

How to Connect to Cascadia's MobileConnect Assistive Listening System

In order to complete the steps outlined in the following document:

- You must have access to either an iOS or Android device with the ability to support headphones of your choice.
- You must be attempting to listen to a lecture in one of the rooms equipped with this technology. Not all Cascadia classrooms are equipped with this technology as of September 2021.
- You should ensure that Faculty know that you are using the ALS system so that they know to use the classroom microphone system (either overhead or lavalier/wireless, depending on the room).

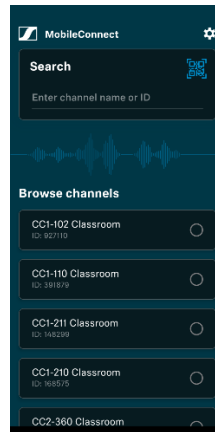
The Help Desk can be contacted by phone at 425-352-8228 (2-8228 from on campus), via chat at support.cascadia.edu or via email at helpdesk@cascadia.edu.

Configuring Your Device to Connect

1. Download and install the MobileConnect App for your device.
 - a. iOS App can be downloaded [here](#).
 - b. Android App can be downloaded [here](#).
 - c. You do not have to agree to data sharing with Sennheiser but you will need to agree to the terms and conditions of the app to proceed.
2. Make sure you are connected to the Cascadia-Guest wireless. You must be connected to Cascadia's wireless network in order to access our classroom lecture streams.
3. Make sure that you have headphones available for use when using this service or have paired your listening device/hearing aid to your mobile device.

Connecting to Cascadia's ALS System

1. Open the MobileConnect App on your device. If you are properly connected to Cascadia's wireless network, you should see a list of rooms where this system is available (screenshot from Android App below). Select the classroom that your lecture is occurring in.



2. Once connected to the room, you can move the ear icon to adjust the sound quality to your needs and liking, you may also use the volume controls on your device (screenshot from Android App below).



3. To easily switch from one room to another, use the down arrow in the upper left corner to select a different room.

If you have any problems, please contact the Information Services Help Desk. Reference what documentation you have tried and provide a synopsis of the issue you are having. You can call the Helpdesk at 425-352-8228 (ext. 2-8228), chat with us at support.cascadia.edu or email us at helpdesk@cascadia.edu.