OneCourt at Gainbridge Fieldhouse: Know Before You Go

OneCourt haptic tablets let fans who are blind or have low vision feel the game in real time, about half a second behind the live action. A vibration follows the ball across a tactile basketball court under your fingers, with short audio updates through headphones. Tablets are free to use at [Team] home games.

Game day details

How do I reserve a OneCourt tablet?

No reservation needed, devices are on a first come first serve bases.

Where do I pick up the OneCourt tablet?

Please visit the Guest Service desk on the Main Concourse outside section 2. It is staffed from when doors open until about 30 minutes after the game. You will receive the tablet in a tote bag with headphones, and you return it to the same location after the game.

What do I need to bring?

A valid photo ID to leave while you have the tablet. It is returned when you bring the tablet back.

When should I arrive?

When doors open before tip-off. We recommend arriving at least 30 minutes early so you have time to pick up the tablet, get to your seat and try the tutorial before the game starts.

Should I bring my own headphones?

We recommend it. Any wired headphones with a 3.5 mm jack work (the standard round plug, not USB-C, Lightning or Bluetooth). Headphones are also provided.

How do I get to the venue?

Find the most convenient path to Gainbridge Fieldhouse by visiting the directions & parking page.

Is there help getting to my seat?

ADA/Wheelchair escorts are provided upon request, please ask any staff to request assistance.

What is the bag policy?

Backpacks, hard-sided bags and any bag larger than **6”x10”x2”** will not be allowed. An exception to this policy will be made for medical equipment that you must always have with you. Bags for these necessary devices should not be larger than necessary to contain the additional medical item/device.

How does it work?

The surface of the tablet is laid out like a basketball court, with a hoop at each end. As the ball moves, you feel a vibration travel across the surface, following the ball in real time and briefly widening on passes. When a shot goes up you feel it where it was taken, then rapid pulses near the basket for a make or a short vibration at the rim for a miss. The ball's vibration blips faster as the shot clock runs down. You also hear short Audio Bites for shots, makes and misses, points, fouls, rebounds, steals, turnovers, timeouts and the start and end of each period. Vibrations start about 5 minutes before tip-off.

The buttons are in the top left corner of the surface: a d-pad (up, down, left and right arrows), volume up and down, a small circular button that opens the main menu, and a larger circular button for a spoken game update.

How do I use it?

The tablet will already be on when you pick it up (power switch on the bottom; switch up is ON).

- Plug your headphones into the round port on the side.
- Press and hold any button to begin.
- The tablet goes into live game mode on its own. If you just want to enjoy the game, you're ready.
- To open the main menu at any time, press the small circular button.
- Use the up and down arrows to move through the menu (live game mode, tutorials, help).
- Press the right arrow to select, and the left arrow to go back.
- In tutorials, listen straight through or skip ahead with the up and down arrows. We recommend starting with **Buttons and Controls**.
- Press the larger circular button at any time to hear the score, quarter, time remaining, whether play is live, and the final score.

Is there audio commentary?

The tablet plays short Audio Bites for key moments, timed with the vibrations. It does not carry the radio or TV broadcast, so you can keep one ear on the arena around you.

What if the tablet isn't working?

1. Check whether play has stopped. Feel center court. A slow pulse means play has stopped (timeouts, between quarters). A faster, softer pulse means live tracking has paused for a moment; it will resume on its own.
2. Press the larger circular button to hear the score and confirm the tablet is live.
3. Open the main menu and confirm live game mode is selected.
4. Make sure the power switch on the bottom is up.
5. **If you restart the tablet, it takes about 2 minutes to come back on.** You will feel a short vibration as it starts up; that's normal.
6. Still not working? Take it back to [pickup location] for help or a replacement.

Is the tablet waterproof?

No. Please keep food and drinks away from it.

More questions

Guest Service Staff or OneCourt at support@onecourt.io.