



Assisted Listening Device

To use audio description, visit the concessions stand to request an Assisted Listening Device. A theater employee will provide you with the headset, volume controls and settings for standard or descriptive audio.

The device uses conventional batteries, should your device lose power, see the concession stand for replacement batteries.

DEVICE ORIENTATION

Context & Positioning:

The battery-powered IRH-281 headsets lay flat and, when in use, the earphone pieces should open out towards the user and the button controls on the edge-faces of each ear piece should be felt by the thumbs when held by the user and will rest just behind the ears when worn.

Exterior Face Features:

The right exterior face should have a long vertical 'monitor switch' button that will mute sound when held down.

The exterior face of the left ear piece should be smooth except for a battery door tab towards the bottom.

Edge-Face Features:

Right Earpiece [top to bottom]

- On/Off button
- Volume Control for 'Audio Description' content
- Hearing Aid/Earphone Jack

Left Earpiece

- Volume Control for "Hearing Impaired" content"

Standard audio is activated when a solid green light is visible on the device.

Descriptive audio is activated when a solid red light is visible on the device.





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After the receiver is programmed, the employee will give you the receiver with headphones. Confirm that the power LED indicator is on, which means the battery is fully charged, and that the correct audio-type is indicated. You may either use the headphones supplied with the receiver or use your own headphones equipped with a standard headphone plug for a wired connection.

Now you should be ready to enjoy your movie with audio description. You can use audio description from any seat in your movie's auditorium. The audio description will begin during our pre-show announcements. Some content during the pre-show may not be available in audio description, including many movie trailers.

If you do not hear a voice begin to describe the video, try pressing the volume up button several times to increase the volume. Also, make sure that the device is on by confirming that the power LED is showing a steady green light or a flashing green light (or red light). If you still do not hear the audio description, your receiver may be malfunctioning. You should find an WTC employee and request assistance resolving the problem. Theater staff will troubleshoot the problem.

In rare instances, WTC may be unable to provide you with access to audio description services due to malfunctioning equipment. If that happens, WTC will refund your ticket and provide you with a free Re-Admit Pass so that you may enjoy an audio description of your movie at some other time.

You may report problems using audio description services to a WTC employee or using the feedback form on our website located at: <https://watertowercinema.com/ald--cc-devices> or scan the QR code below.