

Phonak Roger Troubleshooting Guide

If your transmitter (Roger Select, Pen, Clip-on Mic, Table Mic etc) is not streaming to your hearing instruments, please email us with what the indicator light is doing, both switched on and switched off. This helps us a great deal to troubleshoot. Is it flashing or a solid colour, or different colours? For example if it is flashing blue it means the Bluetooth is switched on and needs turning off.

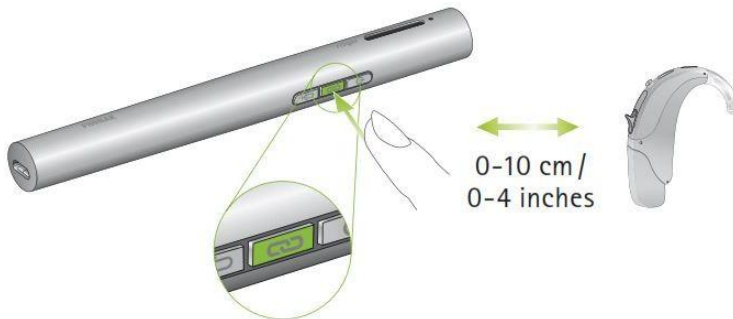
N.B. Before attempting any troubleshooting we recommend your equipment is charged for at least half an hour (an hour is better) with the instruction manual to hand, and that you have fresh batteries in your hearing instrument.

If both your transmitter(s) and receiver(s) are powered up and you rub the microphone port on the transmitter with your finger you should hear a noisy rubbing sound in your ears. If you do not hear the noisy rub in your ears try pairing the transmitter to the receivers as below.

One of your hearing aids not receiving sound from Roger?

If you have two hearing aids but can hear the rubbing of the microphone in only one ear, this suggests it could be a hearing aid, hearing aid battery, audio shoe, or Roger receiver issue. Remove the DAI shoe and Roger X receiver (or integrated receiver if that is what you have) from side A and put it on side B, also vice versa remove side B and put on side A. Please note if you see a silver cube on the very end it is a Roger X receiver. The part in between the hearing aid and the Roger X is the direct audio input shoe. If you have an integrated receiver (shoe and receiver all in one) move the whole receiver to the other side. Does the issue transfer?

Both of your hearing aids are not receiving sound from Roger?



Press and hold the 'Connect' button (a button with a link icon) on the transmitter and hold it close to the receiver (within 10cm / 4 inch). After a couple of seconds the light on the transmitter will go a quick blue and then turn solid green for a couple of seconds before returning to a slow flashing green light. Repeat for each receiver you wish to pair. If the transmitter does not pair it will flash blue then red. If this happens it is most likely to be an audio shoe, hearing aid, or receiver issue (in that order), rather than the transmitter, especially if before trying to pair the transmitter is flashing intermittent green. If you are

pairing multiple transmitters it is important only one transmitter is switched on at the time of pairing.

Also see this playlist for a series of Roger transmitter 'how to' videos - <https://goo.gl/5hSe4T>

If the transmitter will not pair to a receiver-

- Is the battery drawer fully closed on the hearing aid, no gap left and clicked shut fully?
- Has the strip been removed off the gold contacts on the hearing aid(s)? (this is more appropriate to Phonak hearing aids) - if unsure contact your audiologist or send us a photo
- Have you recently been to audiology, have they made any changes you are aware of?
- Are the gold contacts on the hearing aid clean?
- Does the hearing aid battery need replacing?
- Have the hearing aids been tweaked exactly as we asked (we included some instructions in your parcel for your audiologist). Were these changes "saved" on the PC hearing aid fitting software? This technology is pretty new and some NHS audiologists are unfamiliar with Phonak Roger equipment.

Sometimes a strong Bluetooth or wifi connection in close proximity to the transmitter and receivers you are trying to pair will interfere with the pairing process; try moving away from any sources that might be causing the problem, such as a Bluetooth, mobile phone or wifi router when you are trying to pair a transmitter to a receiver.

I charged my Roger transmitter yesterday / a few days ago and came to use it today, how come it isn't working?

It is quite easy to think you have turned your transmitter off and not realise that you have muted it instead, or that it actually isn't turned off at all and still actively working and discharging its internal battery. We recommend regardless on the day of use to put the transmitter on charge first thing and ensure a full charge for the transmitter to be there for you when you need it!

N.B. charging your transmitter from the USB port of a computer is not advised, sometimes it works depending on the drivers on your computer, but the best charge and most robust way to charge your transmitter is via a standard 3 pin wall socket (not a trailing socket). The transmitter can be charged either by inserting it into a docking station (if supplied) or plugging the provided charging cable directly into the device. Also if the Bluetooth is not switched off when you are not using it then this will drain your battery quickly. See further below how to switch Bluetooth off.

How do I delete the pairings of the receivers and any secondary transmitters that are paired to my Roger transmitter?

To unpair all transmitters and receivers from your transmitter press and keep holding the 'Connect' button for around 8-10 seconds until after the light turns solid green, (initially the transmitter will show the lights as if it is pairing again but keep your finger on the connect button for 8-10 secs and it will de-pair) - all transmitters and receivers paired to it will be disconnected. Make sure you re-pair once you have done this! Unpair one transmitter at a time, leaving the others turned off.

I am having problems with some features using Bluetooth with my Roger transmitter.

Bluetooth standards are notoriously variable from phone to phone and not all features will work with all mobile phones. Try pairing the transmitter with other mobile phones and see if the issue persists. We actually recommend using the short micro USB audio cable for mobile phone use as it is more reliable and does not drain the battery of the mobile phone or transmitter compared to using Bluetooth. If you do use Bluetooth for mobile calls please note the Bluetooth needs to be turned off when you no longer need it, Bluetooth will drain your transmitter faster and you will have a couple of hours less use out of it on a full charge.

I want to pair my mobile phone to my Roger transmitter by Bluetooth.

Press and hold the 'Accept' button on the Pen transmitter or the Bluetooth button on the Select transmitter until it starts flashing rapidly blue. It is in pairing mode. Go into your phone menu and Bluetooth settings, search for the transmitter, select it and accept the pairing. You can pair to multiple mobile phones but the transmitter remembers the pairings on the last two you connect to. Probably easier to pair to one mobile at a time and delete and re-pair as required!

I want to delete all Bluetooth pairings with my Roger transmitter.

To delete a Bluetooth pairing, go into the Bluetooth menu on the mobile phone you want to delete and select "forget device" or "unpair". To delete all Bluetooth pairings from the Roger Pen, press and hold the Accept, Decline and Connect button on the Pen for about 10 seconds. To delete all Bluetooth pairings from the Roger Select, press and hold the Bluetooth button on the underside of the device for about 10 seconds. When the indicator light turns orange pairings are deleted. Please then turn your transmitter off then back on again. If your transmitter is **flashing blue** and not transmitting, then the Bluetooth may need deleting - see below. If the transmitter is switched off and still flashing Blue the Bluetooth needs switching off or deleting.

How do I switch on / off the Bluetooth facility on the Roger transmitter?

To enable Bluetooth on the Roger transmitter, press and hold the Accept phone button (Pen) or Bluetooth button (Select) for a couple of seconds until you see a blue light. To disable Bluetooth press and hold the Decline phone button (Pen) or Bluetooth button (Select) until the indicator light goes solid blue then fades off. Bluetooth can take some managing, eg turning the Bluetooth on/off so we recommend the short Micro USB audio cable where possible.

When using Bluetooth with my Roger transmitter the battery is not lasting as long as expected.

Using Bluetooth with your Roger transmitter will deplete its battery far more quickly than if not using Bluetooth. We recommend turning off Bluetooth on the Roger transmitter when not required and even better using the micro USB cable as recommended above.

When I switch my Roger transmitter off the indicator light is still flashing blue.

You need to turn off the Bluetooth on the Roger transmitter before switching it off, otherwise it will still be connected via Bluetooth and actively draining the battery. It may also mean your transmitter is not able to stream to your hearing aids for normal use (conversation, meetings, landline phone use etc) Please note – Bluetooth takes priority so may interrupt streaming for landline calls and conversation.

My equipment is misbehaving, I want to re-boot my transmitter.

Roger Pen = press on/off, microphone, accept and decline call buttons all at the same time and hold for about 10 seconds.
Roger Select, Table Mic, Clip-on Mic = press the on/off and the connect buttons at the same time and hold for about 10 seconds.
Roger Inspiro = press the four side buttons simultaneously and hold for 10 seconds.
Roger Touchscreen Mic = press and hold on/off and mute buttons simultaneously for at about 10 seconds.
Then switch off the transmitter and switch it back on again.

I'm using a Roger Mylink and audio is very quiet.

Try altering the volume control situated at the side of the device. There is a '+' and a '-' button down the side for you to make adjustments, you may have accidentally turned the device too low. Is the volume on your hearing aids turned down, or does one of your hearing aids need a new battery?

I can't work out how to set up my telephone adapter.

We have a useful online guide at <https://www.fmhearingsystems.co.uk/roger-and-telephony/> but if you are still unsure then please contact us at help@fmhearingsystems.co.uk.

When not taking a phone call the transmitter needs to be removed from the docking station as the Pen thinks you want to listen to the phone only and not surrounding sound.

When I use the Roger transmitter for my phone it is quiet

- Can the phone volume be turned up?
- Can the hearing aid volume be turned up (if this volume feature has not been set up on your hearing aids could it be enabled)
- Instead of being on DAI/M (half hearing aid mic and half transmitter) some people need to be on DAI only (100% transmitter) especially in noisy environments with a great deal of background noise. If DAI Only is not set up please speak to your audiologist as most hearing aids are able to have both DAI/M and DAI Only programs on their hearing aids
- The gain (or volume) on the DAI program(s) may need lifting by your audiologist, please speak to us directly about this

My hearing aid(s) keep cutting out when I use the phone

- Has Easy FM been enabled on your hearing aid(s) instead of manual DAI/M and DAI Only, please speak to your audiologist. Easy FM needs disabling ideally.
- Has “AutoPhone” feature been enabled on your hearing aids, if so this needs cancelling on your hearing aid(s), please speak with your audiologist
- If you have intermittent streaming when using the phone the transmitter may be going to sleep when charging and not on a call. Please remove the charging cable from the back of the docking station. We do not recommend long charges. Often a 30 minute charge each morning is enough for the day if used intermittently but a full charge takes an hour or so. Every 2 weeks please leave your transmitter on over the weekend and fully drain the battery, then re-charge.

The transmitting range of the equipment is limited.

With Roger transmitters the antenna is internal with a transmitting distance of 20 metres in free field optimal conditions (in practice less with obstructions). This means 20 metres from your receiver to the transmitter. In other situations it will be less, especially in older building with thick internal walls. The Phonak Roger Table Mic is for larger groups, and its range is up to 30 metres.

I have attached an audio cable and when I removed it the transmitter has stopped working.

With Roger Pen / Clip-on Mic simply lift the Pen / Clip on Mic out of the docking station and place it back in for an immediate switch to microphone mode. With Roger Select tap the centre touch key of the device.

Phonak Roger ‘How to’ Online Video Collection

For a comprehensive collection of Phonak Roger help videos follow this link; <https://goo.gl/55T2pv>

I still can't work out how to resolve my problem!

We have access to PDF versions of all the Phonak Roger user booklets (with comprehensive troubleshooting tips towards the end of the booklets). If you would like an electronic copy of a user booklet for a particular Phonak Roger product just email us your requirements.

Gill, Shaun, Paul at help@fmhearingsystems.co.uk