

KOMEDIA

COMEDY • CABARET • MUSIC • CLUBS • SPOKEN WORD • KIDS

HEARING LOOP

Our Basement space is equipped with a Sennheiser infrared Hearing System. This system should be useable by anyone with a T-Loop or Induction Loop enabled on their hearing aids. We also have the option of a headphone receiver.

Komedia has 5x Direct Ear Receivers and 5x Neck Loop Receivers. Please contact Box Office when booking (on **01273 64100** or via tickets@komedia.co.uk) to let us know you require the system so we can reserve you a suitable seat and headset.

WHAT IS AN IR SYSTEM?

An IR system is a light-wave based system designed to help individuals needing auditory assistance, it is mainly used to overcome background noise, reverberation, and distance from the sound source. Audience members are given personal infrared receivers within the coverage area of the infrared transmitter to hear sound with better clarity from the sound source. Personal infrared receivers are supplied by the venue and come in two types headphone (direct ear) and neck loop. We have 5x neck loop receivers and 5x direct ear receivers. Please contact Box Office on tickets@komedia.co.uk to reserve a receiver and to reserve a seat within the signal range of the receiver.

OPTION ONE

A neck loop receiver. This receiver comes with a lanyard for the receiver to sit around the users neck. Connect to this receiver using the "T" of "Loop" function on your hearing aid.



OPTION TWO

The direct ear. Has in built headphones, an on/off switch and a headphone jack for using your personal headphones. This device has three hearing options.

I: The ambient mic in the room. Good for gentle reinforcement and events where artists are speaking off-mic.

II: Feed from our sound desk. Good for amplified gigs and artist speaking on mic

•: A mix of both the ambient mic and feed from the desk.



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Registered in the UK
No. 3623127

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HOW DOES AN IR SYSTEM WORK?

- An IR system works by line of sight, please sit or stand in view of the IR radiator. When booking our box office can reserve the best seats for you for use of the hearing loop system.
- Input to the infrared system comes from an ambient microphone in the auditorium and a feed from our sound desk. The audio input produces an electrical signal which contains the audio information.
- The electrical signal is then fed into the infrared radiator; this produces an invisible infrared light into the room.
- The receivers given to the audience member receive this signal and translate the emitted light back into an audio signal. Audience members wishing to use the IR system must use an infrared receiver.
- Place the lanyard or headphones around your neck with the front of the receiver towards the emitter (radiator) place the receiver flat to your chest to ensure that the signal does not become obstructed.
- The neck loop of the system creates a magnetic field (induction loop) around your head which you can connect to using the "T" or "Loop" setting on your hearing aids or cochlear implant. You may need to adjust the positioning of the neck loop for best individual results.
- It is recommended not to use headphones concurrently with a hearing aid as this may cause feedback.
- If you have a pacemaker you may wish to consult your doctor before using an infrared receiver.

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THINGS TO NOTE:

- We do not have the ability to provide Bluetooth or non infrared audio reinforcement. If you do not have a hearing aid with an induction or T loop capability enabled we recommend you use our headphone receivers.
- Our system works on Infrared signal not an induction loop. An induction loop consists of wire around the listenable area and an amplifier. However our system can still be accessed with the "T" or "Loop" setting of your hearing aids.
- Please note that infrared light is used to minimise possible interference with radio or RF signals; however people using an FM or DM system (where a microphone is connected to a person speaking that is fed to an individual with the receiver for that microphone) then using the IR loop concurrently can cause electromagnetic interference.

WHEN YOU ARRIVE AT THE VENUE:

- Where possible please arrange with our Box Office (via tickets@kmedia.co.uk) to indicate that you require the IR system our staff can then arrange the best seating for unobstructed access to the IR radiator (emitter).
- Please ask a member of staff for a receiver when you arrive at the venue. If you are uncertain how to use the receiver please ask for help from a member of staff.