to the device. Then you know you are all set and will be ready to head to your seats in the auditorium.

To receive the hearing enhancement in the Royal Concert Hall, select the ‘show relay’ which broadcasts the sound from the stage for hearing aid users.

The volume can also be easily adjusted by using the control on the bottom of the screen. This control is a blue line across the bottom of the screen and moving the circular icon to the right along this line makes the sound louder. To decrease the volume move this icon to the left. There is a pause located approximately 1cm above this line in the middle and pressing this button mutes the sound.

Then relax and enjoy the show.

To receive the hearing enhancement in the Theatre Royal, select the corresponding WIFI for this venue and the ‘show relay’ channel which broadcasts the sound from the theatre stage for hearing aid users.

Volume control is available as well as adjusting the sounds brightness to your specific needs as per the instructions already given earlier in this document.

On specially programmed audio description performances, the live commentary can be heard by selecting the ‘audio describe’ channel.

**We recommend downloading the app at home prior to your visit and ensure your phone is fully charged**

**For more information please visit** [**www.trch.co.uk/access**](http://www.trch.co.uk/access)

**or email** **trch.access@nottinghamcity.gov.uk**