MERCURY

Introducing our new Assisted Listening System: Sennheiser Mobile Connect

Our new Assisted Listening System is fully Bluetooth-enabled, compatible with the latest hearing aids, and offers a more seamless and less intrusive experience for users.

To ensure no audience members are excluded, the existing system is running alongside the new system during the transition period, supporting a wider range of hearing devices.

This important upgrade has been made possible thanks to the generous support of King Coel's Kittens.

If you have a Bluetooth-enabled hearing aid and would benefit from this system, please turn over for our handy guide on how to get connected! If you need help getting this set-up, please feel free to speak to a member of our friendly team.

How to connect to Sennheiser Mobile Connect

1. Connect to the Wi-Fi

Use the camera on your phone to scan the code.

This will connect you to the Mercury-AL Wi-Fi network.

2. Download the app

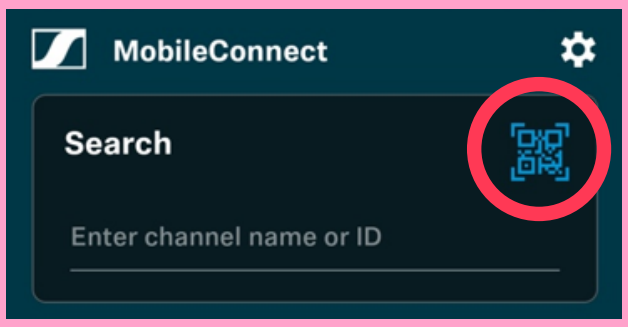
If you have an Apple phone, scan here:

If you have an Android phone, scan here:

Please note: audiences using this system may need to use their phones to alter settings during a performance.

3. Join the correct channel

Open the app. Tap the QR code image in the top right of the Search box.



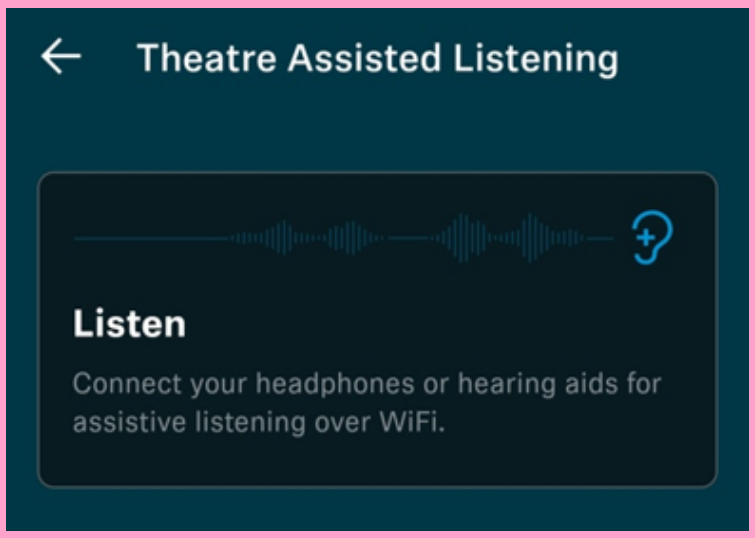
Scan here for Theatre:

Scan here for Studio:

Scan here if this is an Audio Described performance:

4. Get listening

Click into the Listen box and enjoy the show!



Audio Description

Audio described performances give you a live commentary about the action happening on stage. We programme audio described performances for all of our Mercury Productions, with thanks to our generous Access sponsor, John Fowlers Solicitors. For an up to date list of our upcoming audio described performances please head to our website mercurytheatre.co.uk

Feedback

We hope you have an excellent time with us and this new system improves your theatre experience.

If you have any feedback or suggestions please feel free to speak to a member of our team or email us at access@mercurytheatre.co.uk

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