



How to Get the Best Assistive Listening Experience

1. Start with your hearing devices. Ask yourself (or your audiologist, if you are unsure):

- What assistive listening systems can my hearing device(s) connect to?
- Which settings, features, or other personal devices will I need to use?
- How do I select settings and features I need or turn off others I don't?
- Do I know how to troubleshoot the devices I will use?

2. Before you go:

- Check if assistive listening is available.
- Find out what type(s) of assistive listening are available. (e.g., Hearing loop, FM, Infrared (IR), audio over Wi-Fi or Auracast™.)
- Bring what you need or might want (e.g., Fully charged hearing devices and smartphone, personal neckloop, personal headset or a cable for your streamer.)
- Make sure you know how to connect to the assistive listening system and control your hearing devices.

3. When you arrive:

- Look for signage or ask staff about assistive listening at the venue.
- If the venue provides audio at the service location (where you pick up equipment), verify that the assistive listening works before going into the event room/location.
- Ensure you can easily access and adjust the controls (e.g., on/off, volume) of any venue-provided equipment.

4. If something isn't working:

- Ask staff for help.
- Try adjusting the volume.
- Try reconnecting your devices.
- If using venue-provided equipment, you may need to try a different receiver, neckloop, or headset.
- Moving seats may help but is not always possible, and consumers should not have to search for appropriate seating.



How to Get the Best Assistive Listening Experience

5. During the event, ask yourself:

- Can I hear voices and other sounds clearly using the assistive listening system?
- Is the sound steady (e.g., not cutting in and out)?
- Are the controls of venue-provided equipment clear and simple to use?
- Was the venue-provided equipment comfortable enough throughout the event that I would want to use it again?

Don't forget! Feedback is an important way to help venue staff understand what's working and what's not. You can use [**HLAA's Assistive Listening Experience Feedback Form**](#) to share your thoughts.