

Phonak Roger Training Agenda

(Please hand to your trainer on the day)

Name:

- Introduction to the Phonak Roger
 - ☐ Explain every part in the parcel (name and what each does)
 - ☐ Microphone Location
 - ☐ Go through the different lights on the transmitters and meaning
 - ☐ Buttons and button layouts
- Basic Operations
 - ☐ Charging the Roger transmitter(s) (non USB)
 - ☐ Powering on and off (Customer to demonstrate)
 - ☐ Ranges from receivers to transmitter(s) and what happens when going out of range
- Connection and Pairing
 - ☐ Configuring of hearing aids (try both Roger programs and explanation of each)
 - ☐ Using Roger receivers (customer to attach)
 - ☐ Pairing Roger to audio devices
 - ☐ Using the buttons on the transmitters to pair
- Additional Functions
 - ☐ Muting Roger
 - ☐ Manually changing Mic Modes (For Pen, and if Select show Mic segments)
 - Automatic Mode
 - Manual Mode
 - Lanyard Mode
 - ☐ Using additional transmitters in a network (if appropriate)
 - ☐ Delete pairings / re-pair (customer to demonstrate)
 - ☐ Reboot of transmitter(s) (customer to demonstrate)
- Ancillary Devices
 - ☐ Using with telephony (ensure the customer is able to connect it independently)
 - ☐ Test call for landline and mobile phone
 - ☐ Connection to multimedia devices (3.5mm jack to micro USB, 3.5mm to 3.5mm etc)
 - ☐ Bluetooth Overview
 - Limitations of Bluetooth discussed with the customer
 - Demonstrate Bluetooth (customer to demonstrate)
 - How to delete / turn off Bluetooth / delete Bluetooth
 - Ranges between Bluetooth (3m/10ft)
 - ☐ Using lanyard / lapel clip
- **Troubleshooting** – please leave a Troubleshooting guide with the customer.
- Talk through how to troubleshoot when one side not working etc
- Notes

Customer Name _____ Trainer Name _____ Date _____

Customer Signature _____ Trainer Signature _____