



# 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.)

## **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 headphones.
- 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?

## 6. Afterward:

- Use HLAA's Assistive Listening Experience Feedback Form to share feedback with the venue. Explain what worked and what didn't.