

Sennheiser MobileConnect Detailed Instructions

1. Download the Sennheiser MobileConnect App
 - a. Use your camera or a QR code scanner to scan the QR Code on the troubleshooting half sheet or the sign at the Customer Relations Desk
 - b. Search “Sennheiser MobileConnect” in your app store
 - i. Click “download” or “get” on the appropriate app for your phone
 - c. Or click this link [MobileConnect App \(sennheiser.com\)](https://sennheiser.com/mobileconnect)
2. Connect to the Assistive Listening Wi-Fi Network
 - a. Go to settings on your phone and look for your Network Settings
 - b. Open up the Wi-Fi setting and select the network, “Assistive Listening”
 - c. Enter the password **heartheshow** then press “join”
3. Connect your hearing device
 - a. Bluetooth hearing aids/cochlear implants/headphones
 - i. Make sure your device is connected via Bluetooth to your phone
 1. Go to settings on your phone, and look for Bluetooth Settings
 2. Make sure your Bluetooth is on and that your device is connected
 - a. Please note: there will always be a small delay when using Bluetooth
 - b. Wired headphones
 - i. Make sure your headphones are plugged into your phone
4. Open up the Sennheiser MobileConnect App
 - a. Select “allow” to use your location – this allows you to connect to the Wi-Fi
 - b. Check off both boxes to accept all terms and press “agree”
 - c. Select the channel based on the theater you are in and the service you need
 - i. Mortensen Hall Assisted Listening
 - ii. Belding Theater Assisted Listening
 - iii. Audio Description (for scheduled performances only)
 - iv. Test the Sound (use this channel before the performance to make sure the sound is working, then switch over to your service channel)
 - d. Select Listen
 - i. You can use the circle to define your volume settings and use the sliding bar to adjust the overall volume

Please see a staff member (grey blazer) if you need assistance.

Troubleshooting:

- Patrons must bring their own hearing devices that connect to their phone (Bluetooth hearing aid/cochlear implant/headphones or wired headphones).
- Please be sure your phone and devices are fully charged.
- Get set up early!
- If you don't see any channels, you might not be connected to the Wi-Fi network. Check to make sure you are connected to the correct network. You can re-download the app and make sure you select allow for your location and check off both boxes to agree to terms.
- Utilize the “Test the Sound” channel before the performance to ensure proper sound function.
- Make sure you are on the correct channel when the performance starts. Broadways are in the Mortensen Hall. Please check your ticket for the theater name.
- If you do not hear sound at any point, please see a staff member (grey blazer) immediately.
- Staff members are unable to know the specifics of your own personal device.
- For further visual instructions, click this link. <https://youtu.be/yYgOeRft1Yo>