Quick guide to hearing support at the University of Münster – Sennheiser Mobile Connect

Stand: 02.2026

Installing the Sennheiser Mobile Connect app

The Sennheiser Mobile Connect app is available for iOS and Android operating systems in the respective stores and can be installed from there.
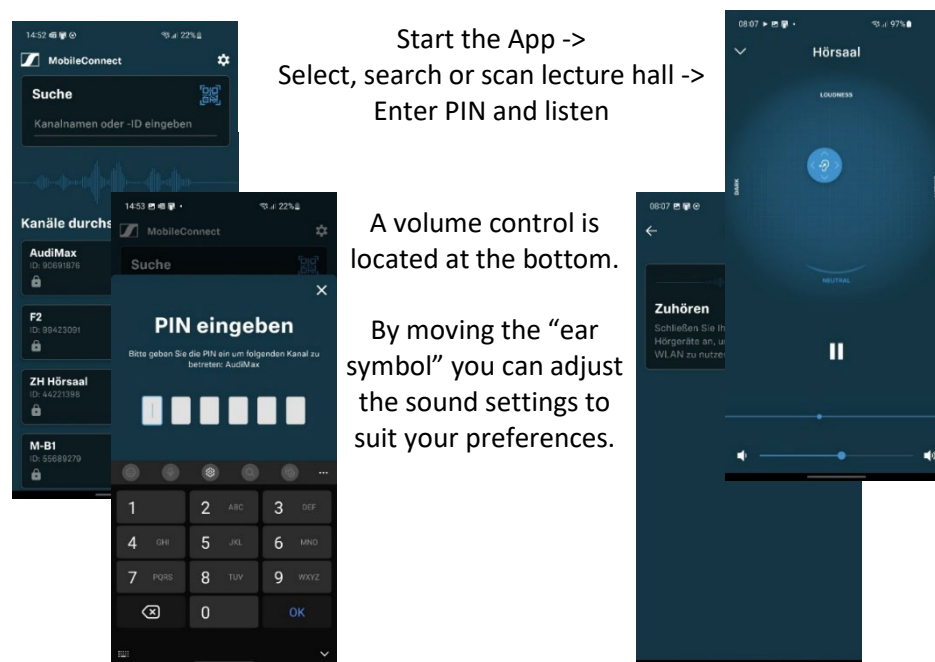

Info:
To use this service, you must be logged into the WIFI "uni-ms" oder "eduroam" with your user ID. Guests require a guest ID which can be requested using the following link:

https://www.uni-muenster.de/IT/services/nutzerverwaltung/kennung.html

How do I connect to the lecture hall audio stream?

Start the App ->
Select, search or scan lecture hall ->
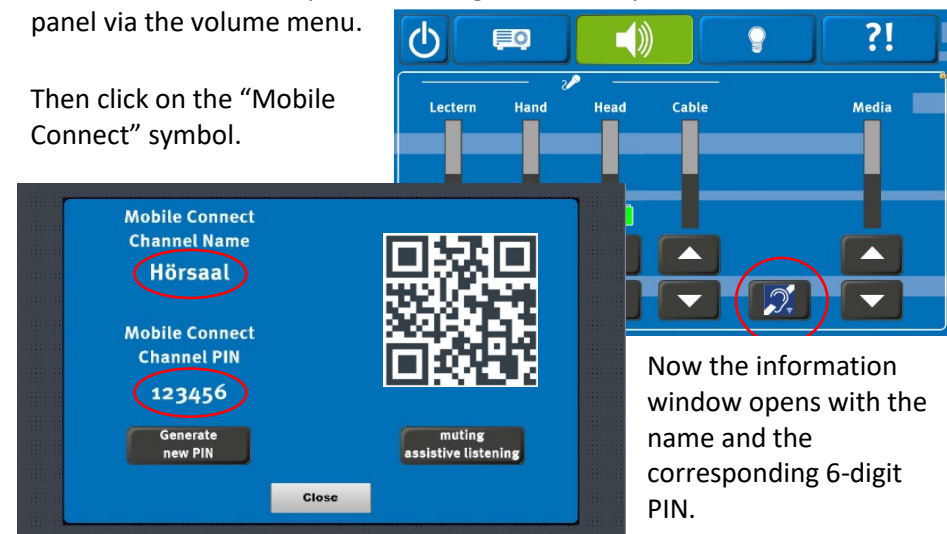Enter PIN and listen

A volume control is located at the bottom.

By moving the "ear symbol" you can adjust the sound settings to suit your preferences.

Where can I find the PIN for the audio stream?

The PIN can be called up after starting the media system on the touch panel via the volume menu.

Then click on the "Mobile Connect" symbol.

Now the information window opens with the name and the corresponding 6-digit PIN.

From 2025, a QR code will also be available for the Sennheiser Mobile Connect app.

Info:
After switching off or restarting the media system, the PIN for the audio stream is automatically regenerated.
All participants in the audio stream are then automatically disconnected.
Detailed instructions and a list of rooms equipped with this technology can be found at:
https://www.uni-muenster.de/studium/hilfeundberatung/studiummitbeeintraechtigung/barrierefreiheit.html

If you have any questions or problems, please feel free to contact us

Use the QR code or the following link
uni.ms/medientechnik

Or send an email to
avm@uni-muenster.de

In urgent cases, our hotline colleagues are also available for you, reachable at the following number
(0251) 83 - 3 11 11