

# Assistive Listening System Instructions for Audience Members



## ABOUT OUR ASSISTIVE LISTENING SYSTEM

The Abbey Theatre is pleased to introduce our new assistive hearing system, Sennheiser MobileConnect. As this is a new system, we welcome your feedback which we will use to ensure the system works to the best level possible.

The Sennheiser MobileConnect App streams audio content via WiFi to any mobile device.

Please read below for step-by-step instructions on how to install and use the system.

## GETTING STARTED

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Please bring your own headphones if you intend to use the app. Headphones with a jack work best, but Bluetooth works too.

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The Abbey Theatre have a limited number of headphones at Box Office, which we can lend to you on receipt of a €5 deposit which will be refunded on return. However, for your own comfort and to guarantee you can use the facility, we recommend bringing your own headphones where possible.

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The app is compatible with hearing aids and cochlear implants via Bluetooth. If you are using hearing aids without Bluetooth capabilities, remove your hearing aid when using the app.

## INSTRUCTIONS FOR USE

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01

Download the Sennheiser  
MobileConnect App



02

When in the Abbey Theatre, go to your  
WiFi settings and connect your phone  
to the Abbey Theatre WiFi network

NETWORK: **Abbey Audio WiFi**

PASSWORD: **audiowifi123**

03

Plug in your earphones or headphones  
to the device *or*

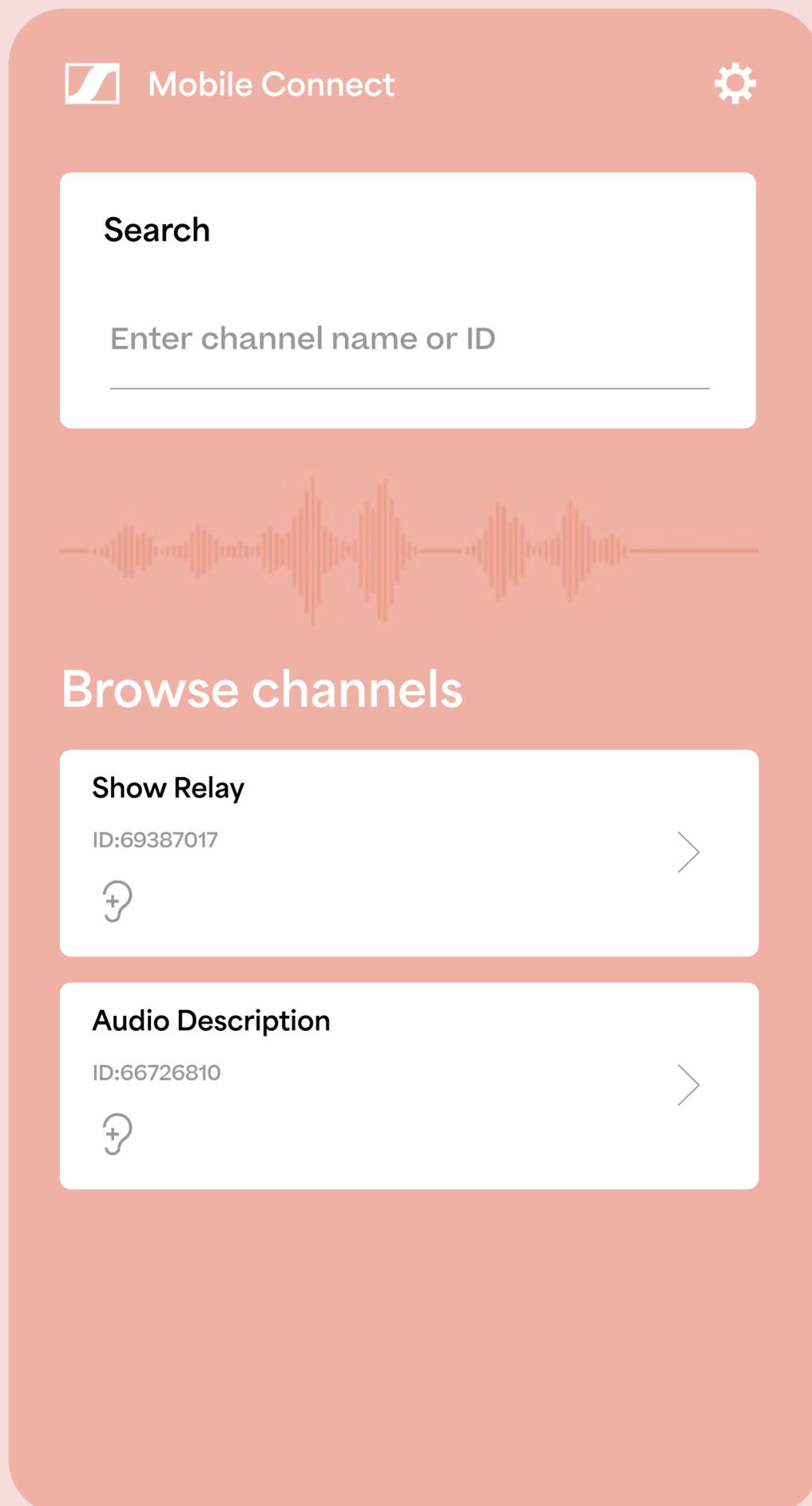
Connect your hearing aid/cochlear  
implant to your device via Bluetooth

# INSTRUCTIONS FOR USE (CONT.D)

# 04

Open the MobileConnect App and select “Show Relay” or “Audio Description”

*(note that Audio Description is only available for selected performances-contact Box Office for more information)*



# INSTRUCTIONS FOR USE (CONT.D)

## 05

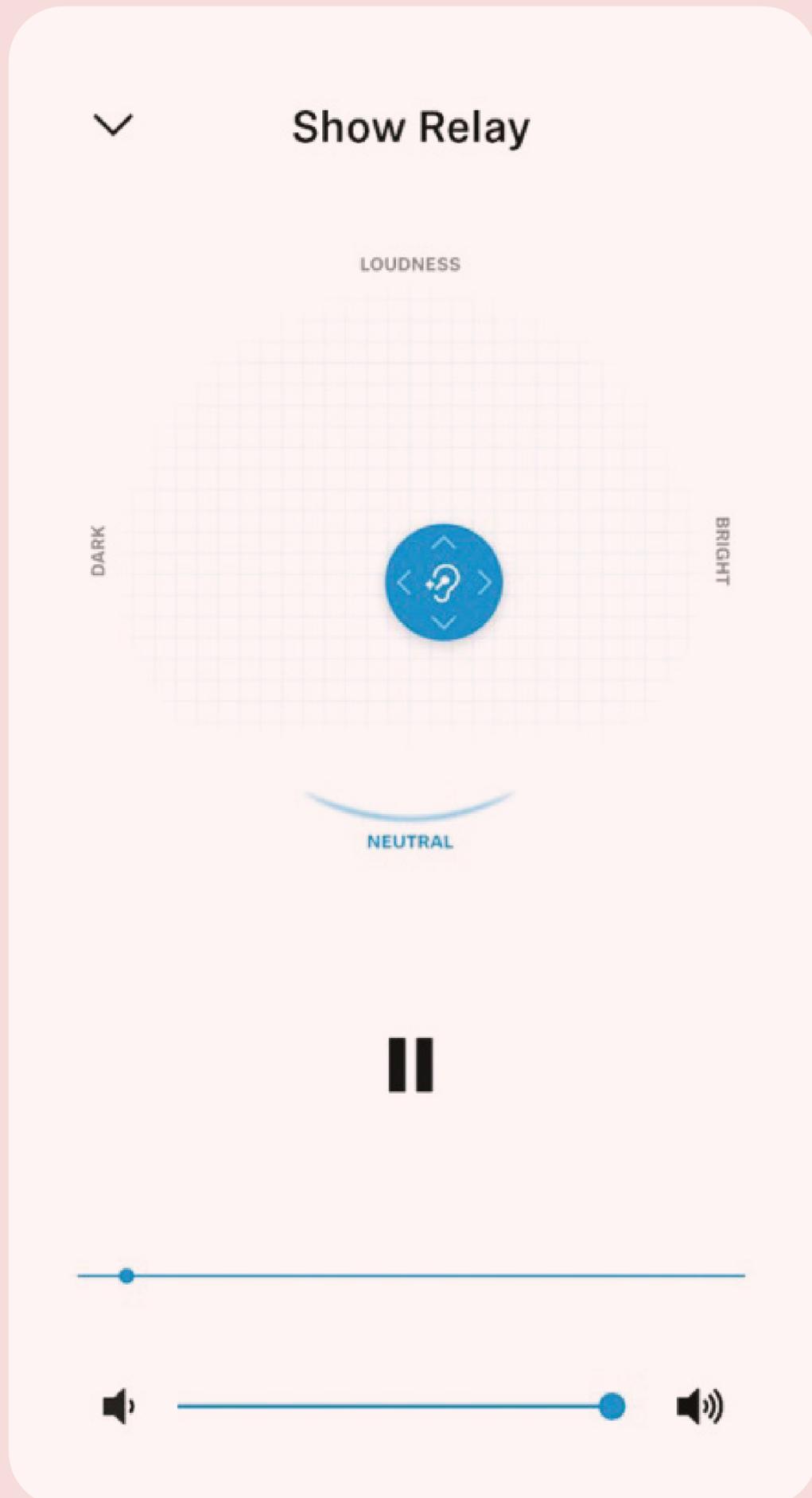
Use the Adjust button to get your preferred settings



Up and down will  
adjust the volume



Left and right will  
adjust the tone level



# **Having some trouble with the app?**

We have some tips below  
that should help!

## TROUBLESHOOTING

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**QUESTION** *I can't find the MobileConnect App on my device?*



**ANSWER** If you are searching for the MobileConnect App and it won't appear, search for CinemaConnect. This is another version of the app that does the same thing but that only works on older devices

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**QUESTION** *What are the best WiFi Settings so I can enjoy the performance uninterrupted?*

**ANSWER** Turn off "auto-connect to best WiFi" on your device settings, otherwise the WiFi network could change during the show and the app won't work

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**QUESTION** *The Assistive Listening WiFi network won't appear*

**ANSWER** Turn off the WiFi on your phone and turn it back on again and see if it appears. If not, speak to someone at the Box Office.

## TROUBLESHOOTING

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**QUESTION**      *MobileConnect App says  
'No Connection'*

**ANSWER**        Check that the “Abbey Audio WiFi” network has been selected for your phone. If it is connected to the correct WiFi network, inform a member of staff.

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**QUESTION**      *During the show, the app stopped working?*

**ANSWER**        Reopen the app and check that ‘Abbey Theatre’ is still selected. You can tell if it is selected as it will have a blue dot beside the name. If there is no dot, tap the relevant option again.

## ADDITIONAL NOTES

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There is an option to turn the settings to Dark Mode, which will reduce the brightness of the device; this is particularly helpful if you need to adjust the settings during the show.

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Don't put your phone in your pocket or bag, as this may affect the performance of the app

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You will need to decide which kind of headphone or earphone you might want to use, depending on your needs.

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Don't use earphones with a hearing aid still in your ear.



**We hope  
you enjoy  
the show!**

If you need any additional help  
please ask at our Box Office for  
support and someone will be  
glad to assist you.