

HOW TO...

Use the infra-red hearing system

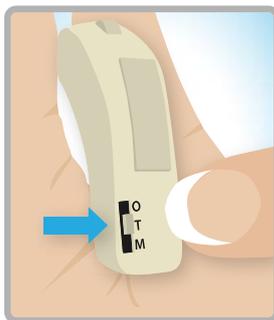


This type of headset is designed to be used by VI customers who wish to listen to audio description and also by deafened or hard of hearing customers without a hearing aid. If a deaf customer has a hearing aid, they will need to take it out before using this system.

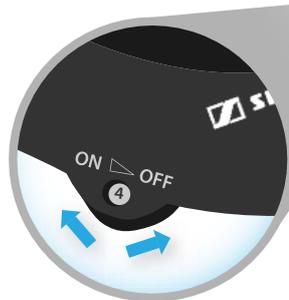
HINTS & TIPS

Make sure that the headsets are clean and the batteries fully charged before each performance.

If your venue has an induction loop in the auditorium, this should be advertised in publicity materials and in the front of house. Deaf customers should be alerted to put their hearing aid switch to the "T" position.



The headset is switched on by turning the thumb wheel volume control, on the left of the base of the headset, clockwise. A small hole in front of the wheel shows the volume level: 0 = off / 6 = maximum.



There is a small switch on the right of the base of the headset. It has 3 positions:

1. Marked I - for a customer with hearing difficulties, the switch should be set to the centre position.

2. Marked II - for a customer to listen to audio description, the switch should be set to the right hand position.

3. If the headset is for a customer with hearing difficulties who also wants to listen to the audio description, set the switch to the left-hand position, marked with what looks like an 8 lying on its side.



After setting the switch to the correct position, check the headset by turning it on, and listening to the earphones.

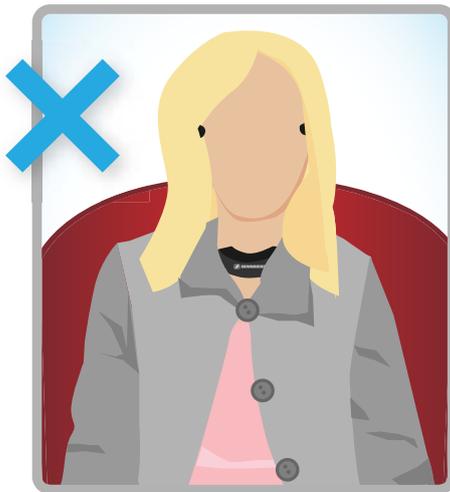
If you are doing this outside the auditorium, you will hear a hissing sound, which proves the battery is charged and the headset is working. If you hear nothing, put the headset to one side so that it can be reported as faulty.



HINTS & TIPS

Be aware that the audio described notes start approximately 15 minutes before the show.

The headset is worn around the neck like a necklace, with the “Sennheiser” logo facing the stage. This side receives the sound signals, so it must not be obscured by clothing or other obstacles.



Once in use the customer should now be able to hear in the earphones the audio description or the audience, depending on what they are using the headset for. If they can't they should ask an usher to check the headset as it may be incorrectly set, or faulty.

To conserve battery power, ask customers to turn the headset off in the interval, and back on for Act II.

After the show headsets should be returned to the ushers, who should check that they are turned off.