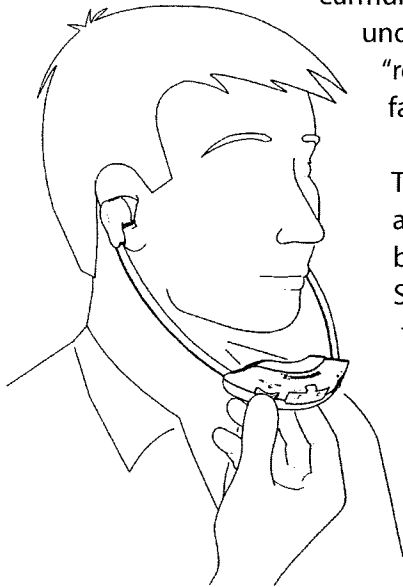


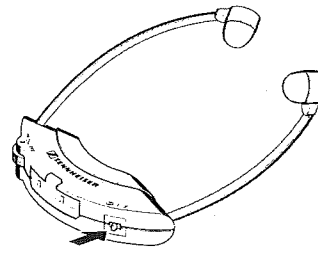
OVERTURE HALL, CAPITOL THEATER AND THE PLAYHOUSE

The **Sennheiser Infrared system** is used in these venues. The Sennheiser system offers a stethoset headset. The headset is delicate. It is NOT worn like a pair of earmuffs: it should be worn

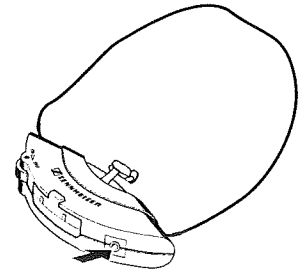
under the chin, with the "red crescent" receiver facing the stage.



The infrared stethoset and the receiver must be worn with the Sennheiser logo to the **front** for an unobstructed transmission of the signal. When seated, make sure that nothing blocks this



stethoset headset with channel selector switch



receiver unit with jack for neck-loop or ear hooks

equipment...items such as jewelry, clothing, or a program can prevent you from hearing the transmission.

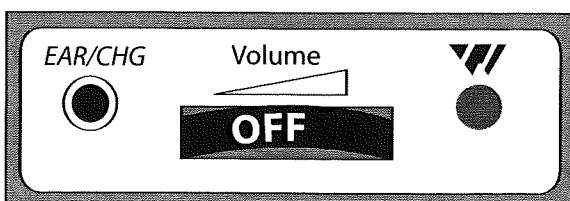
Hearing aid users may request a receiver unit with a jack to connect to either a single or double silhouette ear hook (bone conduction) or a neck-loop (t-coil/ telephone switch) component.

A neck-loop works for a patron who has a hearing aid equipped with a "t" telecoil or telephone switch. An additional component is worn around the neck and amplifies sound directly to the patron's hearing aid.

ALL OTHER VENUES

Other performance venues use the **Williams FM system**, which must be activated for that specific venue. The Williams FM system is a wireless radio system in which the assistive listening receiver works just like a transistor radio and requires one of the following:

- A headphone that provides amplified sound to each ear. There are two styles — the larger earmuff headphones diminish sound bleed.
- A neck loop - for patrons with a telephone switch, the FM receiver is most efficiently used with a neck-loop and the hearing aid switched to "T."



Port for both Charger and Ear piece plug. Wheel turns **OFF/ON** and adjusts volume. Lighted circle to right indicates unit is on.

COMMON FEATURES IN BOTH SYSTEMS:

The listening device will only receive a signal inside the specific venue it is tuned for.

All styles of receiver use an off/on switch that also adjusts the volume. The rolling volume knob turns the unit on. If you hear a fizz, or hissing sound, the unit is working. You will not hear anything through the unit until the performance begins.

If you experience a problem with your assistive listening device, please contact an usher immediately. If the issue cannot be resolved at the point of signal, the equipment can be exchanged at the Information Desk.

If there is a high-pitched squeal, you may need to turn off your hearing aid devices and try to use the headset alone to prevent interference.

Assistive Listening Device Instruction Brochure

Overture Center for the Arts offers assistive listening systems for audio amplification in all performance venues.

Please inform ticket office staff that you will require an assistive listening device when purchasing tickets to secure the best location for your particular venue.



608.258.4177 ■ TTY/Textnet: 1.866.704.2328
accessibility@overturecenter.com
www.overturecenter.com

OBTAINING AN ASSISTIVE LISTENING DEVICE

Assistive listening devices are available at the Information Desk on the first floor of the Rotunda Lobby, which is directly across from the main entrance at the intersection of State and Fairchild Streets.

After selecting the listening device that best meets your needs, you will need to leave a form of identification to secure the device. Acceptable forms of identification are any photo ID, driver's license, major credit card, student ID, passport, etc. We cannot accept a social security card, personal property or cash. The identification securing system was implemented to provide better service and secure the listening devices. We appreciate your cooperation.

Your identification will be safely secured at the Information Desk.

RETURNING AN ASSISTIVE LISTENING DEVICE

The Information Desk will be staffed prior to, during intermission and immediately following all ticketed events.

Immediately after the performance, please return the listening device to the Information Desk and retrieve your identification. **DO NOT RETURN IT TO THE COAT CHECK.**

When you return your device, please take a self-addressed evaluation form to be completed at your leisure and returned to us with your feedback. You may also visit our web site to offer feedback on your experience.

DON'T FORGET TO PICK UP YOUR ID



These assistive listening devices are provided to amplify and improve your enjoyment of the performance. However, due to the range of hearing aid styles and potential incompatibilities, we cannot guarantee that every patron will hear with perfect clarity.

TICKET OFFICE

608.258.4144

EMAIL

accessibility@overturecenter.com

ACCESSIBILITY COORDINATOR

608.258.4165

TTY/Textnet

1.866.704.2328

www.overturecenter.com