

RIVERSIDE STUDIOS

AUDIO DESCRIPTION INFORMATION

Thank you for expressing interest in using our Audio Description system at Riverside Studios.

This document should provide all the information you require on how to best use our Audio Description service. If, however, you have any questions, please contact our Box Office Manager at boxoffice@riversidestudios.co.uk, including 'Audio Description' in the subject line.

Riverside Studios' Audio Description system utilises Sennheiser MobileConnect. This is a Wi-Fi based system which allows patrons to live-stream audio description to a smartphone or tablet.

To use the Sennheiser Mobile Connect system, please follow the steps below.

1. Download the Sennheiser MobileConnect app via the App Store. You may do this either before you come to Riverside Studios or once you are in the building. To download now, please follow one of the following links:

[IOS Sennheiser MobileConnect Download](#)

[Android Sennheiser MobileConnect Download](#)

2. Upon entering Riverside Studios, you will find a QR code at the Box Office. This will be presented on walls but please ask a member of our Box Office staff if you need assistance finding it. Please scan this to add your smartphone or tablet to the correct WiFi network.
3. Once you are connected to the correct WiFi network, open the Sennheiser MobileConnect app and select the Studio that your Event takes place in. The Audio Description service shall start automatically at the start of the performance. All you need to do is take your seat!

If you have any questions regarding the above, please contact our Box Office Manager at boxoffice@riversidestudios.co.uk, including 'Audio Description' in the subject line. Our Box Office staff will also be happy to help on the day.

