



WHAT'S ON 

THE CADILLAC THREE	CONFIDENCE MAN
YANN TIENSEN	CREEPER
COCK SPARRER	TOVE LO
BANKS	MUNA
GOK WAN	JULIA JACKLIN
MIDGE URE	DEAF HAVANA
THE LEMONHEADS	PITCHFORK MUSIC FESTIVAL
MAXIMO PARK	BELLE AND SEBASTIAN
THE MENZINGERS	THE MOUNTAIN GOATS
GODSMACK	EZRA FURMAN
PUP	SOHN
INHALER	SAXON
THE AMAZONS	EARTHGANG
SPORTS TEAM	POWERWOLF
PAVEMENT	THE HU
GREGORY ALAN	NEW MODEL ARMY
ISAKOV	JOEY BADASS
DMA'S	SOUL II SOUL
BAND OF HORSES	CLUTCH
MILKY CHANCE	
BILL CALLAHAN	


"London's most loved live music venue"
Time Out

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PODCAST
DIS
TECHNICIANS
PRESENTERS
A space for the next generation of creatives in the heart of the Roundhouse

Sennheiser MobileConnect User Guide

What is Sennheiser MobileConnect?



Sennheiser MobileConnect is a WiFi-based assistive listening system that's accessed using an app on a personal device, such as a smartphone or tablet.



Before Arriving at the Roundhouse

Please download the **Sennheiser MobileConnect** app from the Apple Store ([Link](#)) or Google Play ([Link](#)) onto your device.

You do not need to register or log in to use the app. Please make sure your device is fully charged before you arrive, as we have limited charging facilities in the building.

This is the icon for the app:



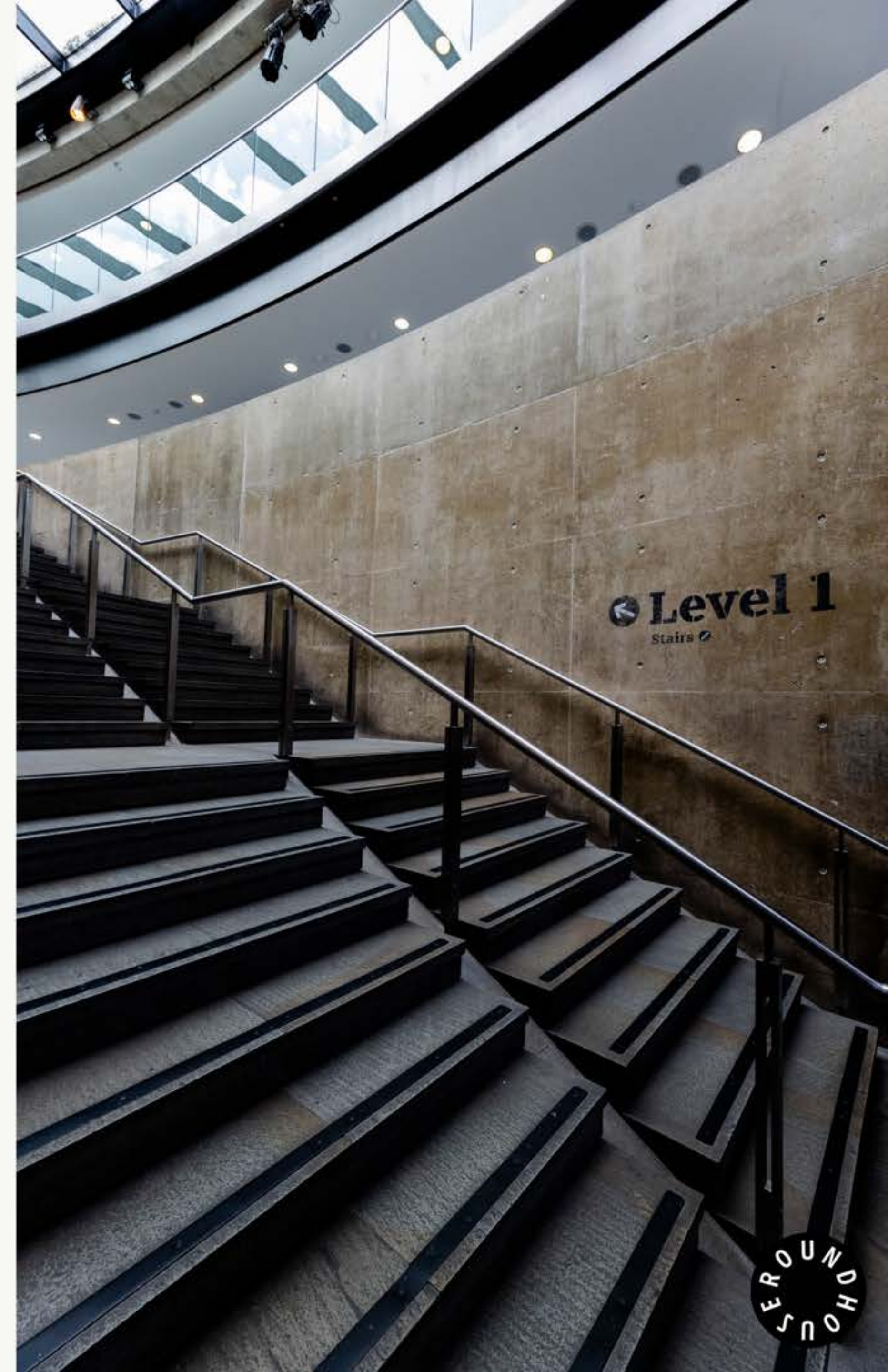
What to bring with you

In addition to downloading the app, please also bring headphones that are compatible with your device.

- To minimise delays in the audio signal, it's best to use wired headphones. You can also listen through Bluetooth hearing aids that are Bluetooth v5 compatible (*2016 onwards*).

- If you use hearing aids with a “T” loop setting, you can listen by collecting a neck loop from our Front of House team.

- The venue has spare equipment that can be leant out, including smart phones & 3 different types of headphones depending on personal preferences (standard, noise-cancelling or bone-conduction)





When you arrive at the Roundhouse



Connect your device to our open Wi-Fi network:
Sennheiser Mobile Connect



Open the app on your device

If an action box appears asking if the app can connect to devices on your local network, select 'Allow' in order to access the service.



Using the app, scan the QR code printed on the theatre door to connect to the relevant channel.



MobileConnect is designed to work in Airplane mode however you'll still need to stay connected to the Wi-Fi network.

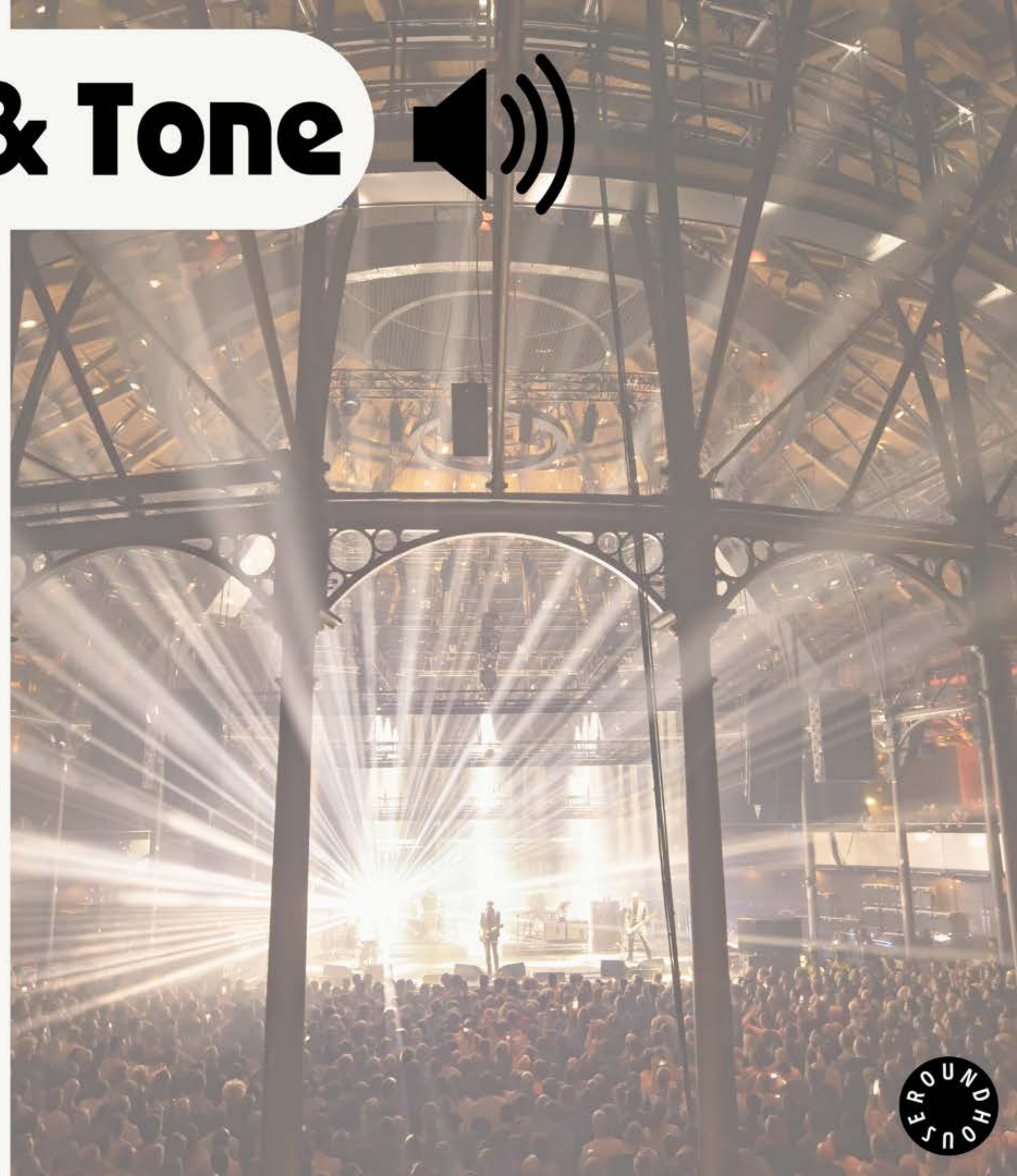
Note: You may not hear any sound until there is sound on stage.



Adjusting Volume & Tone



- To adjust the volume and tone go to the settings icon on the app.
- **MobileConnect** has a simple four-way sound preference control system, which appears once you have clicked on the appropriate channel.
- Drag the magenta circle around the screen, which adjusts the volume and brightness of the sound.
- There is a volume slider at the bottom of the screen.
- **Note:** *You may want to adjust the brightness of your screen so as not to disturb other audience members.*



What to do if you don't have access to a suitable personal device or headphones

We have a limited number of devices and headphones available. Please email access@roundhouse.org.uk if you would like to arrange this in advance, or speak to a member of our Front of House team upon arrival.

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

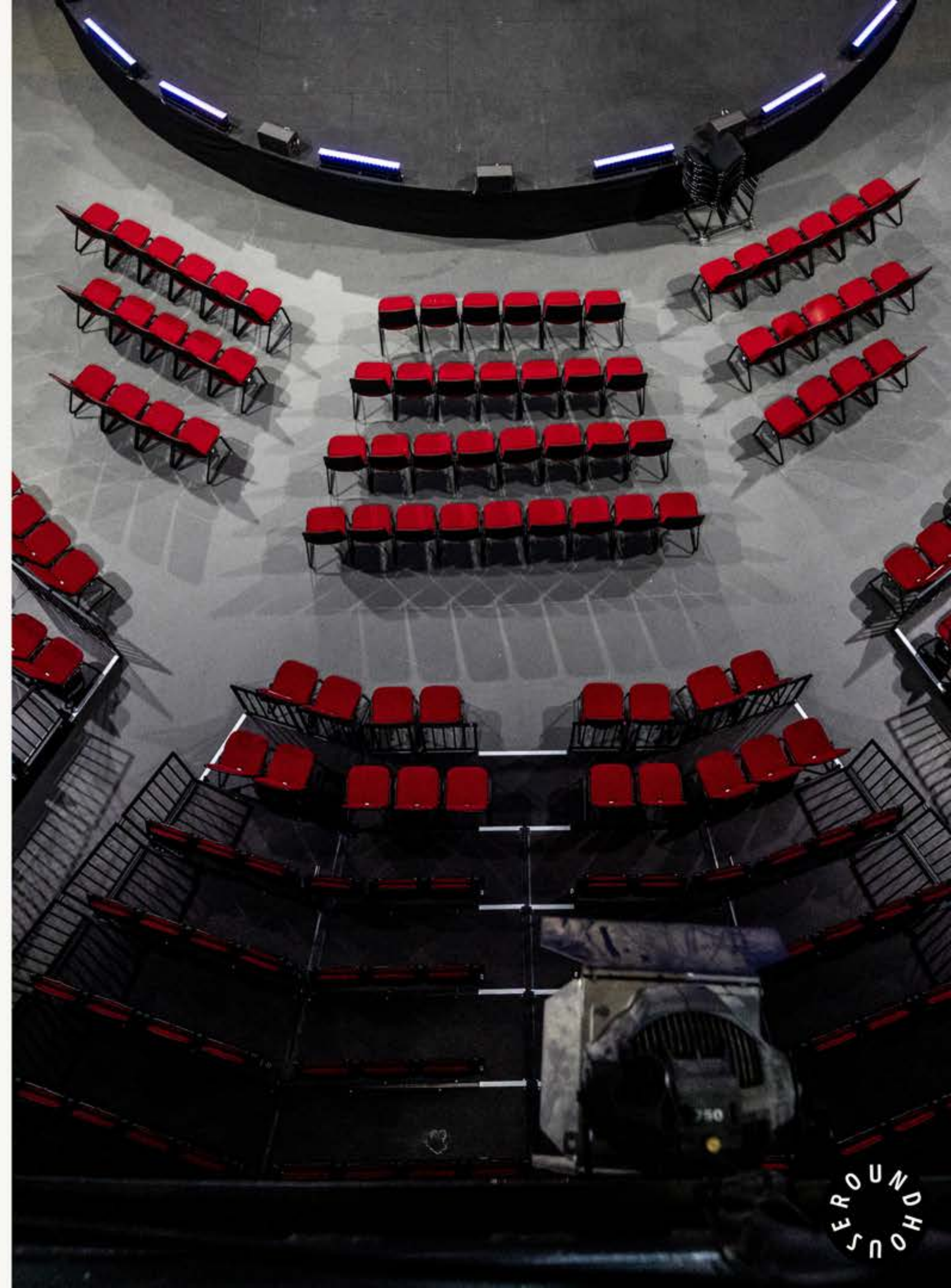
You may find that you prefer to use the microphone built into your hearing aid, rather than this system, depending on the type of performance and the quality of your hearing aid.



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@roundhouse.org.uk.



OUR TEAM IS HERE TO HELP

- If you need assistance at any point during your visit, please ask a member of staff or security.
- If you have any questions about your visit to the Roundhouse, you may find the answer on our website.
- For any access needs and to speak to a member of staff ahead of your visit, please get in touch with us by emailing [**access@roundhouse.org.uk**](mailto:access@roundhouse.org.uk)

