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Hearing Loop

Our Basement space is equipped with a Sennheiser infrared Hearing System. This system should be useable by anyone with a T-Loop or Induction Loop enabled on their hearing aids. We also have the option of headphone receivers.

This document will explain how an Infrared System works, how to use during a show at Komedia and how to book and access the equipment.

Unfortunately, we do not have the ability to provide Bluetooth or non-infrared audio reinforcement. If you do not have a hearing aid with an induction or T-loop capability enabled, we recommend you use our headphone receivers.

How to book

Komedia has 3x Direct Ear Receivers and 3x Neck Loop Receivers. Please contact Box Office when booking (on 01273 64100 or via tickets@komedia.co.uk) to let us know you require the system so we can reserve you a suitable seat and headset.

What is an IR system?

An IR system is a light-wave based system designed to help individuals needing auditory assistance; it is mainly used to overcome background noise, reverberation, and distance from the sound source. Audience members are given personal infrared receivers within the coverage area of the infrared transmitter to hear sound with better clarity from the sound source. Personal infrared receivers are supplied by the venue and come in two types headphone (direct ear) and neck loop.

When you arrive at the venue

- Where possible please arrange with our Box Office (via tickets@komedia.co.uk or telephone 01273647100) to indicate that you require the IR system our staff can then arrange the best seating for unobstructed access to the IR radiator (emitter).
 - Please ask a member of staff for a receiver when you arrive at the venue. If you are uncertain how to use the receiver please ask for help from a member of staff.
- Further information on using the system can be found on the next page.

44-47 Gardner Street Brighton BN1 1UN
Box Office: 01273 647100

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Which type of receiver do you require?

Option one: neck loop receiver.

This receiver comes with a lanyard for the receiver to sit around the users neck. Connect to this receiver using the "T" or "Loop" function on your hearing aid.



On/off switch and volume control

Receiver. This must have an unobstructed view of the IR panel



Headphone jack for personal head phones or T-Link
Komedia stocks 3 T-link

Option two: Direct ear receiver.

The direct ear. Has in built headphones, the remaining portion of the panel sits under the chin.



On/off switch and volume control

Receiver. This must have an unobstructed view of the IR panel





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How does an IR system work?

- An IR system works by line of sight, please sit or stand in view of the IR radiator. When booking our box office can reserve the best seats for you for use of the hearing loop system.
- Input to the infrared system comes from an ambient microphone in the auditorium and a feed from our sound desk. The audio input produces an electrical signal which contains the audio information.
- The electrical signal is then fed into the infrared radiator; this produces an invisible infrared light into the room.
- The receivers given to the audience member receive this signal and translate the emitted light back into an audio signal. Audience members wishing to use the IR system must use an infrared receiver.
- Place the lanyard or headphones around your neck with the front of the receiver towards the emitter (radiator) place the receiver flat to your chest to ensure that the signal does not become obstructed.
- The neck loop of the system creates a magnetic field (induction loop) around your head which you can connect to using the "T" or "Loop" setting on your hearing aids or cochlear implant. You may need to adjust the positioning of the neck loop for best individual results.
- It is recommended not to use headphones concurrently with a hearing aid as this may cause feedback.
- If you have a pacemaker you may wish to consult your doctor before using an infrared receiver.

Things to note

- Our system works on Infrared signal, not an induction loop. An induction loop consists of wire around the listenable area and an amplifier. However, our system can still be accessed with the "T" or "Loop" setting of your hearing aids.
- Please note that infrared light is used to minimise possible interference with radio or RF signals. However, people using an FM or DM system (where a microphone is connected to a person speaking that is fed to an individual with the receiver for that microphone) alongside the IR loop can cause electromagnetic interference.