Roger On™

User Guide

roger

A Sonova brand

PHONAK
life is on

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This user guide is valid for:

Roger On	CE mark applied 2021
Roger On iN	CE mark applied 2021

1. Welcome

Your Roger On has been developed by Phonak – the world leader in hearing solutions based in Zurich, Switzerland.

This premium product is the result of decades of research and expertise and is designed to keep you connected to the beauty of sound! We thank you for making such a great choice and wish you many years of listening pleasure.

Please read the User Guide carefully to make sure that you understand and get the best out of your Roger On. For more information regarding features, benefits, setup, use and maintenance or repairs of your Roger On and accessories – contact your hearing care professional or manufacturer representative.

For any information regarding the repair service of the Roger On or accessories please contact the hearing care professional.

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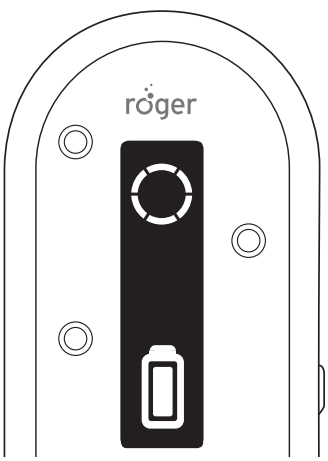
www.phonak.com

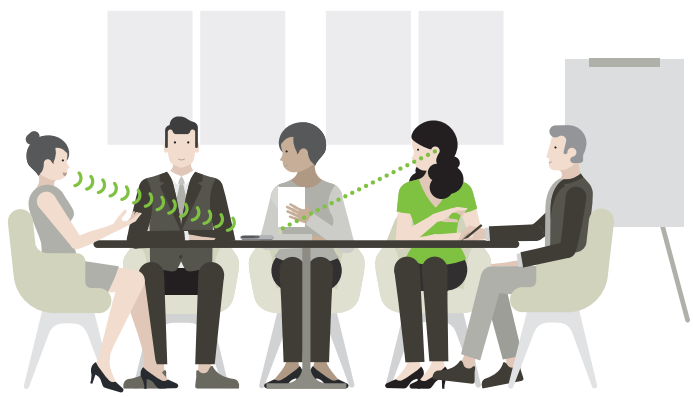
2. Getting to know your Roger On

Roger On picks-up the voice of a speaker and sends it wirelessly directly to your ears. There are four main use cases for your Roger On:

On a table: Place Roger On in the center of the table and hear the people sitting around it.

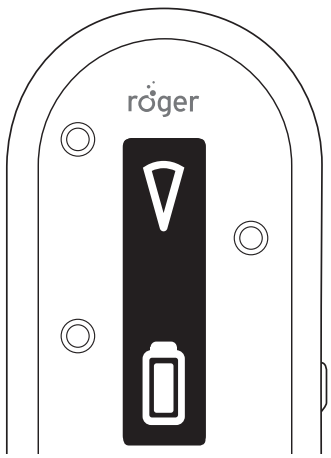


Restaurant

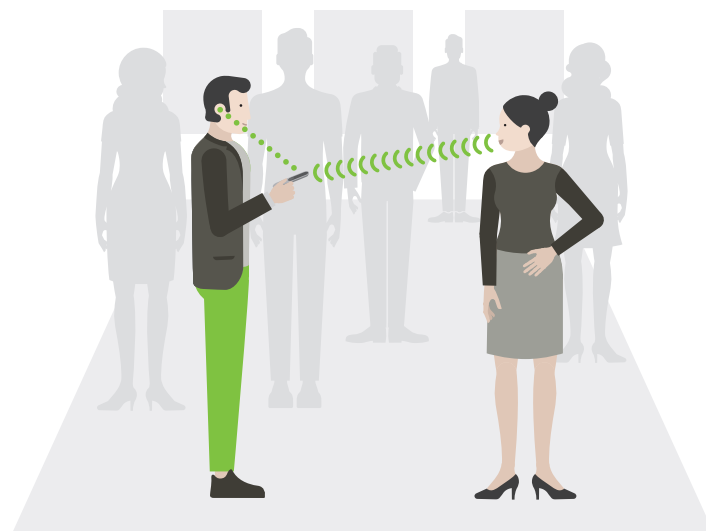


Meeting

Pointing: Hold Roger On in the direction of the person you want to hear.

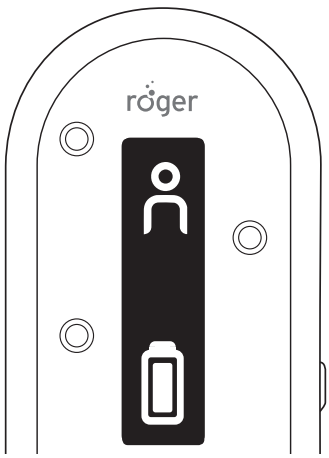


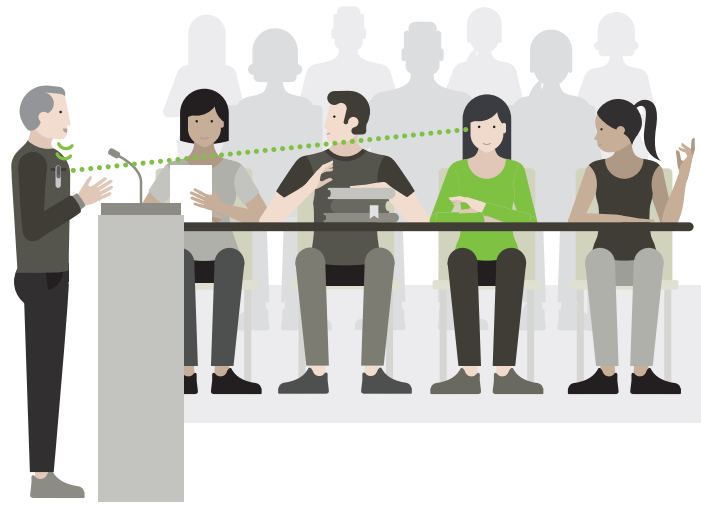
Party



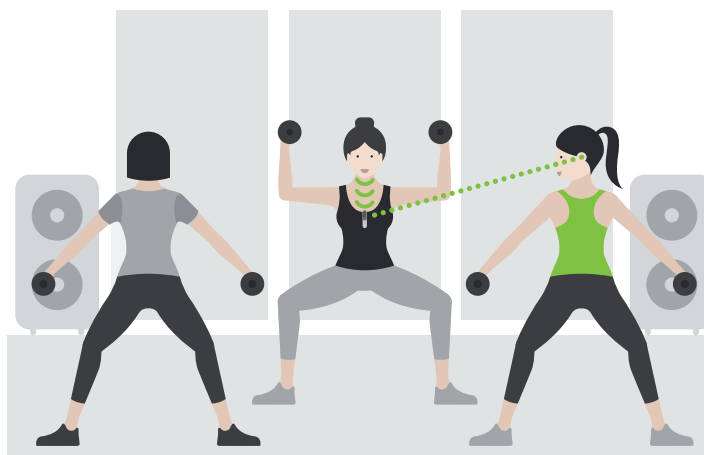
Face to face

Presenter: Clip or hang Roger On near the mouth of a distant talker and hear them better.



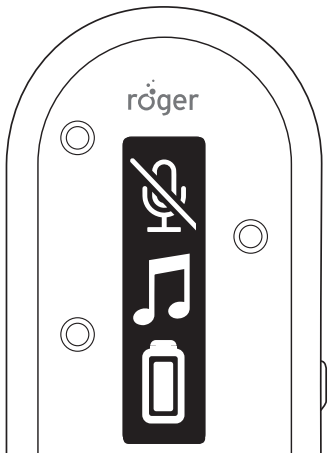


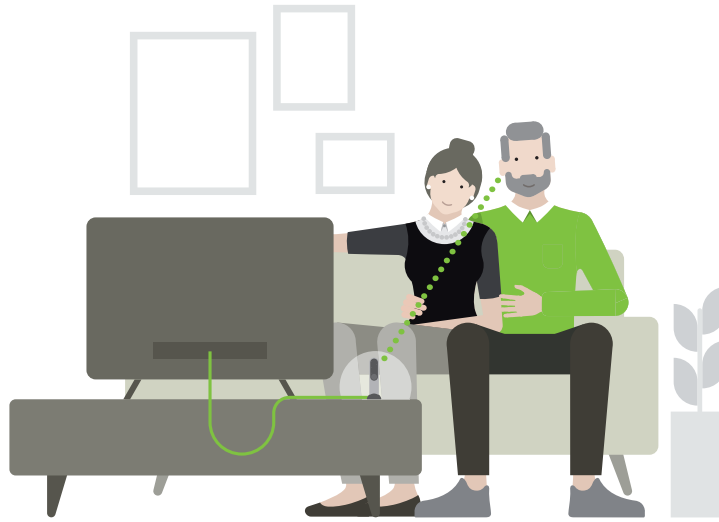
Speech/lecture



Fitness class

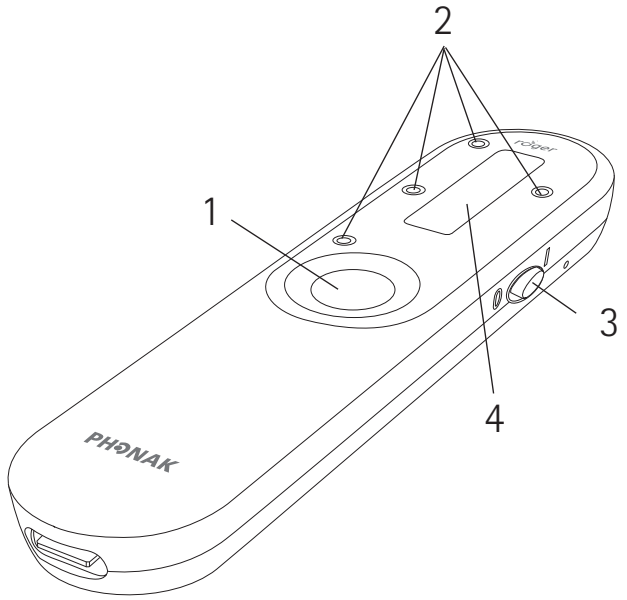
TV/Multimedia: Stream the sound from your TV or another audio source directly into your ears.



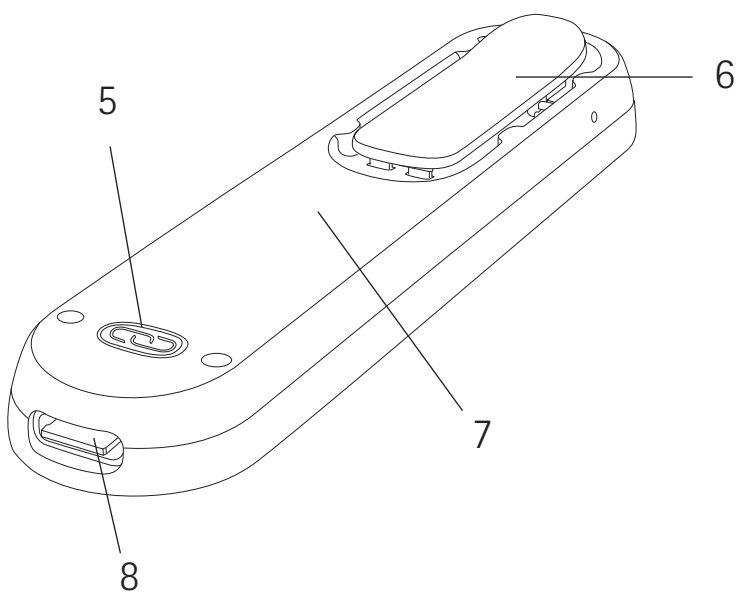


Watching TV

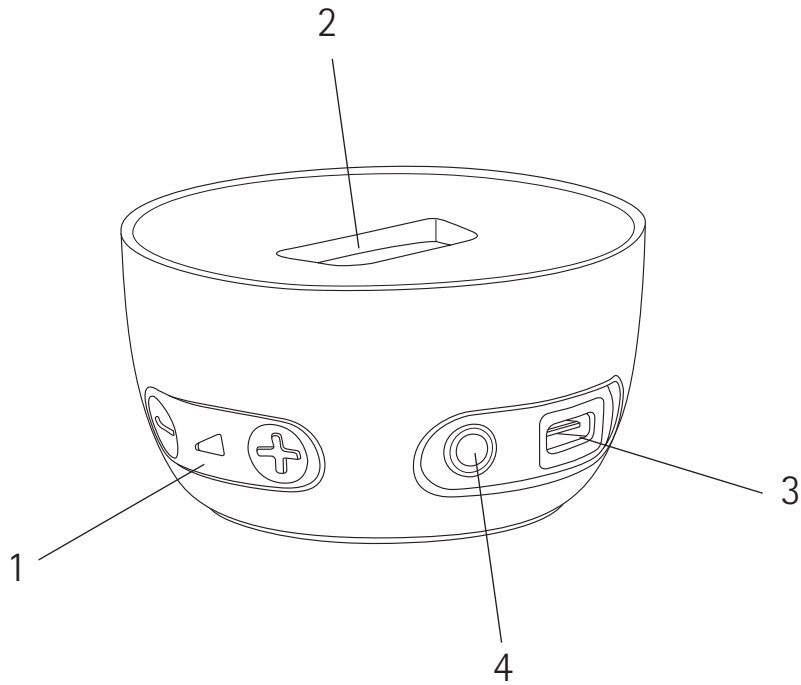
2.1 Device description



1 Function button
2 4 microphones
3 Power slider
4 Display
5 Connect button
6 Clip
7 Battery inside
8 USB C connector

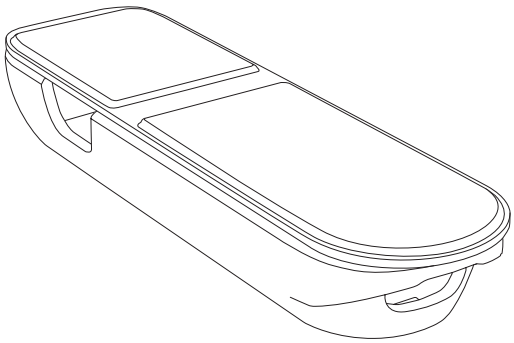


2.2 Docking station

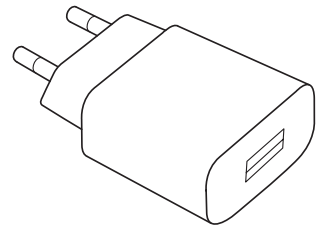


1 Audio input volume control
2 Slot for Roger On
3 USB C connector
4 3.5 mm analog and optical digital (Toslink) audio input

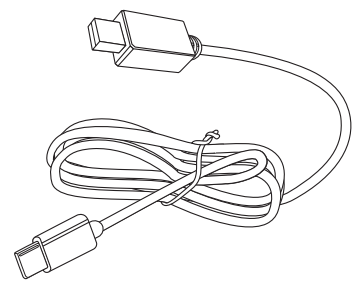
2.3 Accessories



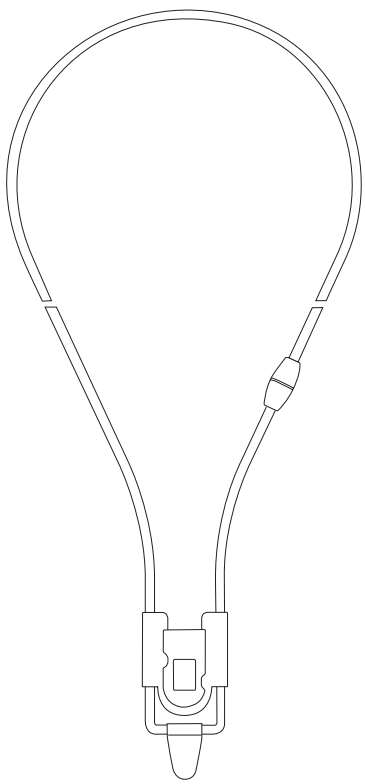
Case



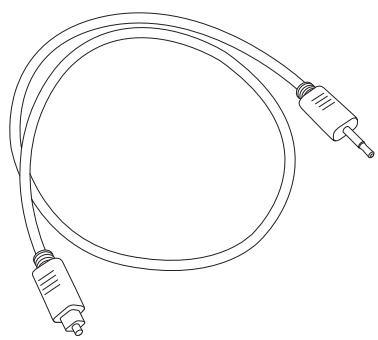
Power supply



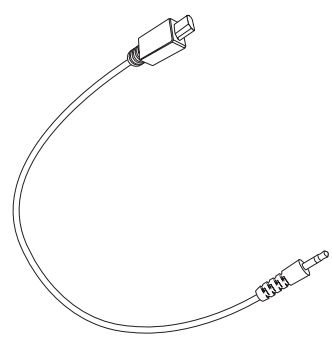
Charging cable



Lanyard

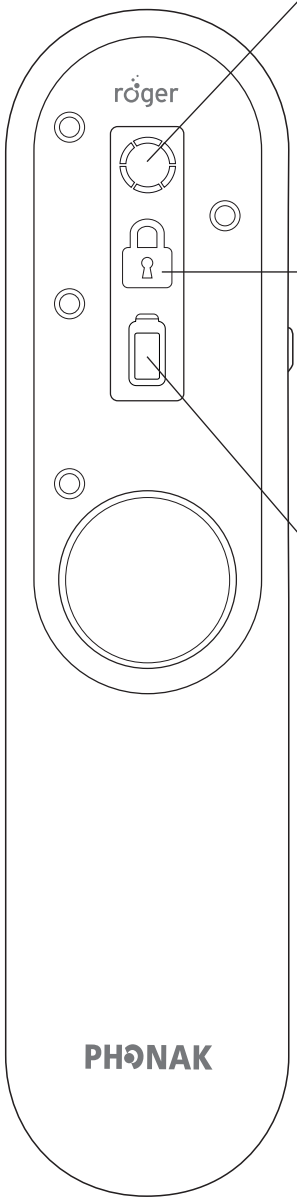


TV cable



Analog
audio cable

2.4 Display



Microphone mode

Table

Pointing

Presenter

Mute

Device status

Automatic

Locked

Audio input

Battery status

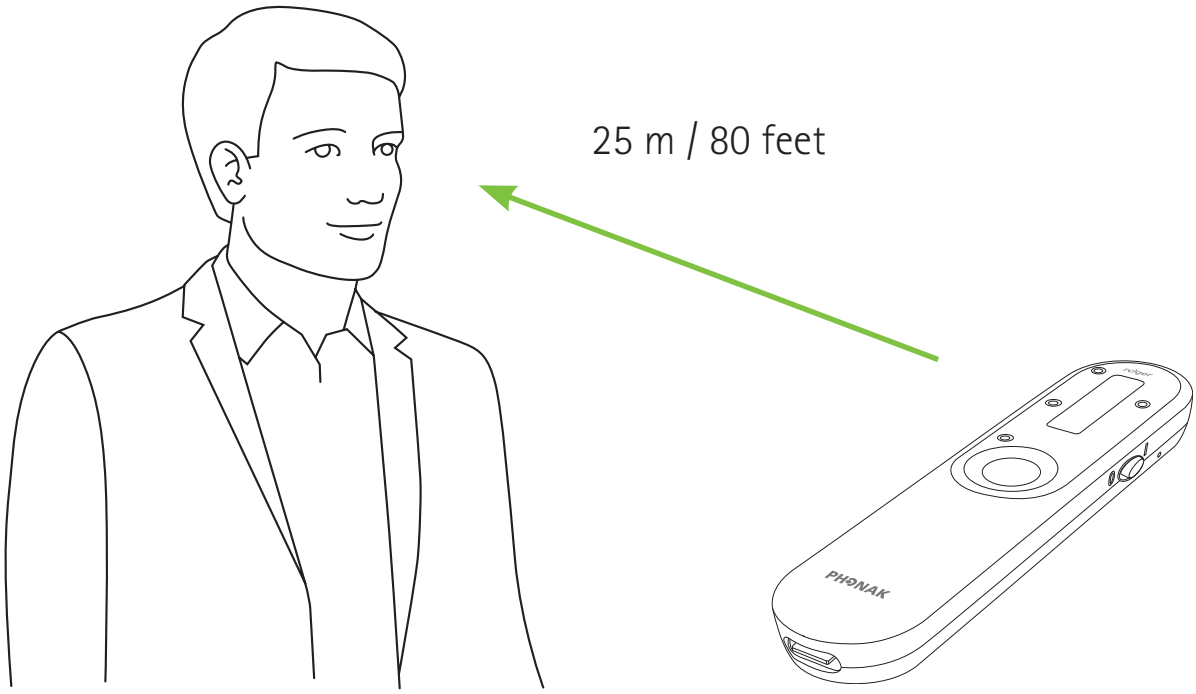
Full ~8h

Mid ~4h

Empty
Recharge!

2.5 Technical data

Range:
You can place your Roger On up to 25 meters / 80 feet away from you. Note that objects including walls may reduce this distance. The furthest range is possible when you can see your Roger On (i.e. line of sight).



Battery lifetime:
A fully charged battery typically last for 8 hours of streaming.

3. Charging your Roger microphone

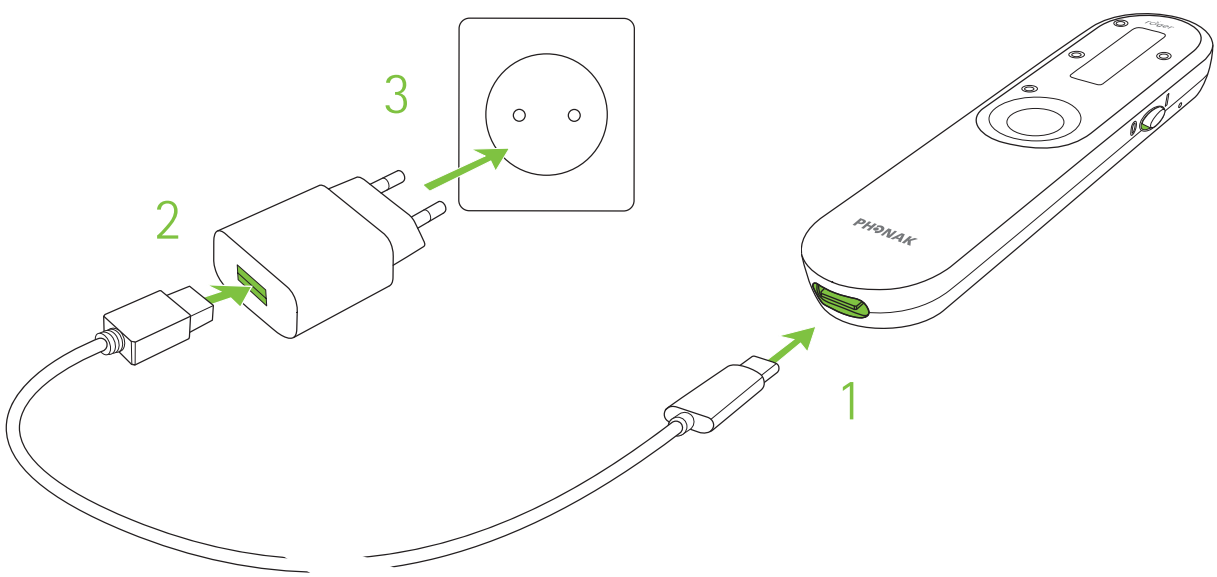
There are three ways to charge your Roger microphone:

A) Using external power supply

1. Plug the smaller end (USB C) of the charging cable into your Roger microphone.

2. Plug the larger end (USB A) of the cable into the external power supply.

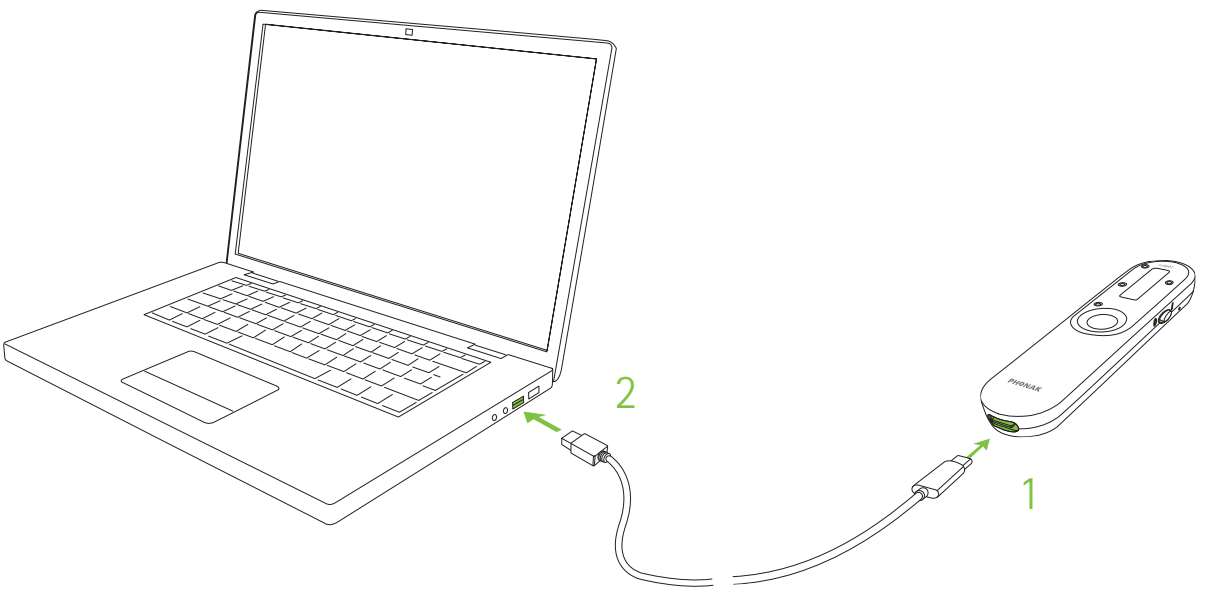
3. Plug the external power supply into a wall outlet.



B) From computer or tablet

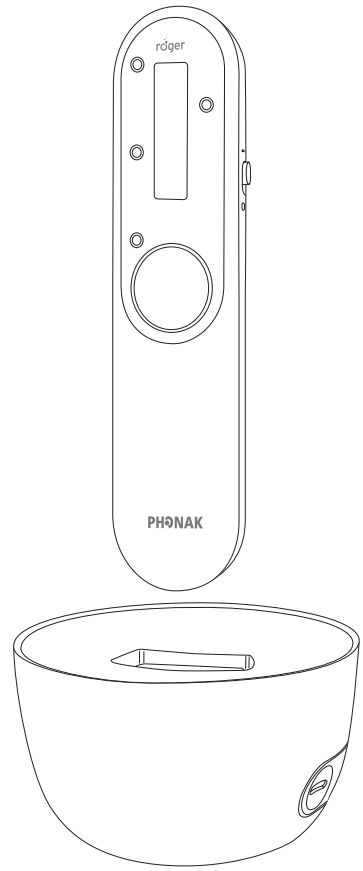
1. Plug the smaller end (USB C) of the charging cable into your Roger On.

2. Plug the larger end (USB A) of the cable into the USB port on your computer and switch your computer on.



C) Via docking station

Slot the Roger On into the docking station.



ⓘ Please read chapter 7.1 to set up the docking station.

Charging information

While charging, the battery icon will be moving.

When the battery is fully charged, the battery icon will stop moving and will show a fully charged battery. After 15 minutes, the display turns black.

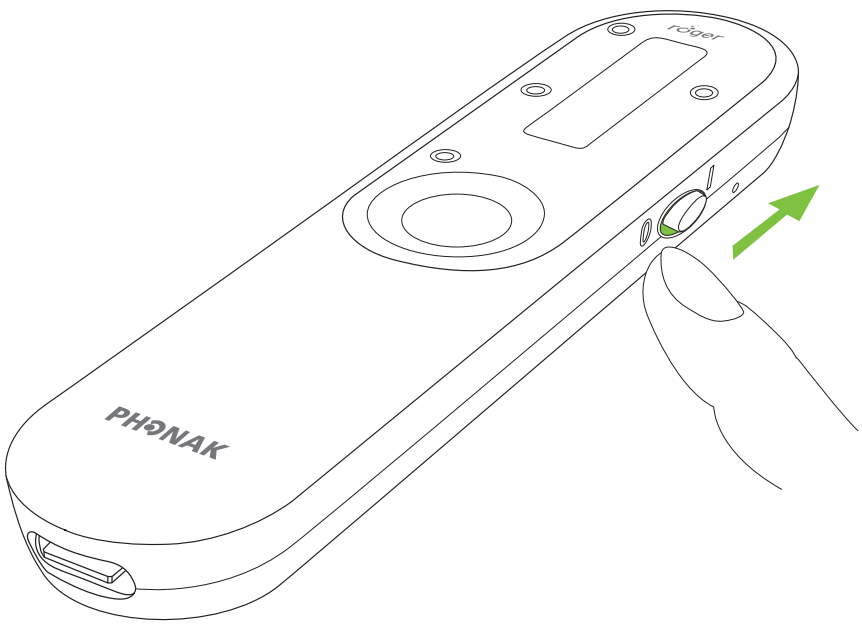
With the supplied charger, Roger On is:

- 80% charged after 1 hour
- 100% charged after 3 hours

4. Using your Roger On

4.1 Switching on your Roger On

Move the on/ off switch to the on position. After a short start-up animation, your Roger On will be ready to use.



ⓘ If you see a crossed chain icon on the screen, please first connect your Roger On with your hearing aid(s) or Roger receiver as described in chapter 10.

4.2 General use

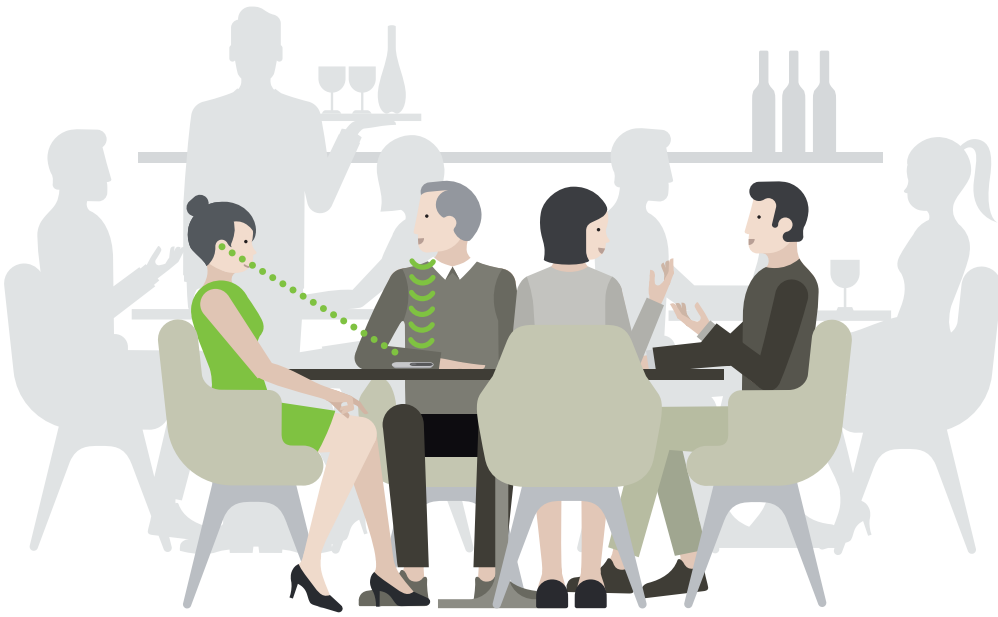
Roger On is a versatile, intelligent product. It detects which situation you are in and adapts its microphone settings automatically.

ⓘ For best speech understanding, always bring your Roger microphone as close to the conversation partner(s) as possible.

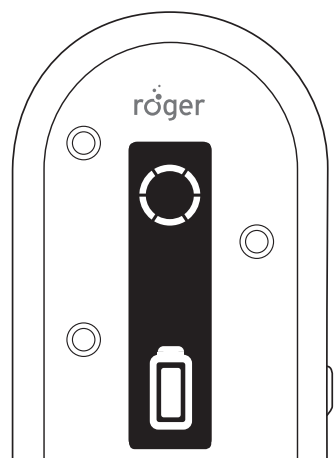
ⓘ Adjust the length of the lanyard so that the Roger On is within 20 cm / 8 inches to the mouth of the talker.

4.3 Using on a table

Place your Roger On in the middle of the table to listen to a group of people.



The microphone will pick up everyone around the table, this is indicated by a circle on the display.

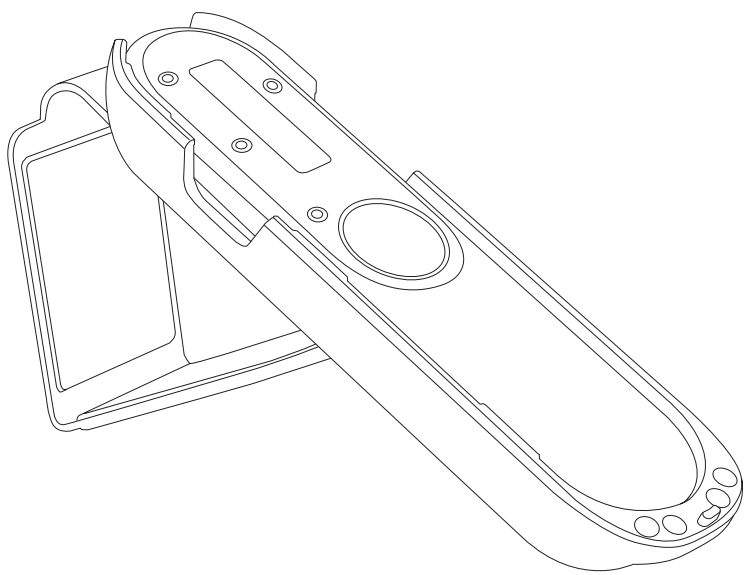


Using the app to steer the beam

The myRogerMic app lets you steer the direction of the beam to focus on one or several specific talker(s). Please see chapter 9 on how to download the app.

Using the stand function of the case

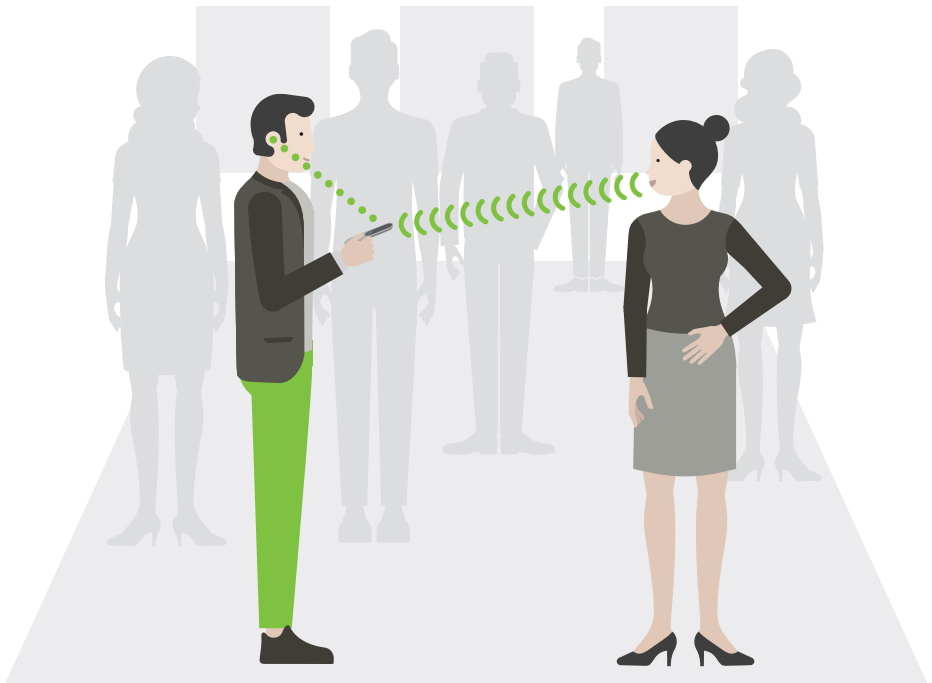
When you want to focus on a single person in front of you, you may insert the Roger On in the case and tilt it up using the stand function.



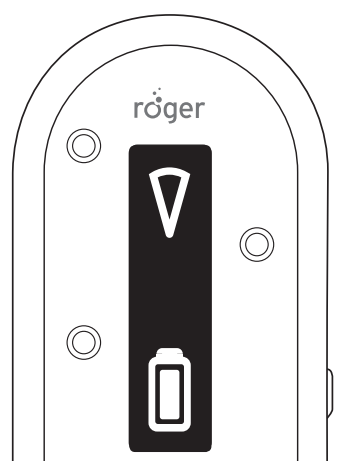
When using the stand, the microphone automatically goes into pointing mode.

4.4 Using in loud noise

Hold Roger On in your hand and point it towards the person you want to hear.

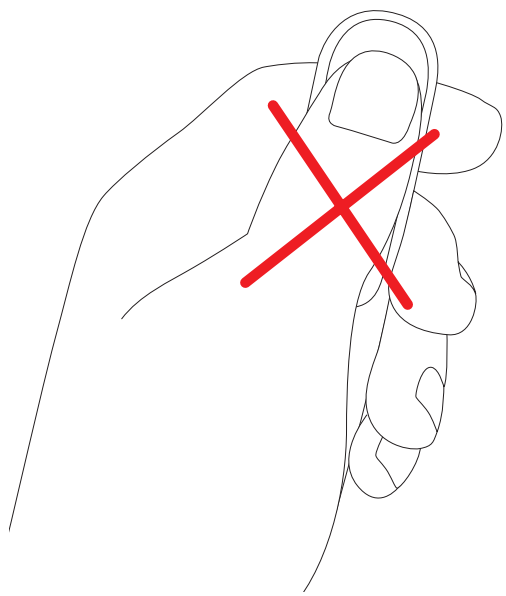


The microphone will automatically activate a narrow beam and picks up the voice of the person you are pointing at. This is indicated by a triangle on the display.



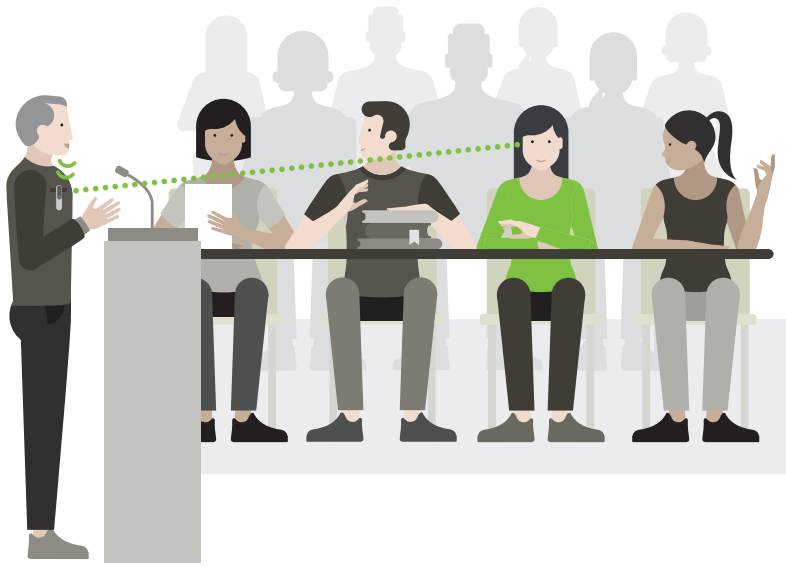
ⓘ Make sure your Roger On is pointing straight at the mouth of the talker.

ⓘ When holding Roger On in the hand, avoid covering the microphone openings.

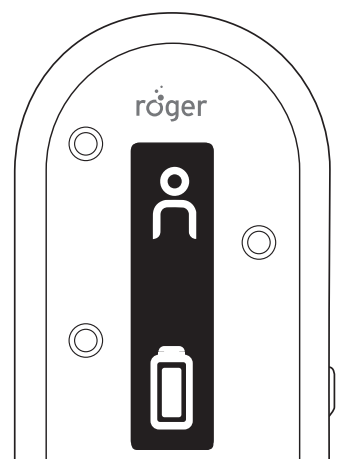


4.5 Listening to a distant talker

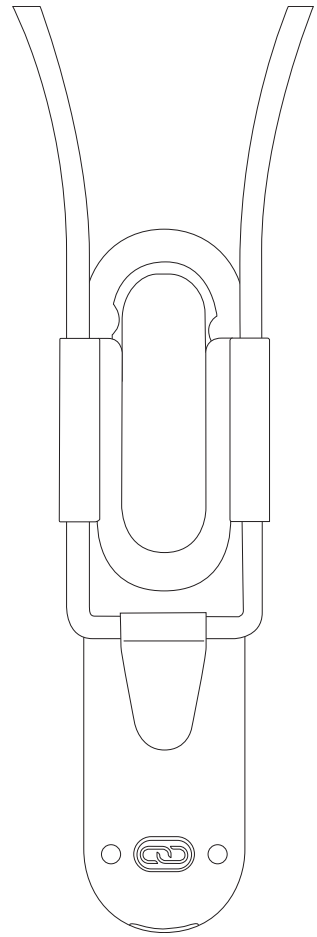
Clip Roger On on the lapel of a distant talker to hear them better.



The microphone will pick up only the person wearing the microphone; this is indicated by a person icon on the display.

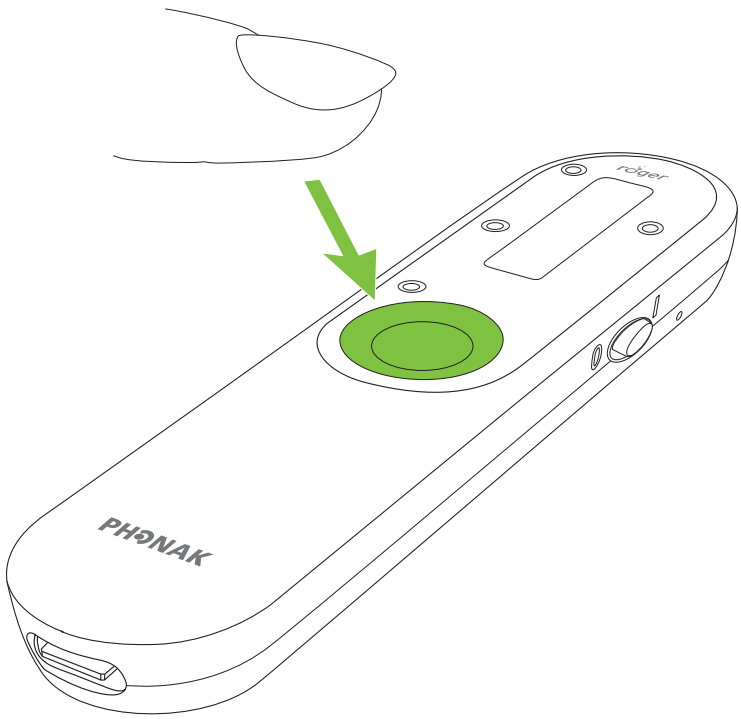


ⓘ Alternatively, attach the lanyard to Roger On and hang it around the neck of a distant talker:

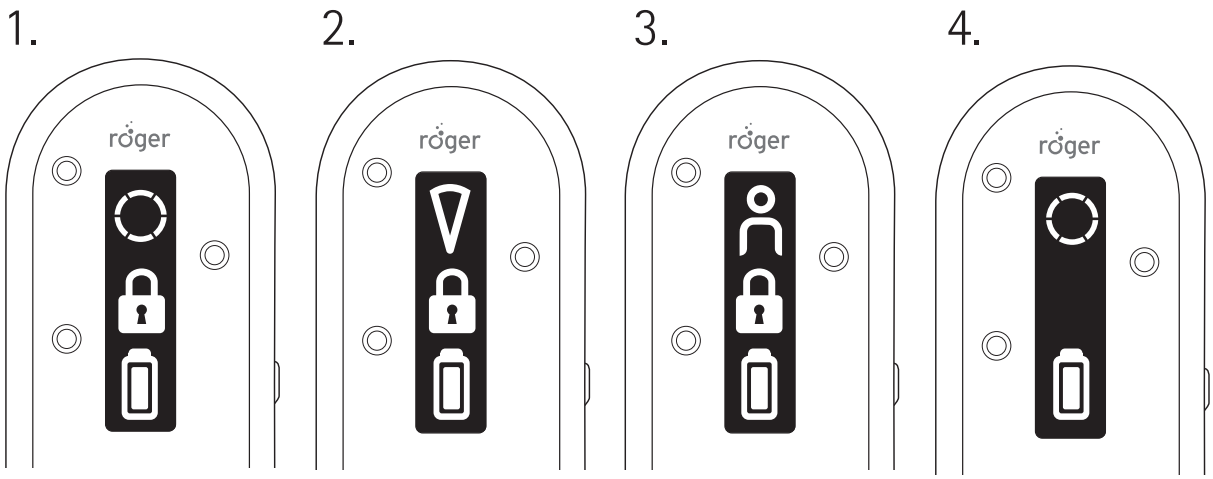


5. Locking the microphone mode

If you want to keep the Roger On in a specific microphone mode independent on how it's positioned, press the function button repeatedly until you have reached the microphone mode you wish to lock the microphone in.



The lock modes will appear in the following order:

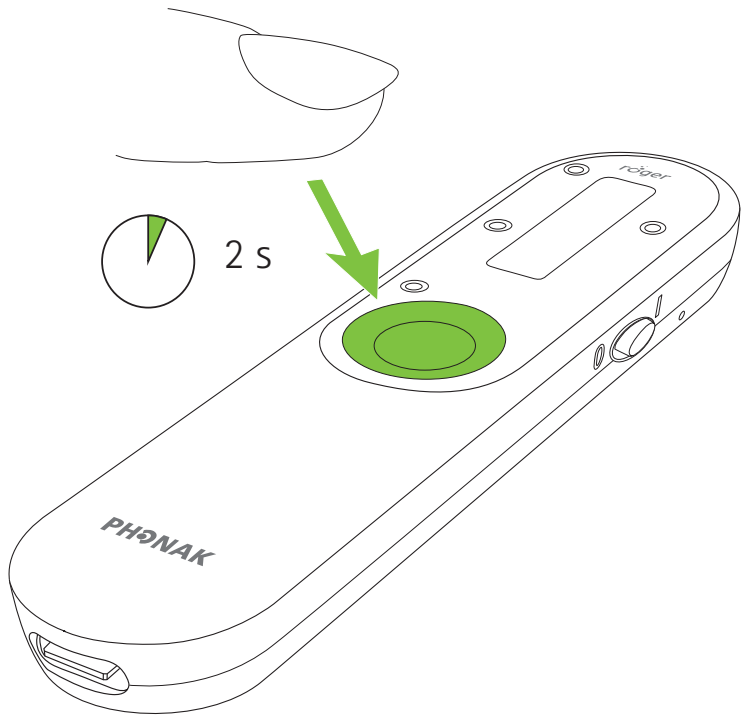


1. Table mode
2. Pointing mode
3. Presenter mode
4. No lock icon means that the Roger On is back to automatic mode

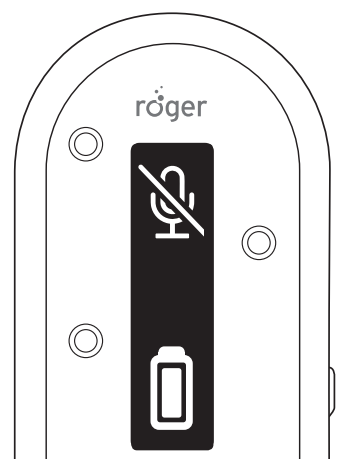
The lock icon indicated that the microphone mode is locked.

6. Muting

To mute the Roger On, press and hold the function button for two seconds:



The muted microphone is indicated by a crossed microphone icon on the display. To unmute the microphone again, press and hold the function button again for two seconds.



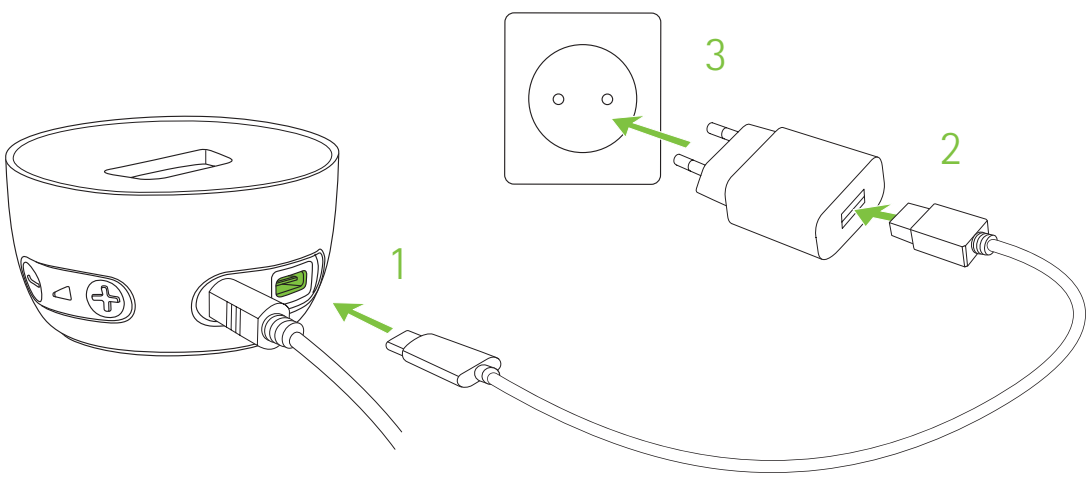
7. Listening to TV or other stationary audio device

7.1 Setting up the docking station

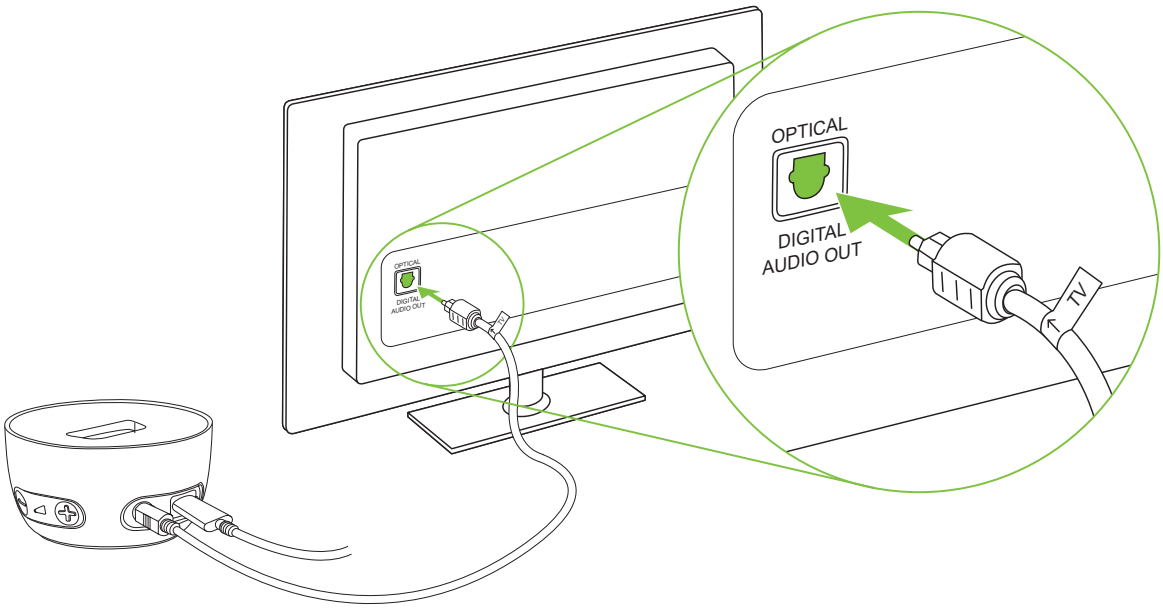
1. Insert the smaller end of the USB cable into the socket of the docking station.

2. Insert the larger end of the USB cable in the external power supply.

3. Plug the external power supply into a wall outlet.



4. Connect the free end of the optical (Toslink) cable into the optical OUTPUT of your TV or other audio device.



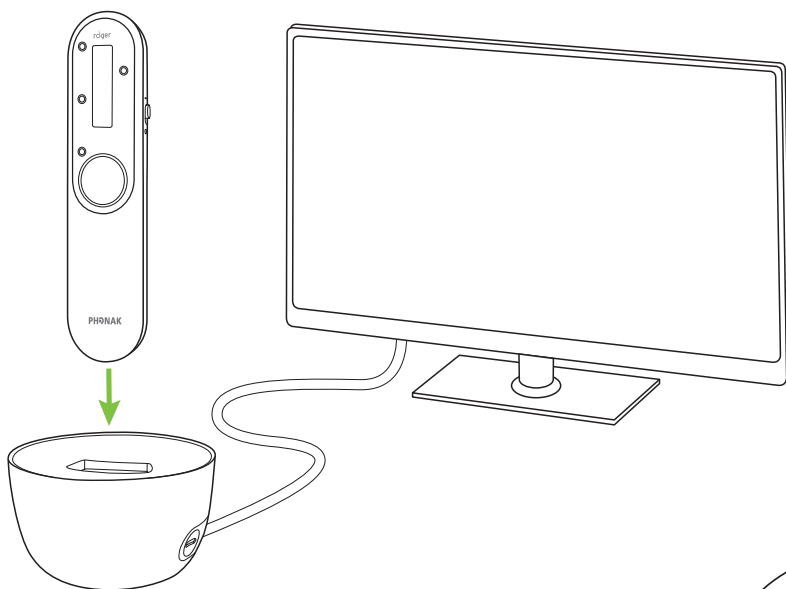
ⓘ Protect your eyes of the optical light from the optical Toslink cable when plugged into the device or TV.

ⓘ If your TV or other audio device does not have optical audio output, you can alternatively use an analog audio cable for connection between the TV and the docking station. Please ask your hearing care professional about such an analog audio cable.

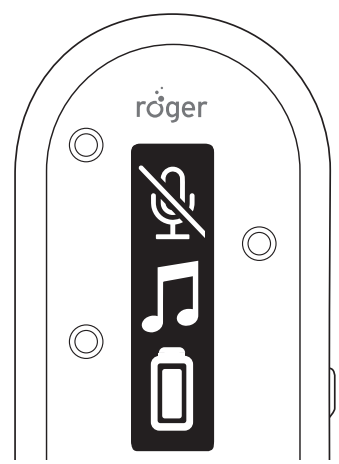
7.2 Listening to TV using the docking station

1. Insert your Roger microphone into the docking station.

2. Switch on your TV (or other audio device). Your Roger microphone will automatically transmit the audio signal to your ears.



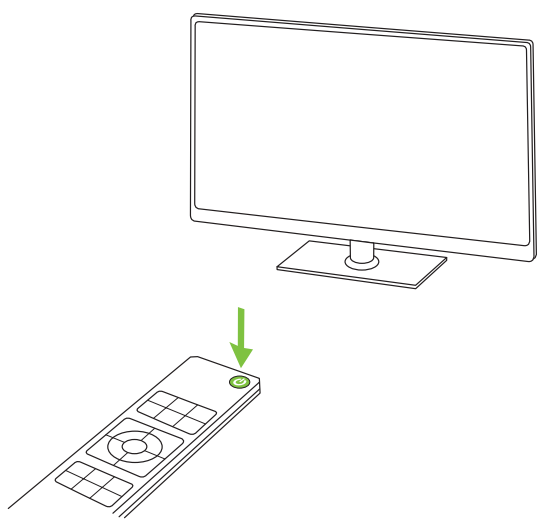
This is indicated by a music icon on the display.



3. Adjust the volume using the +/- buttons on the docking station according to your preference.

ⓘ Your Roger microphone will automatically mute when it transmits the TV's signal. You can activate the microphone by switching the device on and pressing the function key. Now you will hear the TV's signal and microphone in parallel.

To end the transmission of the audio signal, simply switch off the TV (or other audio device) or take your Roger microphone out of the docking station.

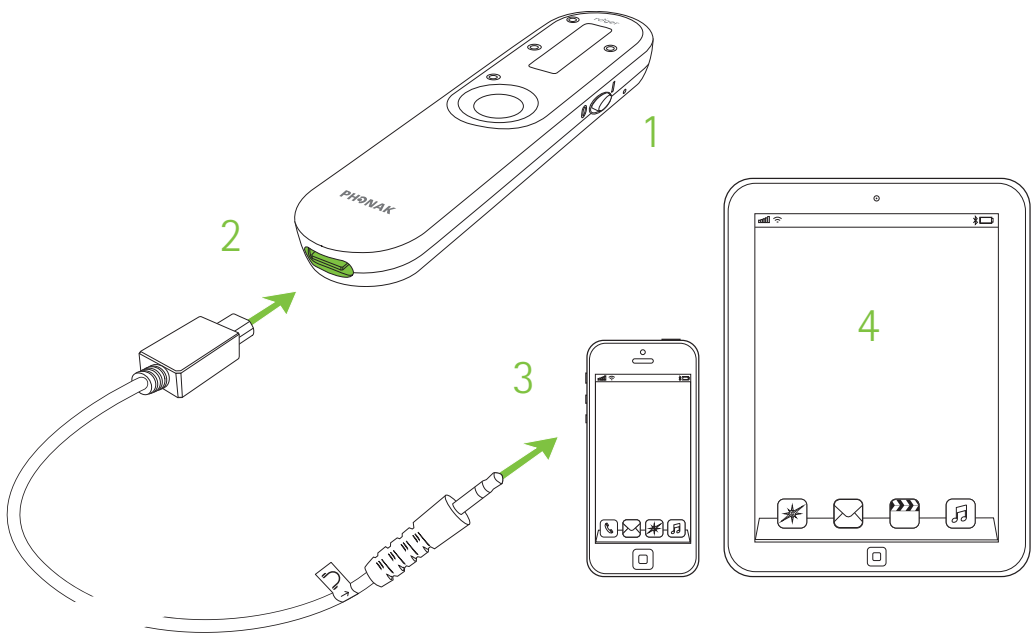


8. Listening to a portable audio device

1. Make sure you have switched on your Roger microphone.

2. Plug the rectangular end of the short audio cable into your Roger microphone.

3. Plug the round end of the short audio cable into the headphone output of your portable device.



4. Start the music or music app on your portable audio device.

ⓘ Your Roger microphone will automatically mute when you plug in the audio cable. You can activate the microphone by pressing the center touch key. Now you will hear the audio device and microphone in parallel.

To end the transmission of the audio signal, simply unplug the audio cable or switch your Roger microphone off.

9. myRogerMic app

With the myRogerMic app you can control your Roger On remotely from your smartphone.

You will be able to:

- Steer the direction of the beam
- Change microphone mode
- Mute / unmute
- Check current device status such as battery level and actual mic mode

Your smartphone needs to support Bluetooth® LE in order to connect to Roger On. myRogerMic app is available for download from Google Play and App Store.

GET IT ON Google Play

Download on the App Store

For further information about the app please read the myRogerMic app user guide which can be downloaded from www.phonak.com

The Bluetooth® is a registered trademark owned by Bluetooth SIG, Inc. and any use of such marks by Sonova is under license.
The Apple App Store logo is a trademark of Apple Inc.
The Google Play stor logo is a trademark of Google LLC.

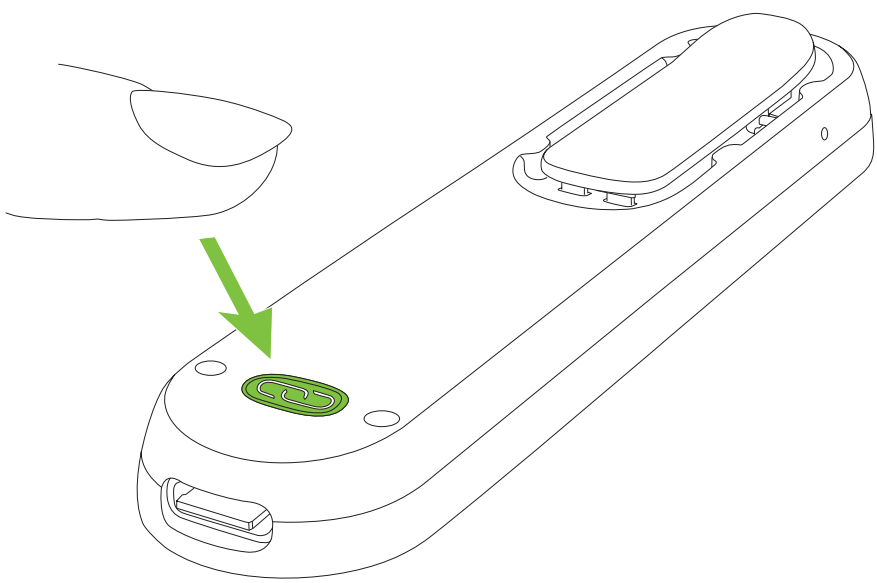
10. Network functions

10.1 Connecting to a hearing aid or Roger receiver

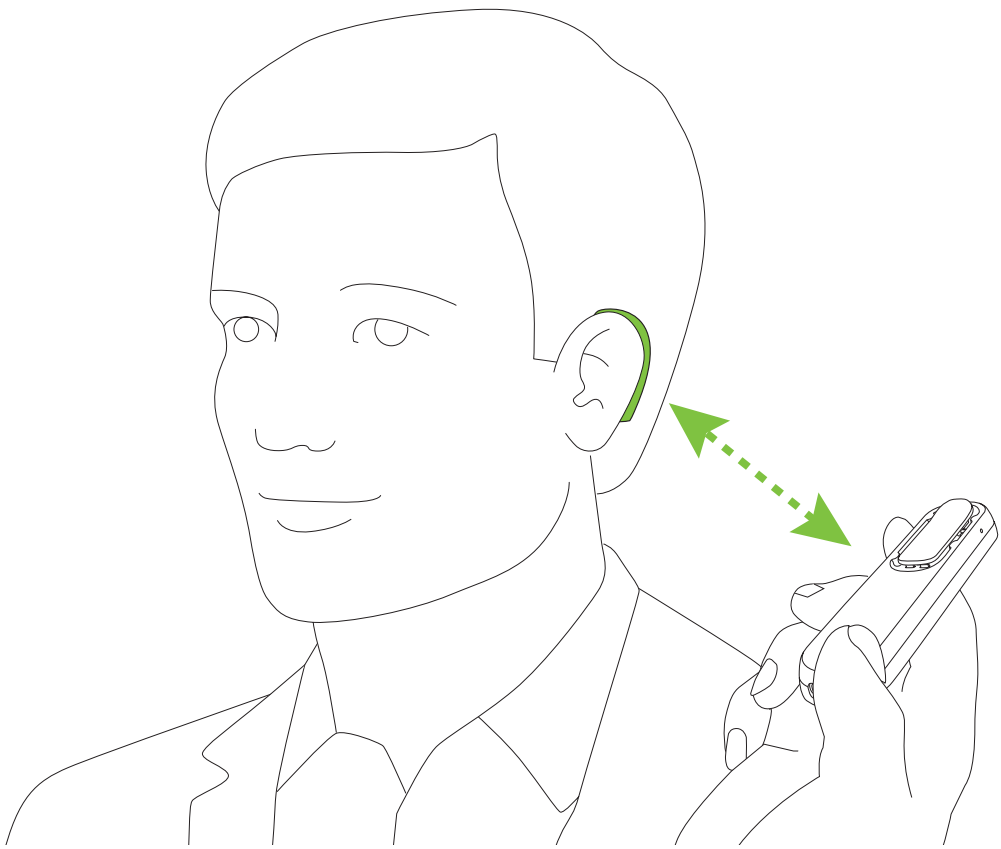
To connect Roger On to a hearing device with Roger installed or a Roger receiver, follow these steps:

1. Switch on your Roger On and hearing aid.

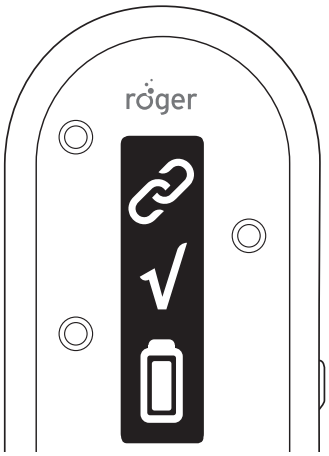
2. Press the Connect button on the backside of your Roger On.



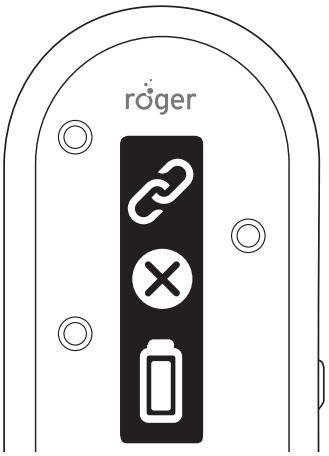
3. Hold your Roger On close (within 10 cm/ 4 inches) to the hearing aid or Roger receiver:



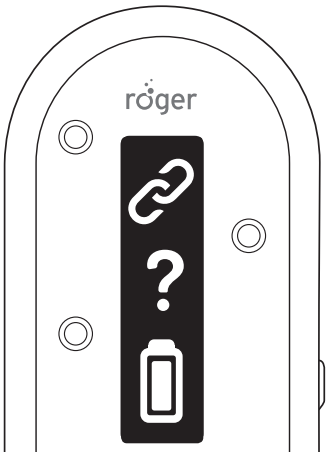
4. Check the feedback in the display of Roger On:



Connect successful



Receiver not compatible



No receiver found, go closer

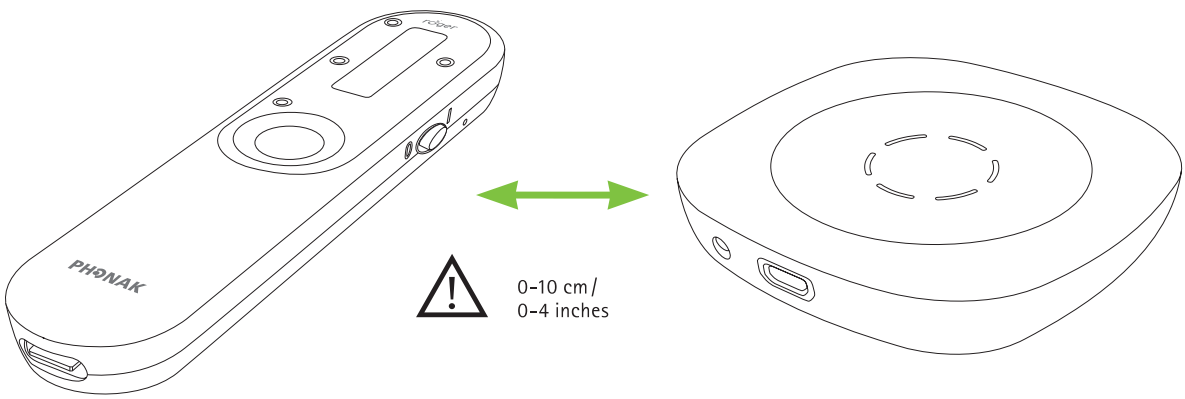
ⓘ Connecting a receiver is only required once. The hearing aid / Roger receiver will remain connected with your microphone even after the hearing aid / Roger receiver has been restarted.

10.2 Connecting another microphone

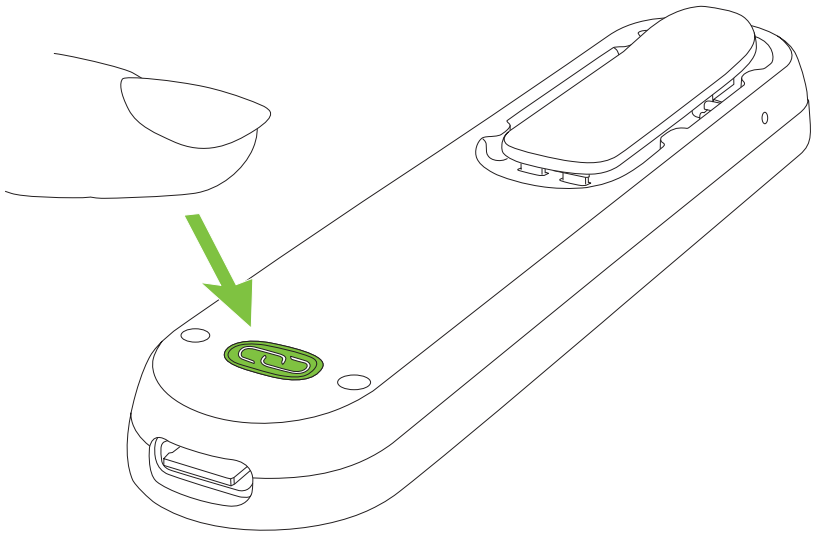
To connect another compatible Roger microphone with your Roger On, follow the steps below. Please refer to chapter 11 to learn how to use multiple microphones in a network.

1. Switch on both Roger microphones.

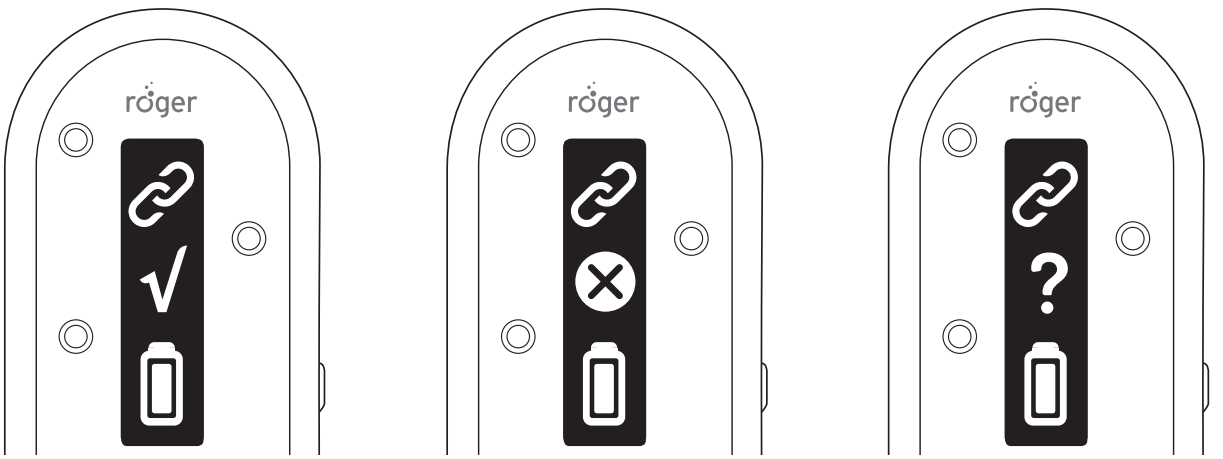
2. Hold your Roger On close (within 10 cm/ 4 inches) to the other Roger microphone.



3. Press the Connect button on your Roger On.



4. Check the feedback in the display of Roger On:



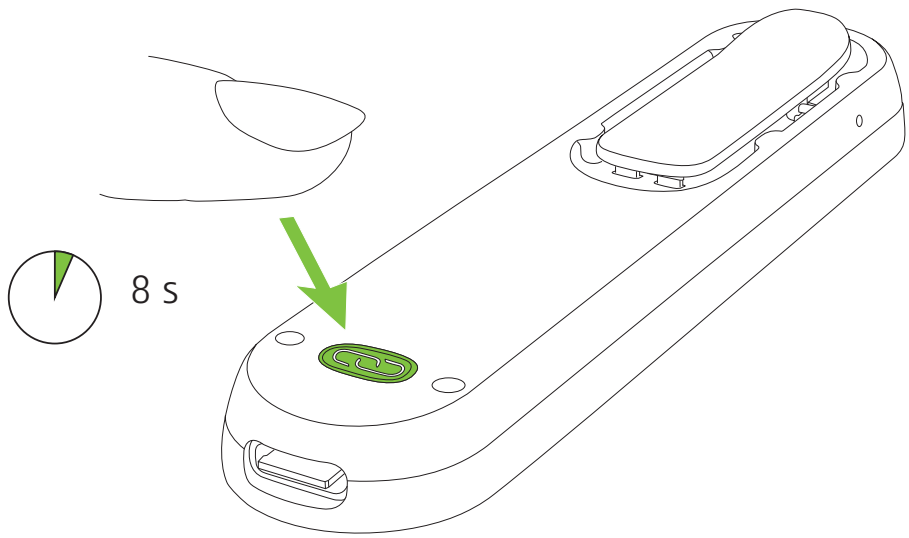
Connect successful

Device not compatible

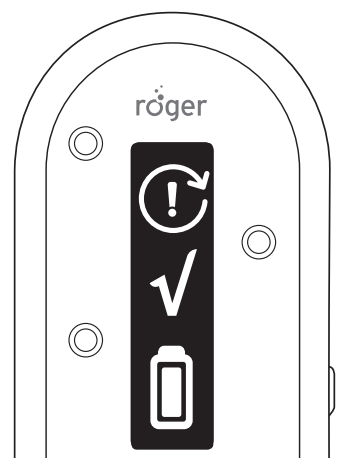
No device found, go closer

ⓘ Connecting another microphone is only required once. The other microphone will remain connected with your Roger On even after the microphones have been restarted.

10.3 Disconnecting Roger devices

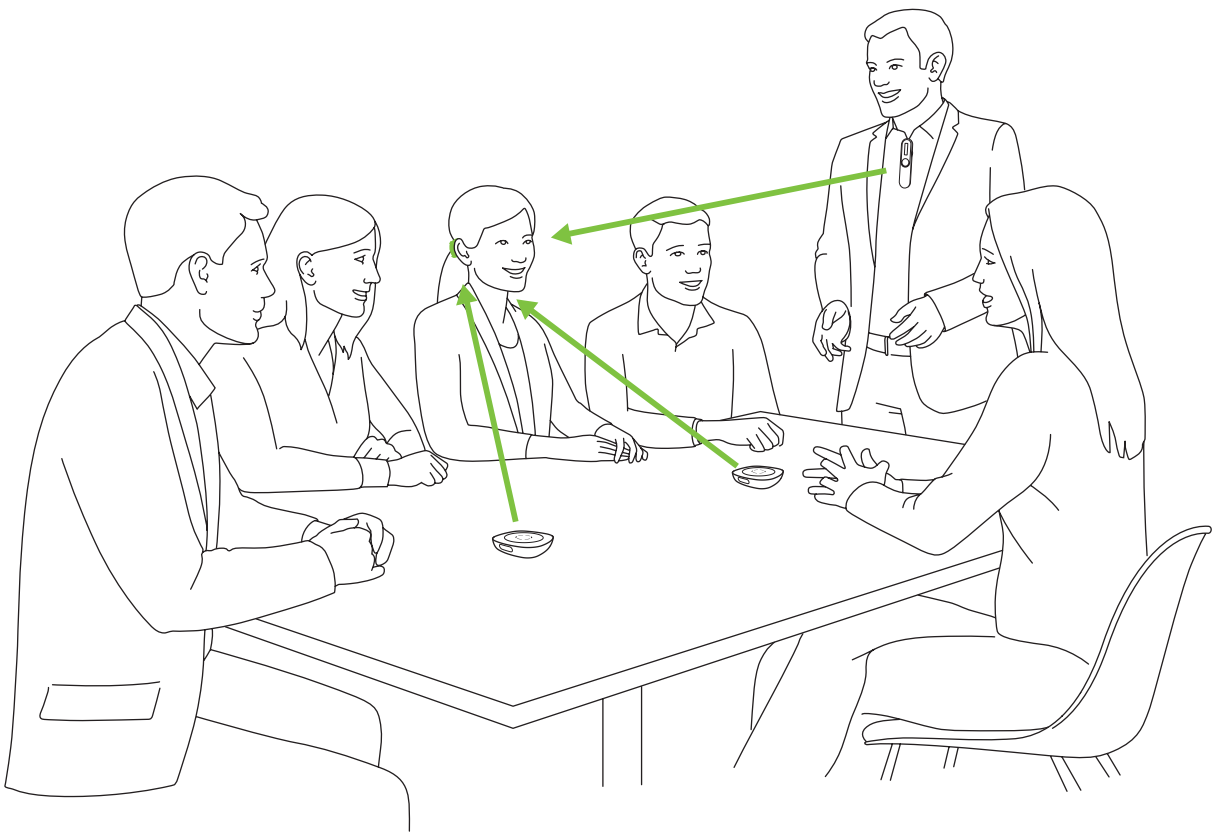


To disconnect your Roger On from any connected receivers or other Roger microphones, hold the 'Connect' button for 8 seconds until you see this display information:



11. Using in a large group

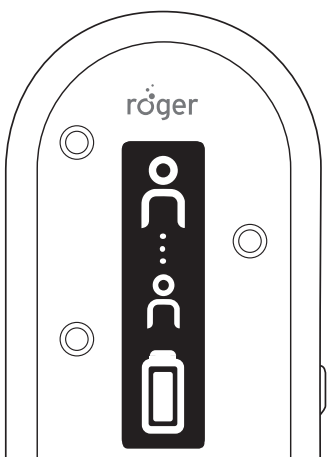
Roger On can be combined with other Roger microphones, e.g. Roger Table Mic II. Please see chapter 10 on how to connect another microphone.



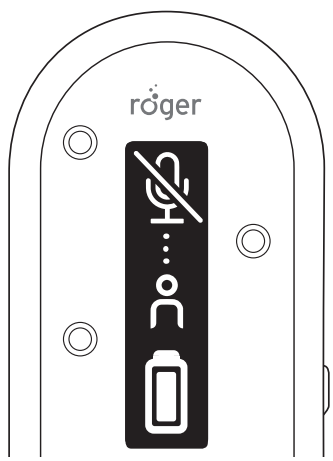
Using multiple microphones helps you to hear a bigger group or multiple distant talkers.

11.1 Using multiple microphones

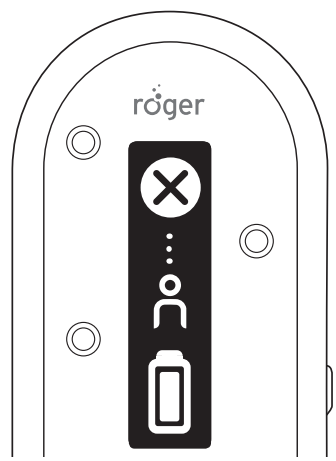
When Roger On is used with other microphones, it has to be worn by a talker on the chest. When you place Roger On on the table or when you hold it in your hand, it will mute automatically. Unmuting Roger On by a long press (2 seconds) on the center button will block the other microphones that are connected with the Roger On. Muting Roger On will reactivate the other microphones again.



Roger On is connected to at least one other Roger microphone



Roger On is automatically muted when it is placed on the table or held in the hand



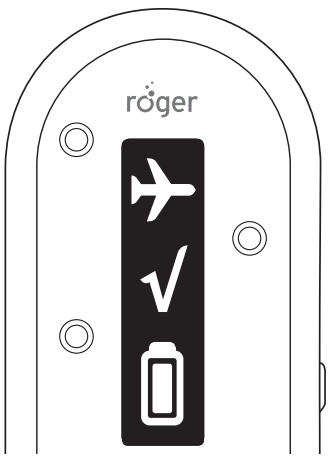
Roger On is blocked by another Roger microphone in the network

12. Reset

If your Roger On stops responding to commands you can reset it by pressing the center and connect buttons together for 10 seconds.

13. Shipping mode

In case you need to return the Roger On for repair it is recommended to put the device in shipping mode. To do that, press and hold the connect button and switch the device off. Shipping mode is confirmed by the following indication in the display:



14. Care and maintenance

Diligent and routine care of your Roger microphone and accessories contribute to outstanding performance and a long service life. To ensure a long service life, Sonova Communications AG provides a minimum of a five year service period after phase out of the respective Roger microphone.

ⓘ Always make sure that the Roger microphone, docking station and charger cables are dry and clean before use.

General information

Your Roger microphone is protected against splashes of water and dust. After exposure to water, sweat or dust, the Roger microphone is cleaned and dried.

Cleaning instructions

Clean the surfaces with a lint-free cloth. Never use cleaning agents such as household detergents, soap, etc. for cleaning your Roger microphone. It is not recommended to rinse with water. If you need to clean your Roger microphone intensively, ask your hearing care professional for advice.

For the docking station, make sure that the charging slot and ports are clean. Remove dust or dirt from the charging slot. Never use household detergents, soap, etc. for cleaning the docking station.

15. Troubleshooting

Problem	Causes
I cannot switch my Roger microphone on.	The battery is empty.
I cannot hear sound from my Roger microphone.	Your Roger microphone is muted.
	Your Roger microphone is locked.
	Your Roger receivers are not connected to your Roger microphone.
	Your Roger receiver is not working.
	Your hearing aids are not set to the correct program.
I can hear the talker but I cannot understand what he/she says	The microphone is too far from the talker.
	The microphone openings are covered by fingers.
	The microphone openings are covered by dirt.
	The Roger microphone mode is locked.

Solutions
Charge your Roger microphone for at least two hours.
Unmute your Roger microphone by pressing the center button for 2 seconds.
Switch to automatic microphone mode or ensure you lock the microphone in the appropriate mode.
Hold your Roger microphone close to each Roger receiver or Roger compatible hearing aid and press the 'Connect' button.
Make sure you have attached the Roger receiver to your hearing aid and that it is powered on.
Check that your hearing aids are set to the correct program (Roger/FM/DAI/EXT).
Move your Roger microphone closer to the talker's mouth.
Hold the microphone in a way that the microphone openings are not covered.
Clean the microphone openings.
Switch to automatic microphone mode or ensure you lock the microphone in the appropriate mode.

Problem	Causes
I keep losing the audio signal.	Distance between you and your Roger microphone is too far.
	There are obstacles between you and your Roger microphone.
I hear too much noise.	Noise is picked up by your Roger microphone.
I do not like to hear my own voice over my Roger microphone.	Your voice is picked up by your Roger microphone.
The volume of my multimedia device is too low.	Incorrect volume settings.
I cannot hear my multimedia device	The audio source is muted.
	Your Roger microphone is switched off.
	The audio cable is not plugged correctly.
My Roger microphone has stopped working and does not react to any button presses.	Software issue.

Solutions
Move closer to your Roger microphone.
Try to be in line of sight to your Roger microphone or go closer to your Roger microphone.
Switch to pointing mode and direct your Roger microphone in the direction of the talker.
In the myRogerMic app, deactivate the beam that points in your direction.
Increase volume on the Roger microphone's docking station or on your audio source.
Unmute the audio source.
Switch on your Roger microphone.
Plug the audio cable correctly.
Reset your Roger microphone by simultaneously pressing the Function button and the Connect button for 10 seconds.

16. Compliance information

Europe:
Declaration of Conformity
Hereby Sonova Communications AG declares that this product is in compliance with the Radio Equipment Directive 2014/53/EU. The full text of the EU Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on https://www.phonak.com/com/en/certificates.html (Phonak worldwide locations).

Operation frequency: 2400 - 2483.5 MHz
Power level: < 100 mW

Australia/New Zealand:

R-NZ

Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia.
The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

FCC ID: KWCTX33
IC: 2262A-TX33

Notice 1:

This device complies with Part 15 of the FCC Rules and with RSS-247 of Industry Canada. Operation is subject to the following two conditions:
1) this device may not cause interference, and
2) this device must accept any interference, including interference that may cause undesired operation of the device.

Notice 2:

Changes or modifications made to this device not expressly approved by Sonova Communications AG may void the FCC authorization to operate this device.

Notice 3:

The device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. The device generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the device does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Notice 4:

Japanese Radio Law Compliance. Business Law Compliance. This device is granted pursuant to the Japanese Radio Law (電波法). This device should not be modified (otherwise the granted designation number will become invalid).

Notice 5:

FCC / Industry Canada RF Radiation Exposure Statement
This device complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

17. Information and explanation of symbols

CE	The CE symbol is confirmation by Sonova Communications AG that this product is in compliance with the Radio Equipment Directive 2014/53/EU.
	This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.
	Indicates the device manufacturer.
	This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.
	Important information for handling and product safety.
Operating conditions	The device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in this user guide.

	Temperature transport and storage: –20° to +60° Celsius (–4° to +140° Fahrenheit). Temperature operation: 0° to +40° Celsius (+32° to +104° Fahrenheit).
	Keep dry.
	Humidity during transportation and storage: <90% (non-condensing). Humidity operation: <90% (non-condensing).
	Atmospheric pressure: 500 hPa to 1060 hPa.
SN	Indicates the manufacturer's serial number so that a specific device can be identified.
	Indicates date of manufacture.

Packaging and user guide can be recycled.

This symbol on the product or its packaging means that it should not be disposed of with your other household waste. It is your responsibility to dispose of your waste equipment separately from the municipal waste stream. The correct disposal of your old appliance will help prevent potential negative consequences for the environment and human health. This product has an embedded, nonreplaceable battery. Do not attempt to open the product or remove the battery as this may cause injury and damage the product. Please contact the local recycling facility for removal of the battery.

Dolby, Dolby Audio and the double-D symbol are trademarks of Dolby Laboratories.

18. Important safety information

Please read the information on the following pages before using your device.

18.1 Hazard warnings

⚠ This device is not for children below 36 months. It contains small parts that can cause choking, if swallowed by children. Keep out of reach of children and mentally challenged people or pets. If swallowed, consult a physician or hospital immediately.

⚠ The device may generate magnetic fields. If any influence of the Roger On on the Implantable Device (e.g. pacemakers, defibrillators, etc.) is experienced, stop using the Roger On and contact your doctor and /or the manufacturer of the Implantable device for advice.

⚠ Use only hearing aids that have been specially programmed for you by your hearing care professional.

⚠ Using this device may reduce background noises. Please be aware that warning signals or noises, e.g. cars, are partially or entirely suppressed.

⚠ Dispose of electrical components in accordance with your local regulations.

⚠ Changes or modifications to any of the devices that were not explicitly approved by Sonova Communications AG are not permitted.

⚠ Only use accessories approved by Sonova Communications AG.

⚠ The charger provided by Sonova Communications AG can be used for charging Roger On up to 5000 m altitude. For safety reasons, only use chargers supplied by Sonova Communications AG or IEC 62368 certified chargers with a rating of 5VDC, min. 500 mA, max. 2000 mA and up to an altitude of 2000 m.

⚠ Do not use the device in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled), or where electronic equipment is prohibited.

⚠ When operating machinery, ensure that no parts of your Roger device can get caught in the machine.

⚠ Do not charge device while it is on your body.

⚠ Do not cover the device while charging, e.g. with a cloth etc.

⚠ This device operates between 2.4-2.48 GHz frequency range. When flying please check if flight operator requires device to be switched off.

⚠ Only authorized personal are allowed to open the product and it's accessories due to possible electrical hazard.

18.2 Product safety information

ⓘ Protect the device connectors, plugs, power supply from dirt and debris.

ⓘ Do not use excessive force when connecting your device to its different cables.

ⓘ Protect the device from excessive moisture (bathing or swimming areas) and heat sources (radiator). Protect the device from excessive shock and vibration.

ⓘ Clean the device using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean them. Never use a microwave or other heating devices to dry the device.

ⓘ X-ray radiation, CT or MRI scans may destroy or adversely affect the correct functioning of the device.

ⓘ Always make sure that the device and docking station are dry and clean.

ⓘ Store the device in a dry place if you are not using it for a long period of time.

ⓘ Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.

ⓘ Do not place the charging accessories close to an inductive cooking surface. Conductive structures inside the charging accessories could absorb inductive energy resulting in thermal destruction.

ⓘ The device is protected against splashes of water but it is not waterproof.

ⓘ The device contains a lithium-ion battery. The device cannot be placed in the checked-in luggage but can be placed in the carry-on luggage.

ⓘ When shipping the device by plane, all the rules and regulation on the safe shipment of lithium-ion batteries apply. Batteries that are suspected defective should not be shipped by air freight.

ⓘ The USB port of the charger is to be used for the described purpose only.

ⓘ If the device has been dropped or damaged, if it overheats, has a damaged cord or plug, or has been dropped into liquid, stop using your device and contact authorized service centre.

18.3 Other important information

ⓘ Protect your eyes of the optical light from the optical Toslink cable when plugged into the device or TV.

ⓘ High-powered electronic equipment, larger electronic installations and metallic structures may impair and significantly reduce the operating range.

ⓘ Device collects and stores internal technical data. This data may be read by a hearing care professional in order to check the device, as well as to help you use your device correctly.

ⓘ The digital signal sent from the device to a connected receiver cannot be overheard by other devices which are not in the microphone's network.

19. Service and warranty

19.1 Local warranty

Please ask the hearing care professional, where you purchased your devices, about the terms of the local warranty.

19.2 International warranty

Phonak offers a one year limited international warranty, valid as of the date of purchase. This limited warranty covers manufacturing and material defects. The warranty is valid only if proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under the local warranty or the applicable national legislation governing sale of consumer goods.

19.3 Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals, immersion in water or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not cover any services performed by a hearing care professional in his/her office.

Serial number: _____

Date of purchase: _____

Authorized hearing care professional (stamp/signature):

Notes

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Manufacturer:
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Herrenschwandweg 4
CH-3280 Murten
Switzerland
www.phonak.com

sonova
HEAR THE WORLD