

## Lutcher Theater

# ListenRF + Listen EVERYWHERE

Lutcher Theater Installs Wi-Fi and RF Assistive Listening



[The Lutcher Theater for the Performing Arts](#) is a 1,500-seat, beautiful theater located in Orange, Texas. Since its gala opening performance with *Liberace* on February 7, 1980, the Lutcher Theater has hosted only the best in world-class entertainment.

Inclusion and accessibility are important, and in addition to a list of available accommodations on the patron services page of their website, they have a page dedicated to their assistive listening system at <https://lutcher.org/assistive-listening/>.



### CHALLENGE

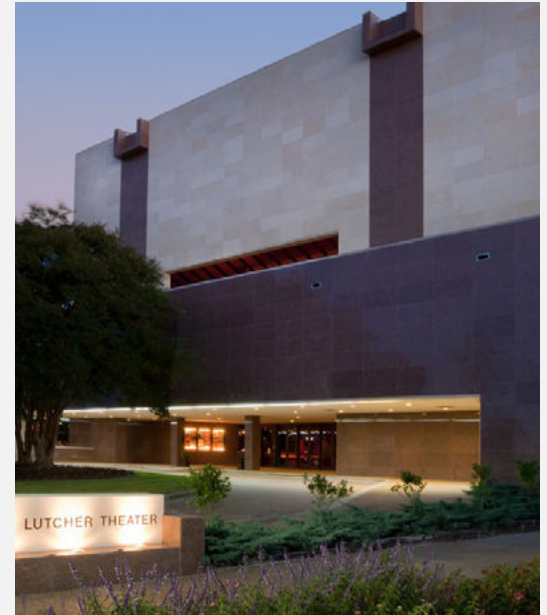
Lutcher Theater had an infrared assistive listening system that had served Lutcher Theater patrons for more than 30 years. While the old infrared system was still functioning, patrons were increasingly experiencing issues with interference from large LED screens in the theater.



### SOLUTION

[Full Compass](#) recommended a Listen Technologies Wi-Fi and RF assistive listening system. Lutcher Theater had looked at Wi-Fi technology for assistive listening prior and liked the idea of combining two assistive listening technologies to serve Lutcher Theater patrons and give them a choice for the best individual experience.

Listen EVERYWHERE streams audio through the customizable app for patrons who would like to access the audio for the performance on their phone. Guests using Listen EVERYWHERE never have to ask for an assistive listening device which saves time both before and after the performance because there's no need to check out or return assistive listening devices. The patron downloads the app before the performance, connects to Lutcher Theater's guest Wi-Fi network, selects the channel



*" I can confidently hand out the ListenRF receivers at the beginning of a performance and know that they'll work without interference and with the best quality audio. Plus, our patrons are delighted with the improved sound quality. One couple was visibly excited and repeatedly said these devices sound so much better than the old system. "*

David Boehme  
Technical Director

**LUTCHER THEATER**

to hear the audio, and then listens to the audio of the performance through their own headphones or earbuds connected to their phone.

ListenRF assistive listening devices are small, discreet, lightweight, and easy to use for patrons who prefer not to use their smartphones. For those patrons with hearing aids or cochlear implants, neck loops are also available to use with the ListenRF devices.



## RESULT

On average, Lutch Theater checks out 15-20 assistive listening devices for each performance. However, they have been known to have between 50 and 60 requests for assistive listening devices on some nights. The high utilization of assistive listening devices inspired the theater's Technical Director, David Boehme, to buy ListenRF 5200 iDSP receivers for the best experience for those patrons who wanted to use a traditional assistive listening device. David can hear the normalization of the volume in these high-end receivers and appreciates how that elevates a user's experience.

David shared, "I can confidently hand out the ListenRF receivers at the beginning of a performance and know that they'll work without interference and with the best quality audio. Plus, our patrons are delighted with the improved sound quality. One couple was visibly excited and repeatedly said these devices sound so much better than the old system."

Another older gentleman told a staff member that he was able to connect to the app and audio very smoothly and was blown away by the sound quality. David also commented, "So far, with the RF system, we really appreciate the straightforward arrangement of the charging cradles, especially the extra slot for an ID. Also, not needing to remove for charging is awesome. Most amazing, is the feature of the devices starting up on their own when being removed from the charger. No power-on button pushing needed, so cool."

The Listen EVERYWHERE system is also being used in the Theater's quick change wardrobe area, so they can hear the show and keep up with the action and where they need to be by when. The Lutch Theater plugged a portable speaker into an iPad, and they can hear the show, so they don't need an additional sound speaker in that area. If the smart device is connected to the network, the audio from the performance is available throughout the entire theater.



### PRODUCTS USED

- (1) [LS-71-072](#) Listen iDSP Advanced Level IV 72 MHz RF System
- (4) [LR-5200-072](#) Advanced Intelligent DSP RF Receivers
- (4) [LA-430](#) Intelligent Earphone/Neck Loop
- (4) [LA-401](#) Universal Ear Speaker
- (1) [LW-100P-02](#) Listen Everywhere 2 Channel Server

**Because everyone deserves the same great experience.**