

Nottingham Playhouse Audio Description and Audio Enhancement User Guide

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Audio Description and Audio Enhancement at Nottingham Playhouse

Audio Description

We provide Audio Described performances and Touch Tours for all Nottingham Playhouse Theatre Company productions in our theatre auditorium.

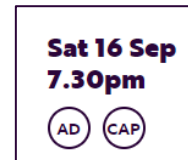
These performances include a live, verbal commentary providing an explanation of the visual information that Blind or partially sighted people may need to understand and enjoy the show, via a personal headset or hearing aids.

Our Touch Tours enable Blind and partially sighted people to explore the stage, set, props and costumes before attending the show. Touch Tours are free and take place on hour and 30 minutes before the Audio Described performance starts. Please let our Box Office team know if you would like a Touch Tour when you book.

- Accessible events** —

 - BSL interpreted performance
 - Audio Described performance
 - Captioned Performance
 - Reduced Capacity
 - Touch Tour
 - Relaxed Performance
 - Dementia Friendly Performance


You can easily filter our [What's On](#) page to only show performances where audio description is available by selecting 'Audio Described performance' under the 'Accessible events' menu.



When you have selected 'Book Now', Audio Described performances can be recognised by the initials 'AD'.

You can also scroll through upcoming Audio Described performances on the [Audio Description and Touch Tours](#) page of our website.

Upcoming productions with Audio Described performances




DRAMA
The Real & Imagined History of the Elephant Man
Written by Tom Wright
Sat 16 Sep - Sat 7 Oct

AD CAP RC TT BSL

If you think you know the story of The Elephant Man - think again.

[More info](#) [Book Now](#)




DRAMA
A Christmas Carol – A Ghost Story
Adapted by Mark Gatiss
Fri 27 Oct - Sat 18 Nov

AD BSL CAP RC

Mark Gatiss' celebrated retelling of Dickens' classic winter ghost story returns with a brand new cast.

[More info](#) [Book Now](#)



PANTOMIME
Cinderella (In Person)
Fri 1 Dec 2023 - Sat 13 Jan 2024

CAP AD TT BSL RC RP

DF

Polish your glass slippers and line up your pumpkins for you SHALL go to the Ball. Our legendary Panto returns...

[More info](#) [Book Now](#)

Audio Enhancement

We provide Audio Enhancement for all performances in our theatre.

Audio Enhancement means that the sound on stage is amplified via a personal headset or hearing aids. People with hearing loss may need this to understand and enjoy the show.

What is Sennheiser MobileConnect?

Nottingham Playhouse uses Sennheiser's MobileConnect platform to provide Audio Description and Audio Enhancement for our performances.

MobileConnect is a WiFi-based system. It is available through your personal device, such as your smartphone or tablet, by downloading the Sennheiser Mobile Connect app.



Before Arriving at Nottingham Playhouse

Before you arrive at Nottingham Playhouse, please download the Sennheiser MobileConnect app from the app store on your device. Make sure this is the device you will be bringing with you to the Playhouse.

You can find this by searching 'Sennheiser MobileConnect' in the Apple or Google Play app store. Or by using the links below:

- [MobileConnect for Apple devices](#)
- [MobileConnect for Android devices](#)

The icon for the app looks like this:

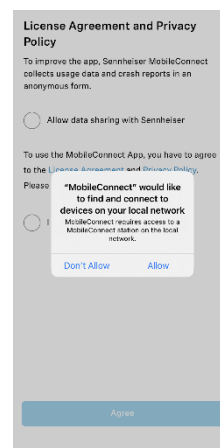


When you open the app, an action box may appear asking if the app can connect to devices on your local network.

Please click 'Allow' as this will let you connect to the Audio Description or Audio Enhancement channels. If you click 'Don't Allow', you will not be able to access either service.

You do not need to register or log in to use the app.

Please make sure your device is fully charged before you arrive. We do not have charging facilities in the building.



What Do I Need to Bring with Me?

Please bring your personal device with the Sennheiser MobileConnect app downloaded on it.

Please bring headphones that are compatible with your device. These can be wired headphones or Bluetooth headphones. Please note, to minimise delays in the audio signal from Bluetooth connections, it is best to use wired headphones.

You can also listen through Bluetooth hearing aids that are Bluetooth v5 compatible (2016 onwards).

If you do not have wired headphones, please speak to our Audience Assistants who can assist you with headphones and/or a suitable device to use, when you arrive at the venue.

If you use hearing aids with a T loop setting, you can listen by collecting a neck loop from our Welcome Team. The neck loop is worn like a necklace, which creates an induction loop for hearing aid users with the "T" position.



You may wish to bring a power bank or portable charger with you, as you will be using your device throughout the performance and this may drain battery life.

When You Arrive at Nottingham Playhouse

When you arrive at Nottingham Playhouse, please connect your device to our free Wi-Fi.

- Name: **NPWiFi**
- Password: **wellington**

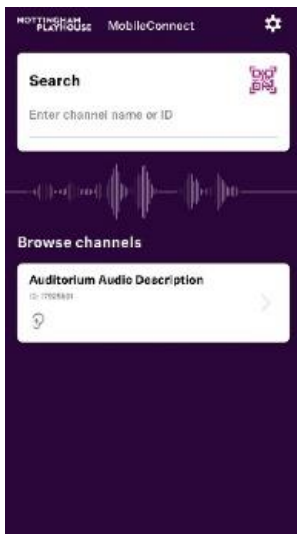
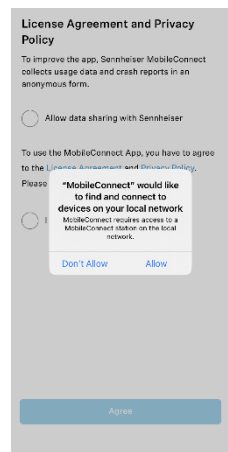
Once you're connected to Wi-Fi, open the app on your device.

When you open the app, an action box may appear asking if the app can connect to devices on your local network.

Please click 'Allow' as this will let you connect to the Audio Description or Audio Enhancement channels. If you click 'Don't Allow', you will not be able to access either service.

Once you've agreed to the terms and conditions, the app will take you straight to the home page when you open it.

You do not need to register or log in to use the app.



Search for a device and the available channels should show up as either 'Auditorium Audio Description' or 'Auditorium Audio Enhancement'.

Click on the channel you require – please note that Audio Description will only work at an Audio Described Performance.

The audio stream will start playing, but you may not hear any sound until there is sound on stage (if you've chosen Audio Enhancement) or the Audio Description has started (if you've chosen Audio Description).

Your connection to each channel is based on your connection to our Wi-Fi. Please note that as you move around the building or auditorium, your Wi-Fi connection may change. Once you are in your seat, your Wi-Fi connection should become steady and the channel will stay connected.

MobileConnect is designed to work in Airplane mode, so that phone alerts do not disturb other audience members during the performance. To use this, turn 'Airplane mode' on at your phone settings. Ensure that your Wi-Fi connection is still turned on.

Adjusting the Volume and Tone

When the sound starts, you may need to adjust the volume and tone. To do this, go to the settings icon while on the app.

MobileConnect has a simple four-way volume control system. This appears once you have clicked on the appropriate channel. Drag the magenta circle around the screen until the sound is clear.

Dragging the circle higher makes the volume louder and lower quieter. It begins in a 'neutral' position.

Dragging the circle right towards 'bright' makes the sound crisper. Dragging the circle left towards 'dark' makes the sound duller.

There is also a volume slider at the bottom of the screen.

If you are using Audio Enhancement, sound may not start through your headset until there is noise on stage. This is because the system optimises your audio experience by cutting out very low-level sounds. You may experience this as a loss of sound, where the 'hiss' typically heard from a microphone goes and returns.

We encourage you to use the first few minutes of the show getting the sound adjusted to the correct level for you. Our Welcome Team are fully aware of the Sennheiser MobileConnect system and will not disturb you.

You are welcome to adjust the volume any time in the performance. You may want to adjust the brightness of your screen so as not to disturb other audience members.

If you are using Audio Description, the sound will not play unless the Audio Describer is speaking. Before most Audio Described performances, there will be introductory notes read around 15 minutes before the show starts. We encourage you to use this time to adjust the volume and tone.

Please note, the system optimises your audio experience by cutting out very low-level sounds. If the Audio Describer is not speaking and there is no noise on stage, you may experience this as a loss of sound, where the 'hiss' typically heard from a microphone goes and returns.



You are welcome to adjust the volume any time in the performance. You may want to adjust the brightness of your screen so as not to disturb other audience members. Our Welcome Team are fully aware of the Sennheiser MobileConnect system and will not disturb you.

What to Do If You Don't Have Access to a Suitable Personal Device or Wired Headphones

We have a limited number of tablets and wired headphones available to those who do not have access to a suitable personal device or headset.

Please speak to a member of our Welcome Team upon arrival if you would like to use these. If you know before your visit that you would like to use these, please email access@nottinghamplayhouse.co.uk to arrange this.

As we have a limited supply, we unfortunately cannot guarantee there will be a device or headset available.

Please Tell Us About Your Experience of Using Sennheiser MobileConnect

In order to help us improve your experience, we would love to hear your feedback, both negative and positive. Please email your feedback to access@nottinghamplayhouse.co.uk.