Connecting with Auracast™

The new Assistive Listening system at OLT is Auracast™ enabled, which means that if you have compatible hearing-aids, you can connect directly to the broadcast without a receiver.

Instructions for Joining the OLT Auracast Broadcast

Option A – Use the QR Code

If you are connecting with compatible earbuds, headphones, or hearing aids

- Open your control app (e.g., your hearing aid companion app like Oticon Companion or ReSound Smart 3D) or your native phone camera.
- Navigate to the sound or broadcast section and select Scan QR Code.
- Point your camera at the Auracast™ QR code on the right.
- Tap Join.

OLT-Play

Option B – Manually Select a Stream

- Open your device's Bluetooth settings or compatible assistive listening app.
- Look for **Find a broadcast** or **Listen to Auracast™ broadcast**.
- Select **OLT-Play** from the nearby broadcasts.
- Tap **Connect** or **Join**.

NOTE: Method to connect to the system can vary between type of hearing aids.

Using Your Receiver

Pick up a receiver at the service desk before the performance.



❶ **On/Off button**
Press and hold for 5 seconds to turn the receiver on or off. To check whether it is on, press and release the button. If it is on, the screen lights up.

❷ **Up / Down**
Use these buttons to adjust the Volume / Balance

❸ **Ch/Bal — Channel / Balance**
Press once to adjust the left/right balance of your headset using the Up/Down button ❷.

❹ **Menu/Select**
The menu is locked to avoid changing the settings of the receiver inadvertently. To return to normal operation mode, press and hold the menu/select ❹ button until you see the OLT-PLAY channel on the screen.

OTTAWA LITTLE THEATRE

Assistive Listening Information

October 28, 2026

AURACAST

Auracast is available at this theatre

Frequently Asked Questions

What is the Assistive Listening System (ALS)?
The ALS sends theatre audio, including the voices of our actors, to a receiver, headphones or compatible hearing devices, helping you hear performances more clearly.

Why did OLT install a new system?
The old system served us well for over 25 years but was starting to break down. To provide clearer sound and address interference and background noise experienced, we have decided to replace the aging equipment.

Is there a cost?
No. As before, the system is provided to OLT patrons free of charge.

Where can I get a receiver?
You can get a receiver and headset from the desk in the upper lobby free of charge. Staff will help you get started. In addition, if you have a newer hearing aid system, you can connect directly via Auracast™.

Can I bring my own headset?
Yes, if it works better for you and it has a small earphone jack, you can connect it to our receiver. For headset that include with Active Noise Cancelling (ANC), we recommend that you turn the ANC feature off in the theatre to get a better result.

How do I adjust the volume?

Volume can be adjusted on the receiver. Staff can show you how before the performance begins.

What if I cannot hear clearly?

Please speak with Customer Service immediately. We will do our best to help adjust equipment or provide an alternative device.

Will the system work from any seat?

The system is designed to work throughout the theatre. If you experience difficulties from your seat, please notify a staff member.

Can more than one person use the system at the same time?

Yes. Multiple patrons can use assistive listening devices simultaneously but, if using a receiver, each patron must request individual receiver and headset.

My receiver is not working. What should I do?

Visit Customer Service. Staff can check the device or provide another receiver.

The sound is too loud or too quiet.

Adjust the volume control or ask a staff member for assistance.

I'm hearing static or intermittent audio.

Please notify a front-of-house staff member during your visit. The new system is designed to minimize interference, and staff can help identify the issue.

How can I provide suggestions or feedback concerning the Assistive Listening System?

We welcome your comments and suggestions. Your feedback helps us improve accessibility and the theatre experience for all patrons. Please contact Customer Service or speak with a front-of-house staff member during your visit.

Do we have any other alternative ALS?

OLT also offers Auracast™ and has a few neck loops (telecoil). Please ask front-of-house staff.

What Channel should I be on?
Unlike our old system, there is only one channel that you cannot change. It is called **OLT-PLAY** and is displayed on the screen of the receiver if configured properly.

Auracast™

What is Auracast™?
Auracast™ is a new Bluetooth® technology that allows audio to be transmitted directly to compatible hearing aids, cochlear implant processors, earbuds, and smartphones.

Can I connect my hearing aids directly to the system?
Many newer hearing aids and cochlear implant processors can connect directly to the Auracast™ system. Compatibility depends on the make and model of your device.

How do I know if my hearing aids support Auracast™?
The best way is to ask your audiologist or hearing care professional. They can confirm whether your hearing aids are Auracast™ compatible. Alternatively, using the control application for your hearing device on your phone, look for a ***Broadcast*** feature or an ***Auracast™*** feature. If you find it, select it and select the **OLT-PLAY** broadcast.

My hearing aids are only a few years old. Will they work?
Many devices purchased after 2023 may support Auracast™, but compatibility varies by manufacturer and model.

I don't have Auracast™ hearing aids. Can I still use the system?
Absolutely. Traditional assistive listening receivers remain available at our service desk.