Tips for Connecting to an Auracast™-Enabled Venue

1️⃣ How to Connect Using *Auracast™-Enabled Hearables

*(***Auracast™-enabled hearables** such as hearing aids, cochlear implants, earbuds, or headphones)*

➡️ **No extra devices are needed**

Steps:

1. Open the companion app provided with your Auracast™-enabled hearable, or if your device is already paired, go to your smartphone's Bluetooth settings and perform a scan of the venue
2. Select appropriate **Auracast™ broadcast signal** & connect
3. If the stream seems to be locked, please add the passkey that appears on the venue's signage
4. If you can hear preshow audio, you're ready for the performance.
5. If you do not hear audio, repeat steps **1–3**.

2️⃣ How to Connect Without Auracast™-Enabled Hearables

➡️ **Visit the attendant to request an Auracast™ receiver.** *(See Pic. 1)*

Pic. 1

A. If your hearing device has an activated T-coil

1. Request a **neckloop**
2. Plug the neckloop securely into the receiver's **3.5 mm headphone jack** *(See Pic. 2)*
3. Place the neckloop around your neck
4. Activate your T-coil and adjust volume on your hearing device or cochlear implant
5. Proceed to step **C**

B. If you do not have an activated T-coil

Pic. 2

1. Request a **headset**
2. Place the headset over your head and ears
3. Plug the headset securely into the receiver's **3.5 mm headphone jack** *(See Pic. 2)*
4. Proceed to step **C**

C. Adjust Volume

- Use the **volume controls on the side of the receiver** to set a comfortable level *(See Pic. 3)*

Pic. 3

⚠️ Important Note About "Auracast™ Ready" Devices

Auracast™ "Ready" hearables are not yet functional in Auracast™-enabled venues.
"Ready" indicates the required hardware is present, but **software activation is still pending**.

➡️ Please check with your device manufacturer for a future firmware update

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Pic. 1 – Auracast™ Receiver ***Pic. 2*** – 3.5 mm Headphone Jack ***Pic. 3*** – Volume Controls