

ListenTALK

APPLICATION GUIDE:
CLEAR & PERSONAL COMMUNICATION

Company Tour



LISTEN
TECHNOLOGIES

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ListenTALK



CLEAR LISTENING

It is crucial for guests to hear clearly so they can engage and interact with other guests and the tour guide.



Corporate facility tours are a great way for companies in all sectors to showcase what they do and the value they provide. Bringing partners and future business relations onsite to talk about strategic partnerships and show them first-hand your production facility is a great way to talk about your products, your production methods and how you can grow their business together. During a tour, the “tour guide” or leader needs to communicate with guests without competing with a noisy environment. It is also important for guests to hear clearly so they can engage and interact with other guests and the tour guide.

Challenges:

- Environments can be noisy and crowded.
- Two or more people make it difficult to hear clearly.
- Social distance requirements or the layout of the facility make it challenging to stand close to the tour guide.
- Some guests might need language interpretation.
- Difficult to communicate privately and confidentially on a busy facility floor.
- Hard to maintain the full attention of guests and hear what is being communicated amongst the group.

Solution

ListenTALK is a collaborative two-way solution for facility tours with clear and engaging audio. ListenTALK is full duplex, encrypted for privacy, and easy to setup and use without specialized technical skills. ListenTALK is ideal for small and large groups and allows companies to share their message concisely and facilitate two-way engagement.



Clear and Personal Communications



Here's How It Works

The ListenTALK system is fully charged in the tray and the headsets are ready to use. Prior to starting, the tour guide simply ensures the red leader clip is on the leader unit and in the leader pocket, then pairs the group by pressing the "pair" button. When linked, the group number will appear on the LED display. Note, guests can also be added to the group using Near Field Communication technology (NFC) by tapping the back of their unit with the leader unit.

Next, the tour guide or leader makes sure every participant gets a transceiver and a lanyard. For an added layer of safety, each guest or participant is provided headphones with audio qualifications specified for their environment. For example, very noisy environments use a closed headphone with noise reduction. In addition, guests can also use their own earbuds/headphones with a built-in mic for quieter environments.

The tour guide has the option to define the level of communication, they can choose between:



Listen-only mode or one-way. The tour guide is setup as the leader and guests are in listen-only mode.



***Two-way communication** between the tour guide and an individual guest to allow them to ask questions.



***Full two-way communication** between the tour guide and the entire group facilitating group discussions.

*When participants want to talk, they simply push the silver TALK button

Simple Workflow

- 1 Before guests arrive, make sure the units are fully charged.
- 2 Setup the group by pairing the units in the tray (the group can also be setup by using NFC).
- 3 The tour guide selects the leader unit and the guests pick up a ListenTALK device and it automatically turns on.
- 4 When setup in two-way mode guests simply push the talk button to ask the tour guide questions or talk to the entire group.
- 5 After the tour, the units are placed in the charger (they will automatically turn off and begin to charge).

Key Technical Data



8 hours of battery life



Encryption for security



Unlimited users per group



Frequency, DECT 1.9 GHz

Equipment List

Quantity	Part Number	Description	Where to Use
1	LA-480	16-unit Charging Station	Administration Office
1	LK-1	ListenTALK Transceiver including rechargeable battery and lanyard	Tour Guide
4	LK-1	ListenTALK Transceiver including rechargeable battery and lanyard	Participants
5	LA-452	Headset*	Tour Guide/Participants

*Or headset suited for the environment, visit <https://www.listentech.com/assistive-listening/listentalk/transceiver-headsets/> for additional headset options.