AURACAST • VENUE ACCESS

Beyond BYOD: How Venues Help Every Listener

Direct listening, venue receivers and dependable support for every attendee



ACCESSIBILITY × OPERATIONS × LISTENER CHOICE

Every listener needs a supported access path

WHEN BYOD WORKS

Direct path

- ✓ **Compatible Auracast hearing aid or earbud**
- ✓ Supported phone or assistant workflow
- ✓ Personal volume and familiar controls

WHEN BYOD DOES NOT WORK

Venue-provided path

01 **Receiver + headphones**

02 Receiver + neckloop for telecoil users

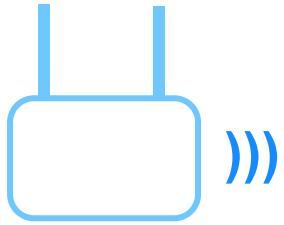
03 Adapter/accessory path verified by device model

04 Staff help, signage and a tested fallback

Design success = every visitor has a known way to listen.

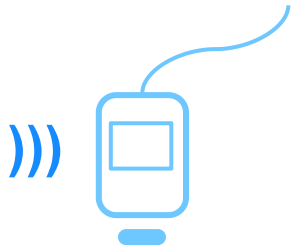
Six devices to explain Auracast signal path

OUTWARD WAVES = TRANSMIT INWARD WAVES = RECEIVE **BOTH DIRECTIONS = EXTEND**



AURACAST TRANSMITTER

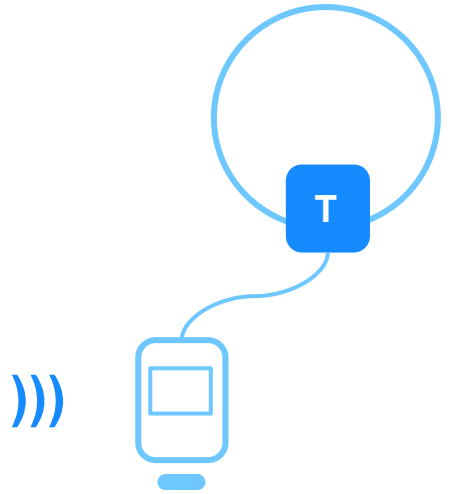
Turns a venue audio feed into a broadcast.



to:
headphones
earbuds etc.

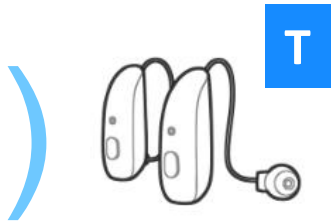
AURACAST RECEIVER

Receives audio for a non-native listening device.



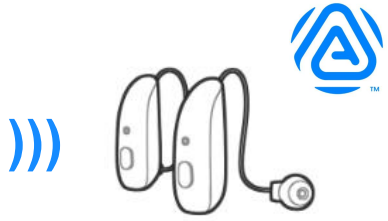
RECEIVER + NECKLOOP

Bridges Auracast audio to a telecoil hearing aid.



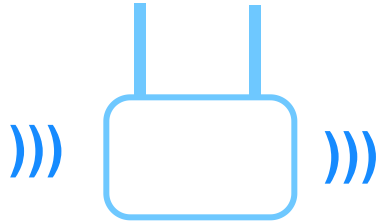
TELECOIL HEARING AID

Receives magnetic audio from a loop or neckloop.



NATIVE AURACAST HEARING AID

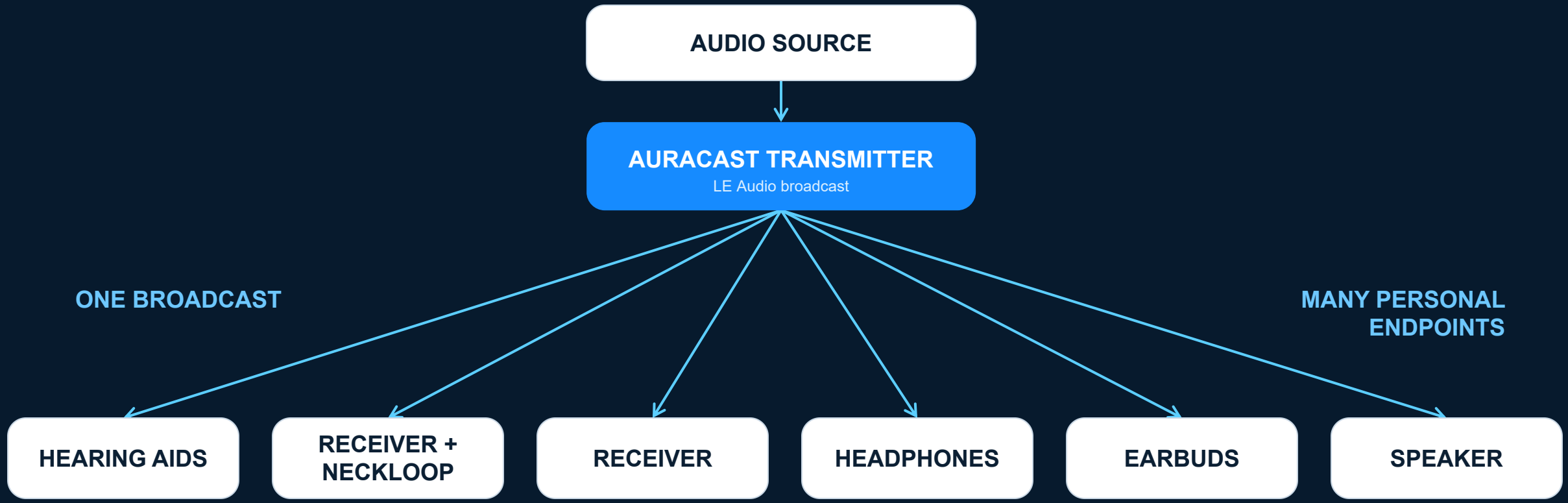
Connects directly to a compatible broadcast.



AURACAST EXTENDER

Receives and retransmits the stream for wider coverage.

One broadcast supports different listening paths



Listening paths and what the venue provides

Listener	Connection path	Venue provision
Auracast hearing aids / earbuds	Direct, using a supported app or assistant	Broadcast name / joining guide
Telecoil hearing aids / processors	Receiver with neckloop; telecoil enabled	Receiver + neckloop
Other hearing aids / processors	Verified accessory or phone bridge by model	Compatibility check + fallback
Wired headphones / earbuds	Standalone receiver audio output	Receiver + headphones
Powered speakers	Receiver output to speaker line input	Receiver + suitable cable

Without Auracast or telecoil, use only a verified accessory path. Offer headphones when that path is unavailable.

iPhone listeners have two model-dependent paths

Direct to a compatible hearing device

The hearing aid receives Auracast audio. Its supported iPhone app helps the user find and join the broadcast.

Examples: Avantree lists selected ReSound, Beltone and Jabra hearing aids using their iPhone apps.

Aura C phone bridge

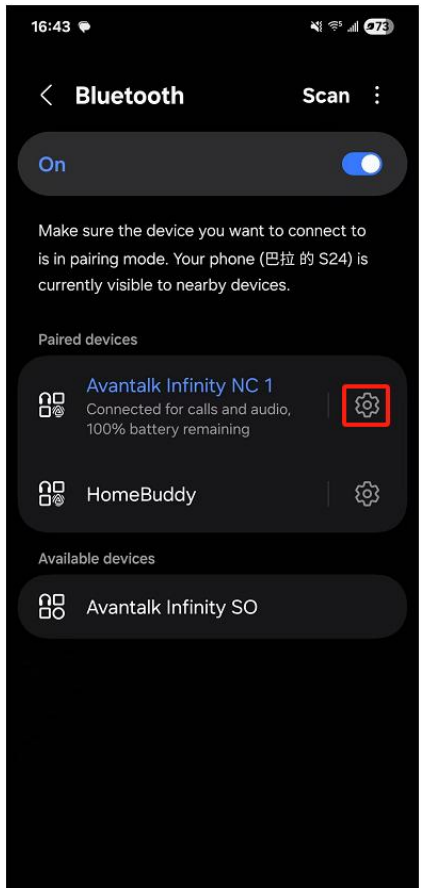
Aura C receives the broadcast through a compatible phone and companion app. The phone plays it through a supported listening device.

USB-C phone required, or a verified Lightning data/audio adapter. Check the exact hearing aid or implant processor.

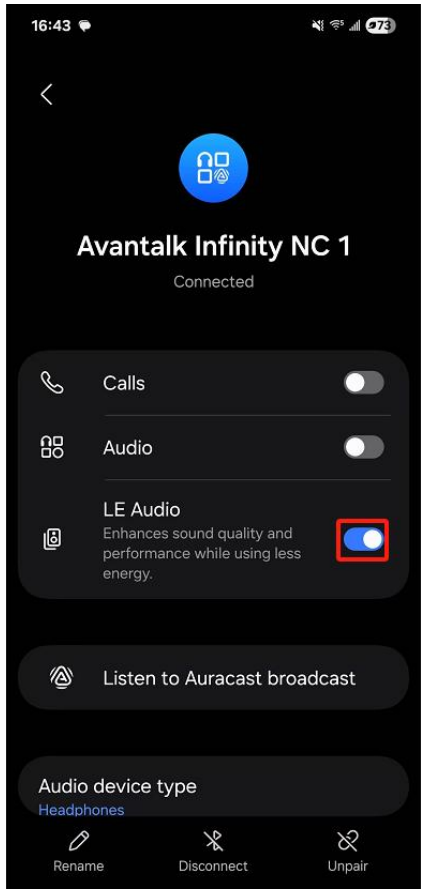
For live speech: confirm delay first. A venue receiver with headphones or a telecoil neckloop remains the fallback.

Android joining: a Samsung example

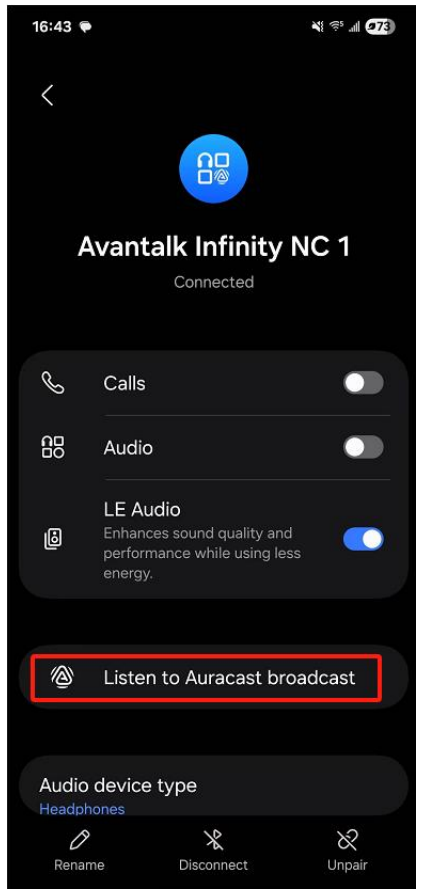
SUPPORTED ANDROID WORKFLOW



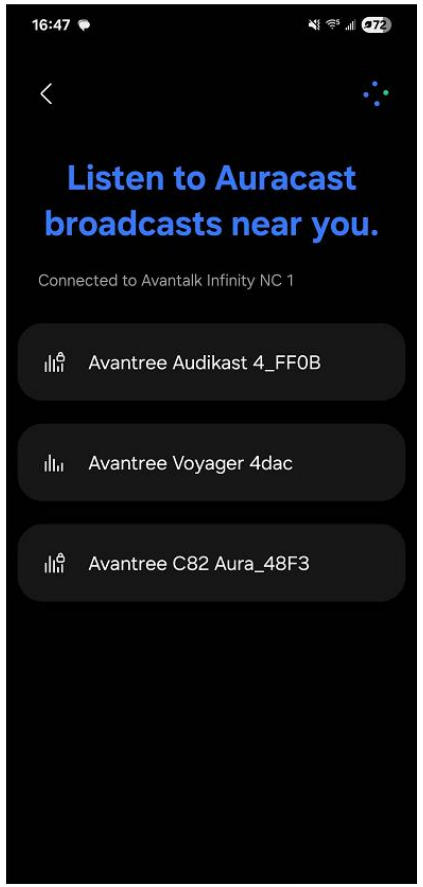
Device - settings



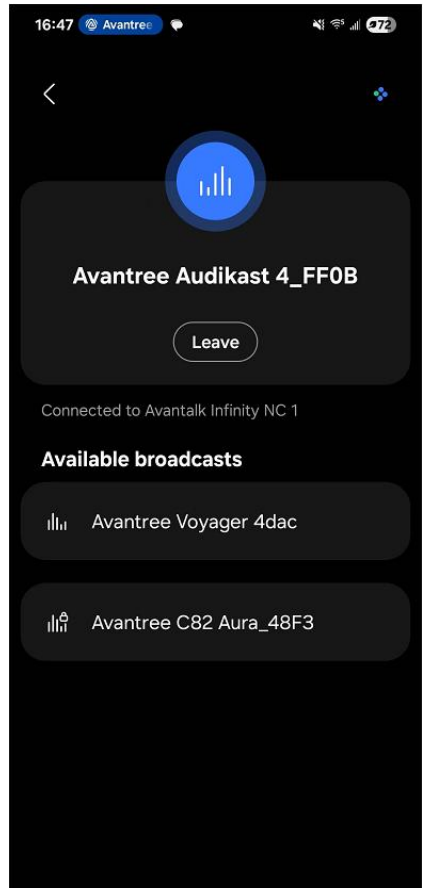
Turn on LE Audio



Listen to Auracast broadcast



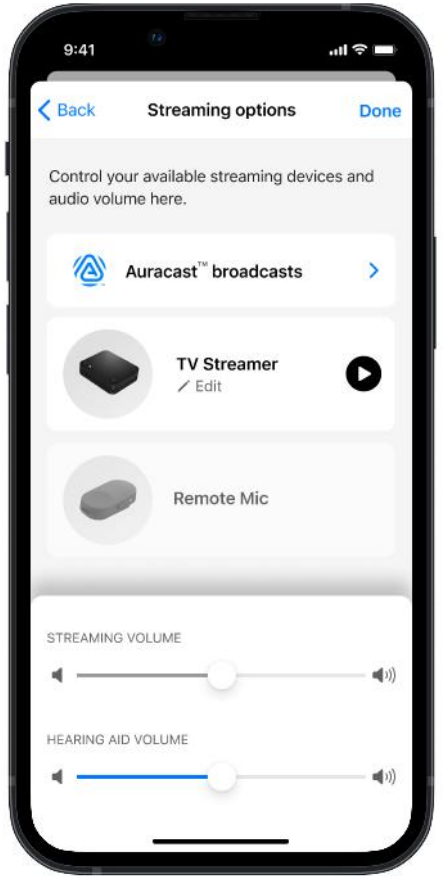
Connected



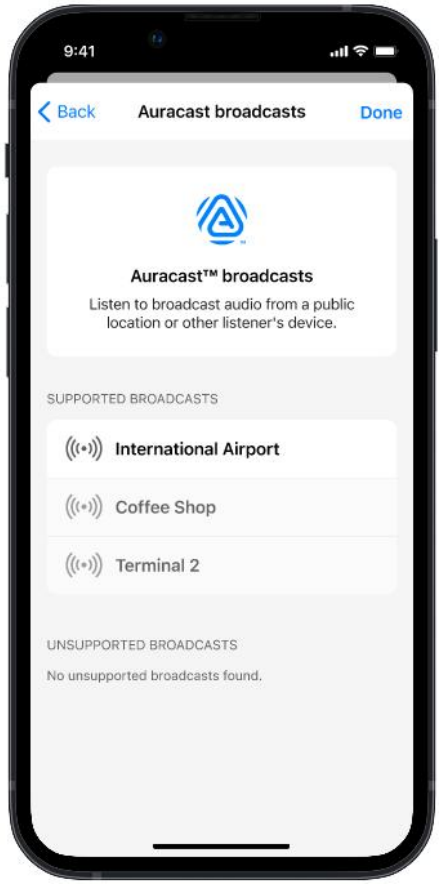
Auracast Hearing Aid - My Starkey App



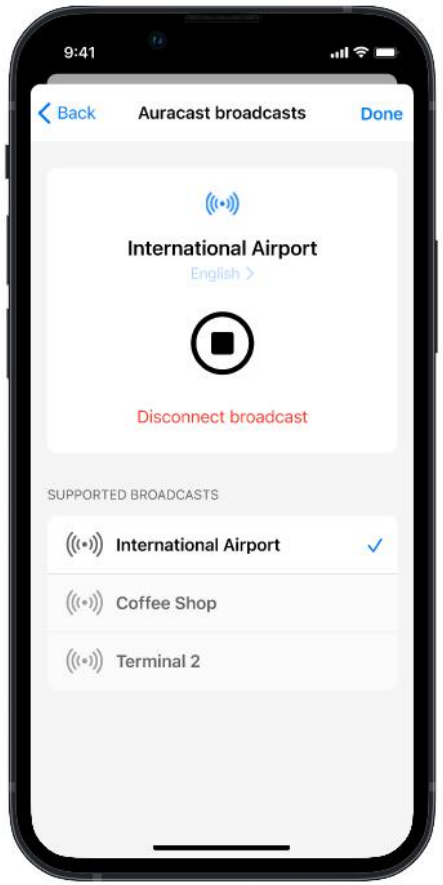
Stream options

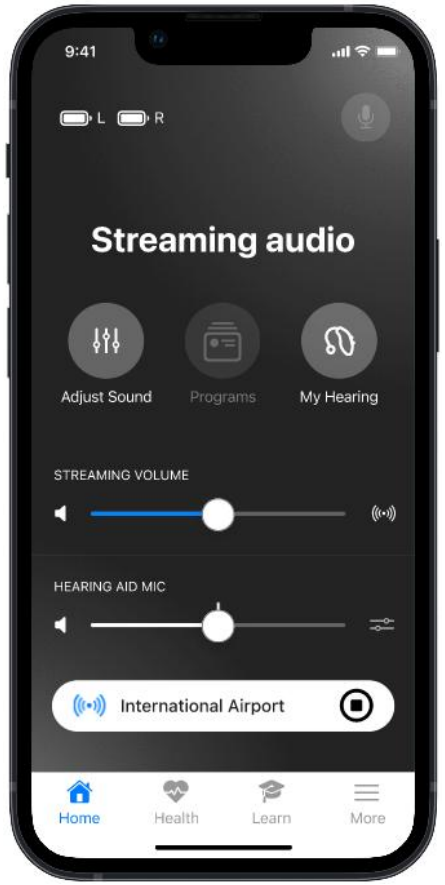


Auracast broadcasts



Select broadcast





Connected

https://www.starkeypro.com/products/mobile-apps/my-starkey

Venue receiver - no phone app needed







Power ON → Select broadcast → Plug in device → Adjust Volume

Arrival, joining and return

01

SEE IT

Entrance sign and QR code identify the broadcast and help point.



02

CHOOSE A PATH

Direct device, receiver + headphones, or receiver + neckloop.



03

CONNECT

Staff uses one short script and confirms audio before the guest leaves.

04

RETURN

Simple checkout, sanitation, recharge and inventory workflow.

Staff prompt: “What do you listen with today?” Then offer the matching path—without requiring the guest to know Bluetooth terminology.

Coverage and listener support grow with the venue



SMALL

Meeting room or small church

One tested broadcast area
Loan receiver available

MEDIUM

Churches • classrooms • training rooms

Coverage walk test
Receiver loans and staff help

LARGE

Airports • conference centers • stadiums

Named broadcast zones
Managed receiver loans

Multiple rooms need clear broadcast zones



01 **MULTIPLE AREAS**

Name and separate broadcasts clearly

02 **COVERAGE PLANNING**

Model, survey and validate

03 **DISCOVERY**

Make the right feed easy to find

04 **RECEIVER MGMT**

Charge, issue, recover, sanitize

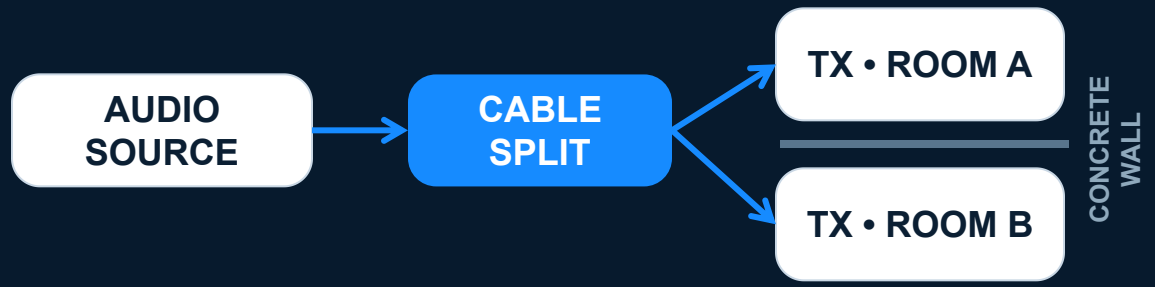
Design coverage with more transmitters—not more power

NOMINAL DEVICE RANGE

100–150m (or 328’-492’) - coverage limiting factors: obstacles and/or distance

SEPARATED ROOMS

Concrete walls call for a transmitter in each room.



LARGE AUDITORIUM

Extend the broadcast through the venue.



AURACAST EXTENDER CHAIN

Validate latency, synchronization and coverage overlap.

EUROPE	2.4 GHz wideband: up to 100 mW e.i.r.p. (20 dBm) but RF power is part of the product's certified radio design. Venue coverage should be solved through system architecture—not by increasing transmitter power. Extend coverage: cable where practical; extend where scale demands it.

Multiple broadcasts can coexist

Reliable capacity depends on the venue and system configuration.

ADAPTIVE FREQUENCY HOPPING

37 data channels

Broadcasts hop across shared frequencies. The channel map can exclude impaired frequencies.

INDEPENDENT BROADCASTS

Independent hopping

Independent broadcasts hop across shared frequencies. Collisions can still occur.

BROADCAST RESILIENCE

Packet repetition

Configured packet repetitions improve delivery without receiver acknowledgements.

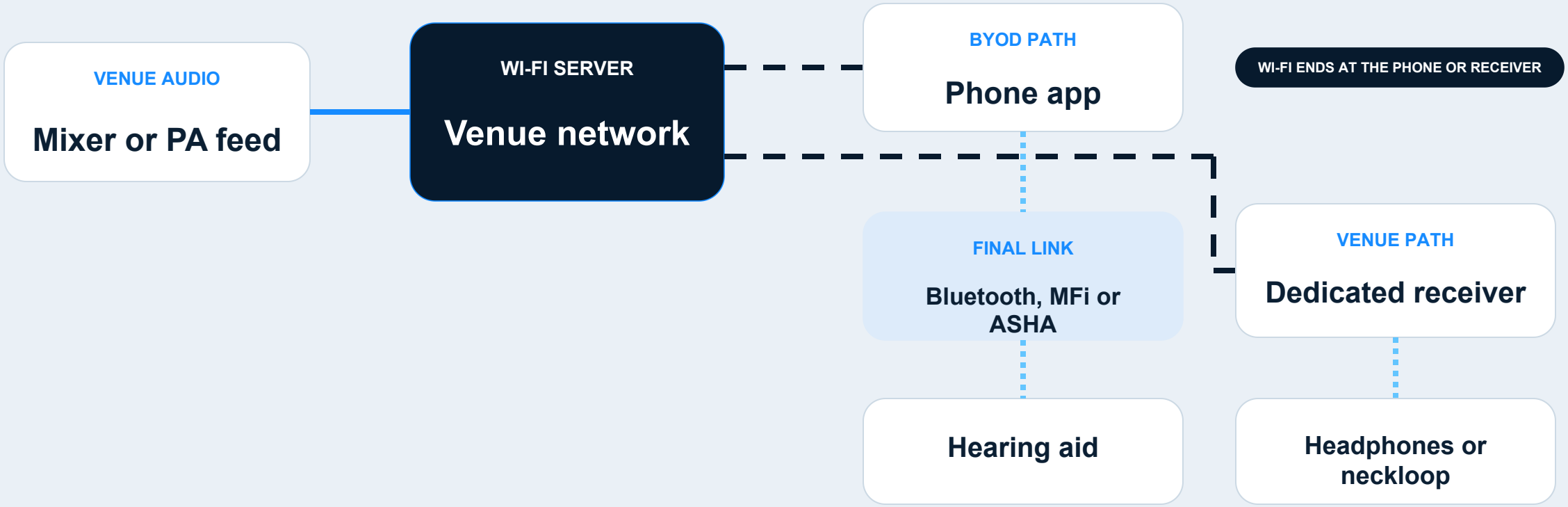
37 ≠ 37 BROADCASTS Every broadcast may hop across the channel set. The channels are not assigned one per stream.

NO FIXED MAXIMUM Capacity depends on airtime, audio configuration, retransmissions and other 2.4 GHz traffic.

TEMPORARY COLLISIONS A collision may lose a packet. Hopping and repetition improve resilience.

VENUE TEST Run all transmitters with normal Wi-Fi and Bluetooth traffic. Walk the listening areas and room boundaries.

How Wi-Fi reaches hearing devices



COMPATIBILITY	**Requires an app, phone or dedicated receiver.**	LATENCY	Buffering and the final Bluetooth link adds delay.	POWER	The phone or receiver carries the Wi-Fi workload.

Latency depends on the complete listening path

Direct device or standalone receiver

Test mixer, transmitter and listening output together. Extra processing or rebroadcast hops can add delay.

Phone bridge

Aura C adds phone/app processing and a final audio-output path. Live speech may produce echo or poor lip-sync.

Published Aura C examples

About 60–80 ms via phone speaker.
About 240–360 ms via SBC Bluetooth.

Lower-delay setup

Use the fewest processing stages. Prefer a tested direct or standalone path when synchronization matters.

Actual latency varies with the phone, app, codec and listening device. Measure the complete venue path before deployment.

Mixer connection and commissioning

Mixer Matrix / AUX line output → compatible transmitter line input

AirCast supports balanced XLR / 6.35 mm line inputs. Oasis Aura suits appropriate AUX / optical feeds.

1 Connect

Use the correct line-level output and cable. Set a separate listening mix.

2 Configure

Place the transmitter. Name each broadcast and set access codes where needed.

3 Test

Check occupied areas, listening paths, audio levels and end-to-end delay.

4 Hand over

Record the setup. Train staff and assign an escalation contact.

Two sound systems can share one access workflow

SYSTEM A

Main hall mixer

SYSTEM B

Monthly event mixer



ONE CONSISTENT SERVICE

- **Same broadcast name**
- **Same receiver pool**
- **Same help-desk script**
- Separate labeled input cables
- Pre-event level and latency test

If systems are in separate rooms or used simultaneously, dedicate a transmitter to each room.

Receiver loans and daily operation

BEFORE OPEN

01 **Charge receivers**

02 Confirm broadcast names

03 Test direct + loan paths

04 Check audio level and latency

DURING EVENT

01 **Issue labeled receivers**

02 Spare receiver ready

03 Record loans and issues

04 Escalation contact available

AFTER EVENT

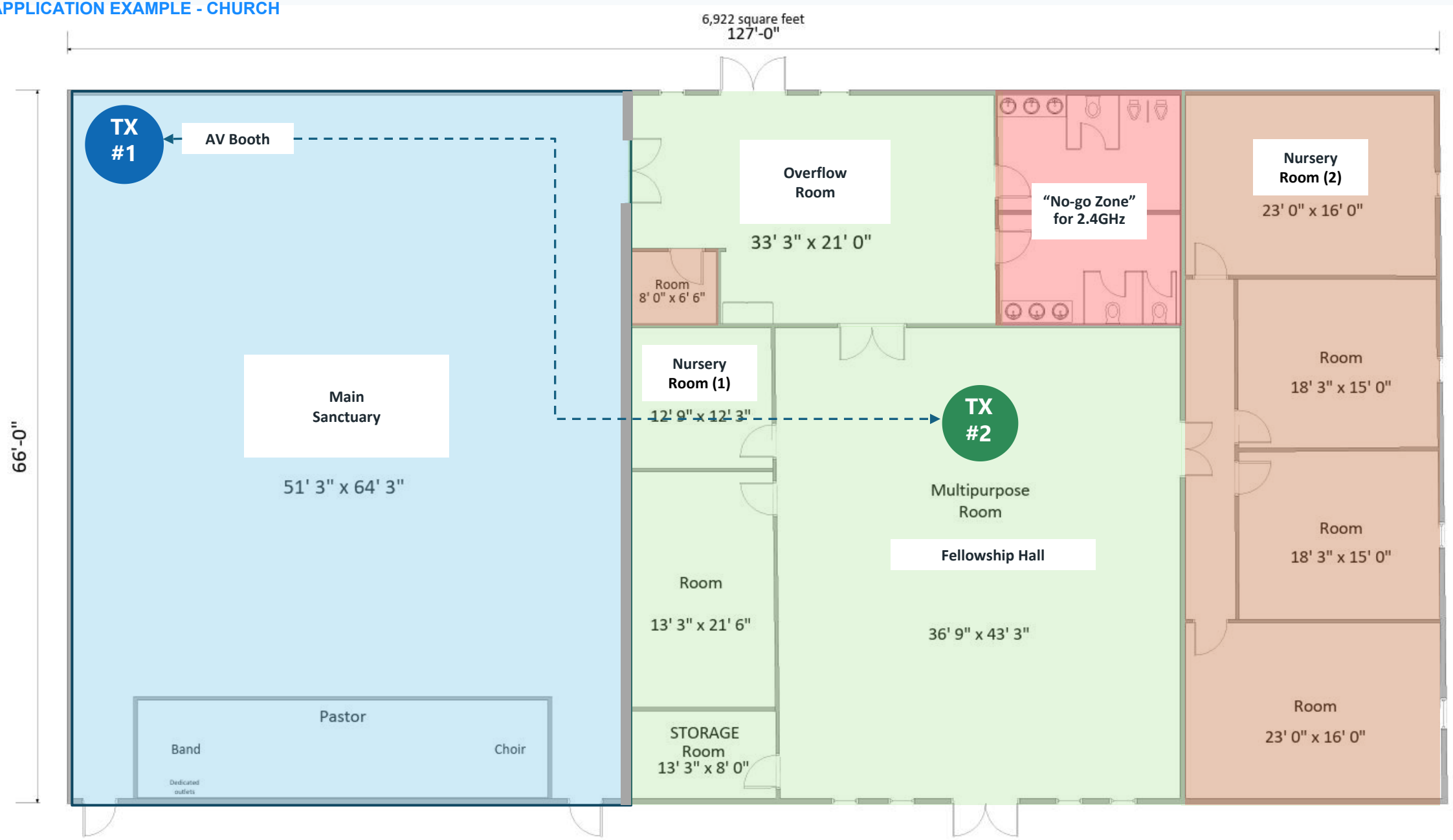
01 **Collect and sanitize**

02 Recharge and inventory

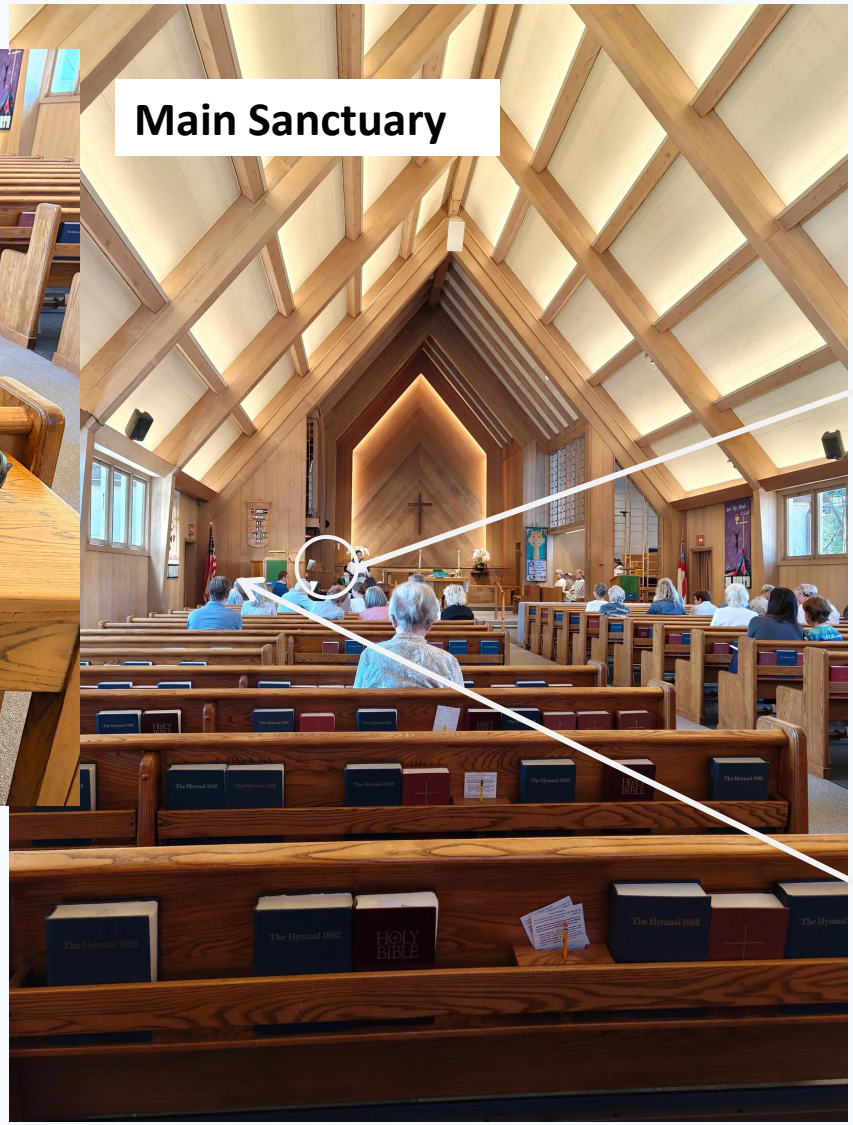
03 Review failures

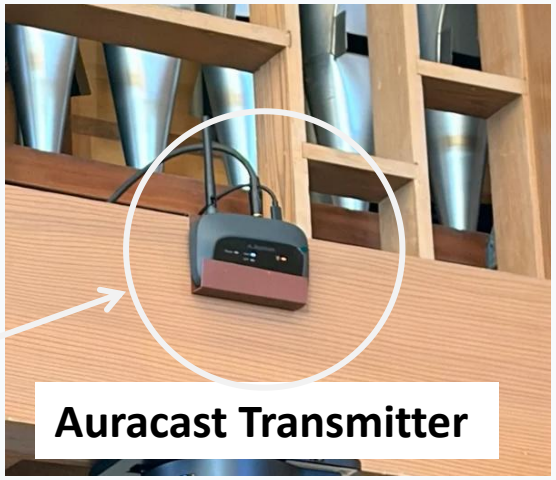
04 Repair or swap before next use

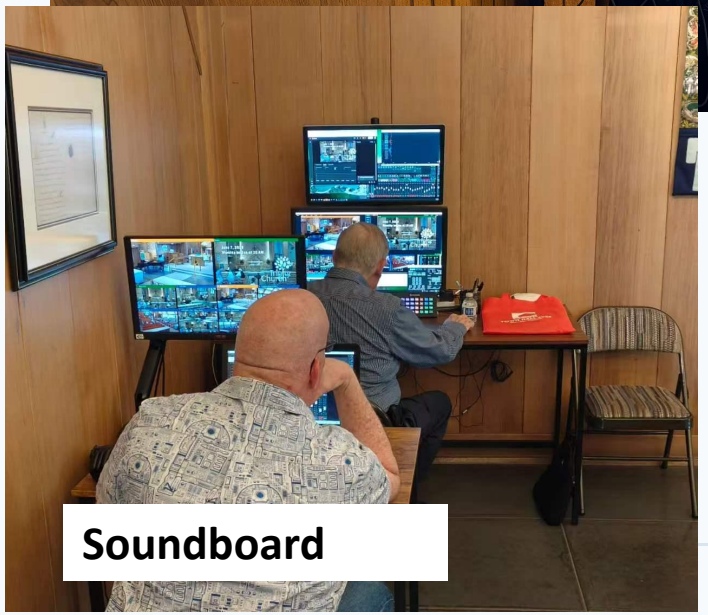
One named owner maintains the checklist, receiver inventory and repair or replacement process.


6,922 square feet
127'-0"
66'-0"
TX #1
AV Booth
Main Sanctuary
51' 3" x 64' 3"
Pastor
Band
Choir
Dedicated outlets
Overflow Room
33' 3" x 21' 0"
Room
8' 0" x 6' 6"
"No-go Zone" for 2.4GHz
Nursery Room (2)
23' 0" x 16' 0"
Nursery Room (1)
12' 9" x 12' 3"
TX #2
Multipurpose Room
Fellowship Hall
36' 9" x 43' 3"
Room
13' 3" x 21' 6"
STORAGE Room
13' 3" x 8' 0"
Room
18' 3" x 15' 0"
Room
18' 3" x 15' 0"
Room
23' 0" x 16' 0"


Welcome desk w/ Auracast receivers


Main Sanctuary


Auracast Transmitter


Soundboard


There seems to be something wrong with this sound system
... And also with you...
Mixer Behringer X32

Equipment for different listener needs



Standalone receiver options

AuraClip: wired headphones
AuraView: channel selection and controls
AuraCoil: built-in telecoil neckloop

Phone and speaker bridges

Aura C: supported phone + listening device
AuraLink: powered speaker line input

Phonak support and product availability

Phonak: current manufacturer support

Phonak documents Auracast Assistant in myPhonak 7.5+ for Audéo E, Audéo E-Sphere or newer supported devices.

Venucast-specific Phonak integration plans are not confirmed here. Check the exact transmitter, hearing-aid model and firmware.

Aura C: published pre-order status

Avantree’s pre-order page lists estimated shipping on 28 October 2026. This is an estimate, not a guaranteed delivery date.

Confirm the exact phone, app and hearing-device combination. AuraCoil is listed for estimated shipping on 30 November 2026.

Aura C is the phone receiver. C82 Aura is a transmitter.

Setup support, replacement and local references

Before purchase and installation

Venucast offers configuration review for audio inputs, venue layout, receiver quantities and compatibility.

Faults and replacement

Published terms include a 2-year replacement warranty for manufacturing defects and setup / troubleshooting support.

Venue continuity

Keep spare receivers and a named support owner. Confirm the applicable warranty, return process and turnaround before purchase.

Central New Jersey references

A central New Jersey reference has not been confirmed. Contact Venucast to request a customer introduction.

Support contact: support@venucast.com

What the venue provides

A listening path for each guest

Direct Auracast where supported. Loan receivers and neckloops or headphones for other listeners.

A tested connection to the mixer

Suitable line-level input, clear broadcast names and coverage checked across the listening areas.

An honest latency and readiness answer

Test the whole path. Verify exact device models and distinguish estimated release dates from availability.

A service people can use

A visible help point, charged receivers, a return process and a named support owner.

Q&A

Questions & Discussion

Verify Auracast Support—Do Not Assume It from “LE Audio”

LE AUDIO

≠

AUTOMATICALLY AURACAST

Verify the complete product experience.

01 **BLUETOOTH LE AUDIO** - *support for LE Audio?*

02 **BROADCAST AUDIO SUPPORT** - *can it receive broadcast audio stream?*

03 **DISCOVERY EXPERIENCE** - *can it discover and select a broadcast?*

04 **SECURITY HANDLING** - *can it handle open and encrypted broadcasts?*

05 **USER INTERFACE** - *does it have a practical joining interface?*

LE Audio is the underlying technology platform; Auracast is a specific broadcast capability built on it