**How to use our Sennheiser Hearing Loop**

Welcome to The Marlowe. Our Sennheiser medallions provide a Hearing Loop service that amplifies the sound onstage in our Theatre and Studio. Our house microphones will pick up the audio at every show and for selected performances the actors will be wearing personal microphones so you can hear everything as if you were on the front row.

When you arrive at our Box Office, we will switch on your hearing loop and a member of Box Office staff will explain how it works.

**Instructions**

Our hearing loop medallions can be worn around your neck and can be used with or without hearing aids.

If you wear a hearing aid, a loop will be provided which plugs into the device and can be worn around your neck. It contains a copper cable which creates a personal induction loop that you can connect to using the telecoil “T” or “loop” setting on your hearing aid(s).

If you are not wearing a hearing aid, or if your hearing aid does not have the “T” setting, over-ear headphones are also available.

* To turn the device on and off press the grey power button on top.
* To control the volume, use the dial on the front of the device.
* To change channel, use the up and down buttons in the middle of the device. The Box Office will set your device to the correct channel to begin with (2 for our Theatre, 3 for our Studio), but you may need to change it back if the central button gets pressed by accident.

**There are 3 channels:**

* Channel 1 is for customers using our Sennheiser system for audio description at an audio described performance.
* Channel 2 plays the show relay for our Theatre, amplifying the audio onstage.
* Channel 3 plays the show relay for our Studio.

Please note that the device may turn itself off if nothing is played through it for at least 15 minutes, this means that it may turn off during the interval or before the show if you arrive early. If this happens, please use the button at the top to turn the device back on.

If you need assistance at any point, please come back to the Box Office and we will be happy to help.

When the performance has finished, please return the device to our Box Office counter or hand it to one of our ushers.