Roger Pen

1.1

User Guide

roger

PHONAK
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Contents

1. Welcome 4

2. Getting to know your Roger Pen 6

2.1 In the box 6

2.2 How your Roger Pen works 7

2.3 Device descriptions 8

2.4 Indicator lights (LED status) 9

3. Getting started 10

3.1 Setting up the docking station 10

3.2 Charging your Roger Pen 15

3.3 Switching on and off 18

3.4 Using Roger receivers 19

3.5 Connecting a receiver 20

3.6 Using the buttons 22

4. Using Roger Pen 23

4.1 Attaching the lanyard 26

4.2 Connecting to multimedia devices 28

4.3 Using Bluetooth 30

4.4 Using Roger Pen during phone calls 31

5. Special functions **39**
5.1 Mute 39
5.2 Manual microphone modes 40
5.3 Disconnecting Roger devices (NewNet) 42
5.4 Verification mode 42

6. Adding additional microphones **44**
6.1 Connect 44
6.2 Using additional microphones 47

7. Introducing Bluetooth **50**
7.1 What is Bluetooth? 50
7.2 Using a Bluetooth device 52
7.3 Setting up Bluetooth 54
7.4 Unpairing Bluetooth devices 58

8. Troubleshooting **59**

9. Important information **66**

10. Service and warranty **72**

11. Information and explanation of symbols **74**

1. Welcome

Congratulations on choosing the Roger Pen from Phonak. This universal, cutting-edge wireless microphone helps people with a hearing loss to understand more speech in loud noise and over distance. Designed with discretion in mind, the Roger Pen features adaptive wireless transmission, fully automated settings, wideband audio Bluetooth for cell phone use, TV connectivity, and an audio input for listening to multimedia. It can also be used alongside other Roger microphones in a microphone network.

Your Roger Pen is a Swiss premium-quality product developed by Phonak, the world's leading hearing healthcare company.

Please read this User Guide thoroughly to benefit from all the possibilities your Roger Pen offers.

If you have any questions, please consult your hearing care professional or local Phonak support center.

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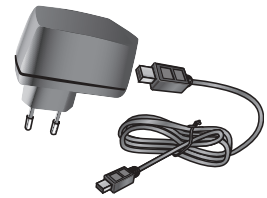
2. Getting to know your Roger Pen

2.1 In the box

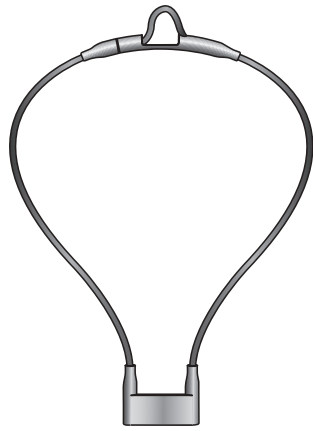
Roger Pen

Docking station



Power supply with country adapter and charging cable

Storage pouch



Lanyard

Audio cable for docking station

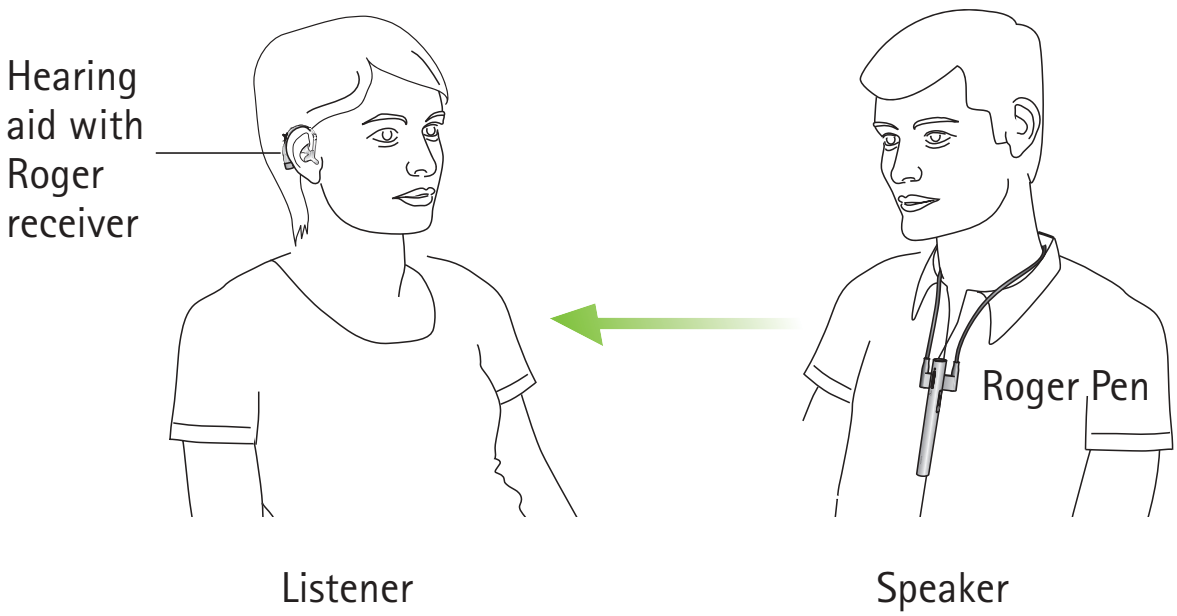
micro-USB audio cable (suitable for traveling)

RCA/Cinch adapter for TV or HiFi

Quick Setup Guide

2.2 How your Roger Pen works

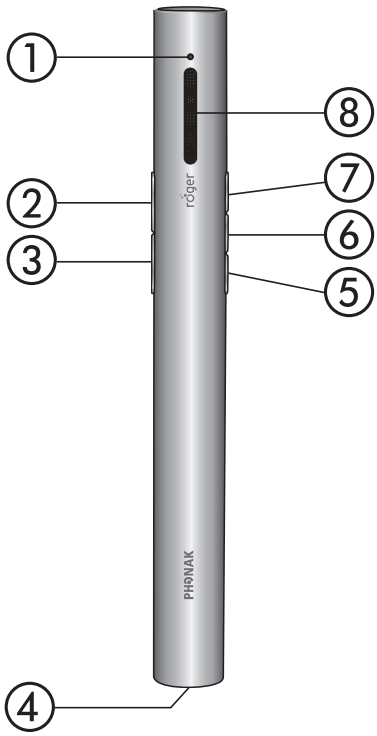
Roger Pen transmits the speaker's voice directly into your ears. The system consists of three main elements: your hearing aids, Roger receivers and your Roger Pen.



Your Roger Pen and your hearing aid typically work within a range of up to 10 meters / 33 feet. Note that human bodies and walls may reduce this distance. The furthest range is possible when you can see your Roger Pen (i.e. line of sight).

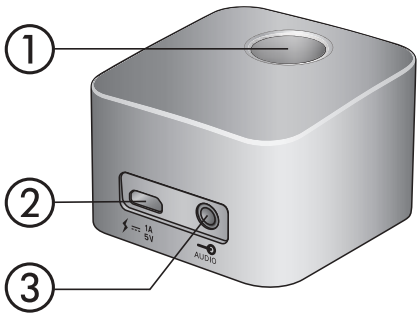
2.3 Device descriptions

Roger Pen



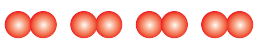
① Indicator light (LED)
② Decline call
③ Accept call
④ Charging and audio input (micro-USB)
⑤ Microphone mode change
⑥ Connect
⑦ On / Off / Mute
⑧ Microphones

Docking station



① Slot for Roger Pen
② Charger input (micro-USB)
③ Audio input (3.5 mm / 1/8 inch jack)

2.4 Indicator lights (LED status)

Indicator light	*Meaning*
	Switched on
	Switching off, Bluetooth in standby
	Switching off
	Audio input detected
	Microphone/audio input muted
	Charging
	Fully charged
	Low battery – charge your Roger Pen
	Active phone call
	Your Roger Pen lost the connection to the other microphones. Press the connect button to re-initialize the network.

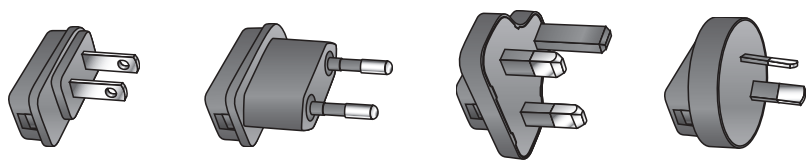
3. Getting started

3.1 Setting up the docking station

The Roger Pen docking station is used to both recharge the microphone and transmit audio from a TV or other audio device to your hearing aids (Roger Pen needs to be slotted into the docking station).

Setting up the power supply

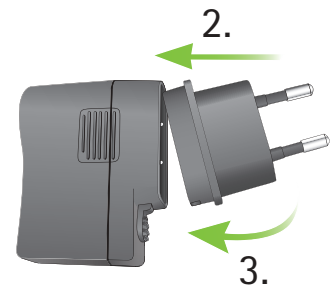
1. Select the power adapter that corresponds to your country.



US EU UK AUS

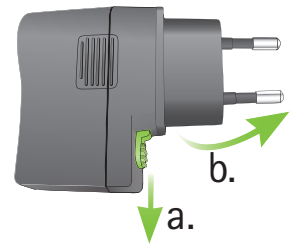
2. Insert the top (round) end of the adapter in the top end of the universal power supply.

3. Click the base of the adapter in to lock it into place.



Remove/Change:

a. Pull back the tab on the universal power supply.
b. Gently pull the adapter upwards to remove it.
c. Start over with step 1 (opposite).

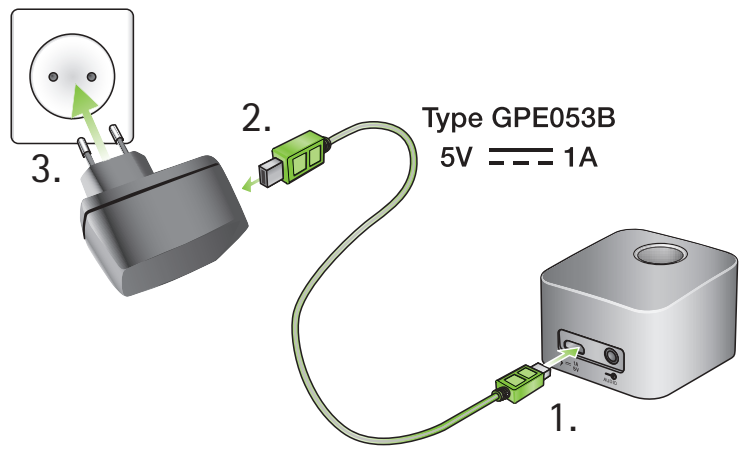


Connecting the power supply to the docking station

1. Place the docking station next to your TV/audio device and connect the smaller end of the charging cable to the power input of the docking station ⚡ ⎓ 1A 5V.

2. Plug the larger end of the charging cable into the universal power supply.

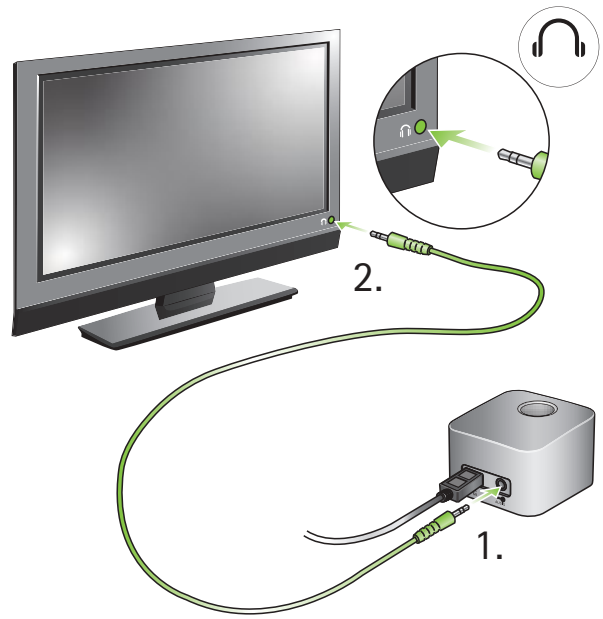
3. Plug the power supply into an easily accessible power socket.



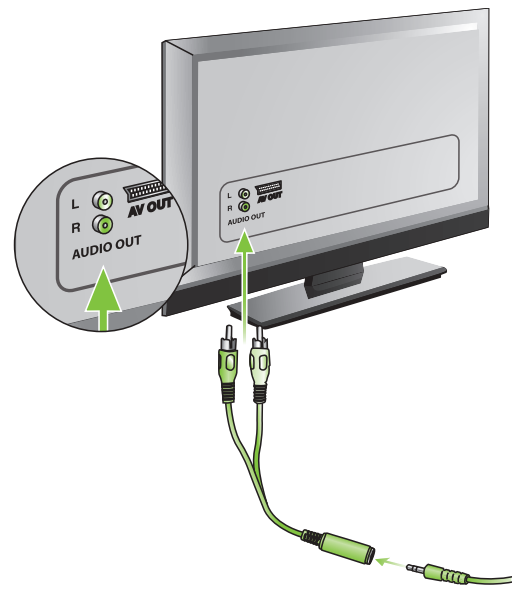
Connecting the docking station to a TV/audio device

1. Plug the audio cable into the audio input of the docking station: AUDIO

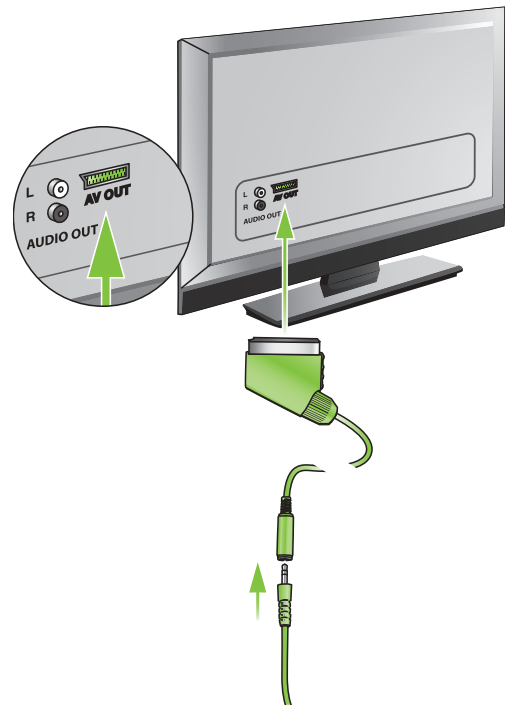
2. Connect the other end of the audio cable to the headphone output of your TV/audio device.



Alternatively, connect the other end of the audio cable to your TV's Cinch/RCA adapter. Connect the red and white plugs to the matching red and white output sockets on your TV.



You can also connect via a SCART adaptor, which can be bought from an electronics store or from your Phonak dealer.



Connect the other end of the audio cable to the SCART adapter.

Then plug the SCART adapter into a free SCART output socket on your TV.

If your TV does not include an analog audio output, you need a digital to analog converter. Such converters can be found in electronics stores or may be purchased from your Phonak dealer.

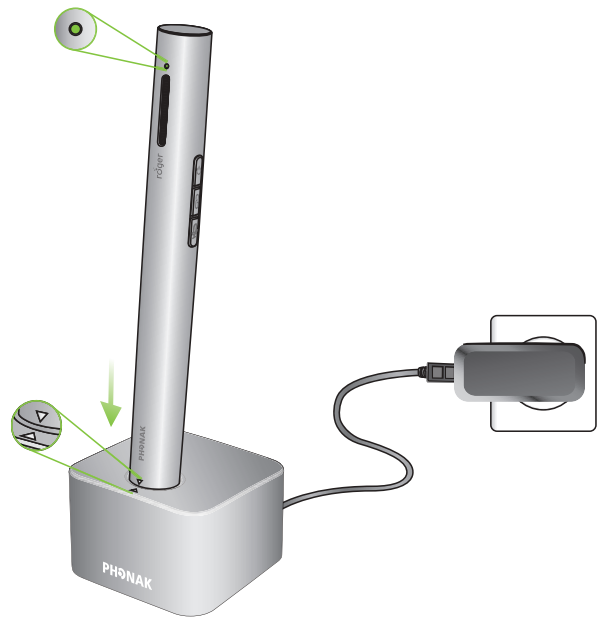
ⓘ When the docking station is plugged into the headset socket of your TV, you can adjust the volume via your TV's remote control.

ⓘ Some TVs will switch off their loudspeakers when you plug the jack into the headset socket – meaning the TV will not be audible for other people. In such cases use the Cinch / RCA or SCART output socket as described overleaf.

ⓘ The Roger Pen docking station can also be connected to any other audio device such as an MP3 player, PC or HiFi system using the audio cable.

3.2 Charging your Roger Pen

Roger Pen contains a built-in lithium polymer battery with fast-charge capability.



To charge your Roger Pen, slot it into the docking station. The indicator light will turn orange to indicate it is charging.

ⓘ Insert the device into the docking station as indicated. Incorrect insertion may damage the device.

An empty battery will reach its maximum charge in approximately 2 hours. Charging is complete when the indicator light turns solid green.

ⓘ When charging your Roger Pen for the first time, let it charge for at least two hours, even if the battery indicator light is not lit or turns green earlier.

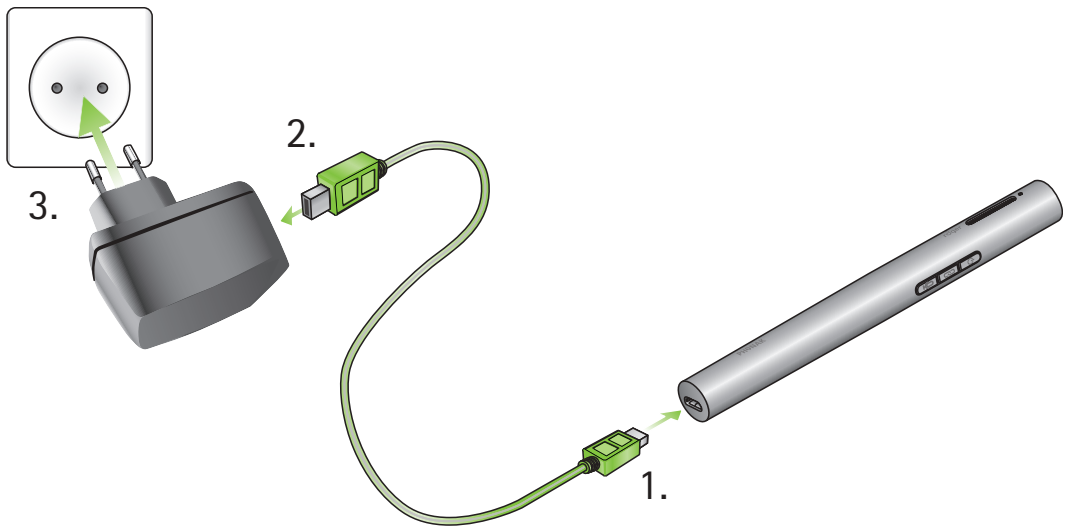
Alternatively, you can also charge your Roger Pen without the docking station. This may be useful when traveling.

Using the micro-USB cable:

1. Plug the smaller end (micro-USB) of the charging cable into your Roger Pen.

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

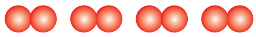
3. Plug the power supply into an easily accessible power socket.



ⓘ You can also charge your Roger Pen by using the charging cable to connect your Roger Pen to one of your computer's USB ports.

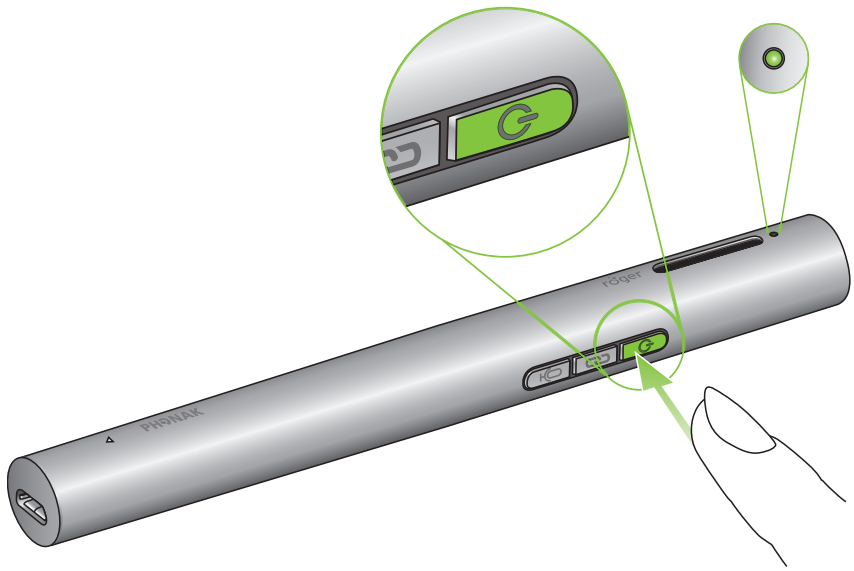
ⓘ If you connect the charging cable to your computer's USB port and the docking station at the same time, your Roger Pen will not charge.

Indicator lights (battery status)

Indicator light	*Meaning*
	Charging
	Fully charged
	Low battery – charge your Roger Pen. In addition, you will hear beeps in your hearing aids.

3.3 Switching on and off

To switch your Roger Pen on, press the on/off ⏻ button for one second until the indicator light turns green.

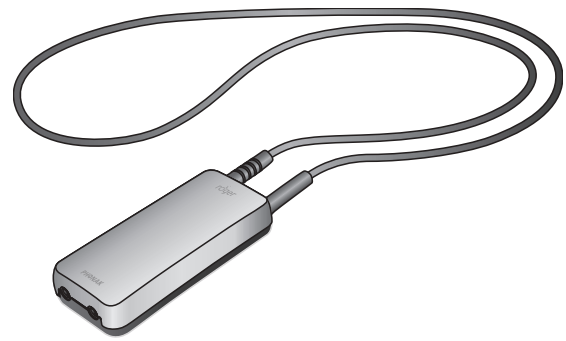


Indicator light (Switching on)

Indicator light	*Meaning*
🟢	Powering on
🟢 🟢 🟢	Switched on

3.4 Using Roger receivers

Using Roger MyLink



If your Roger receiver is a Roger MyLink, switch your Roger MyLink on and hang it around your neck.
Make sure your hearing aids are set to T/MT/T-Coil mode.

The Roger MyLink User Guide provides more detailed information on using Roger MyLink.

Using Roger receivers attached to your hearing aids

If you have Roger receivers that attach directly to your hearing aids, make sure these are properly attached and each hearing aid is set to its Roger/FM/DAI/EXT/AUX program.

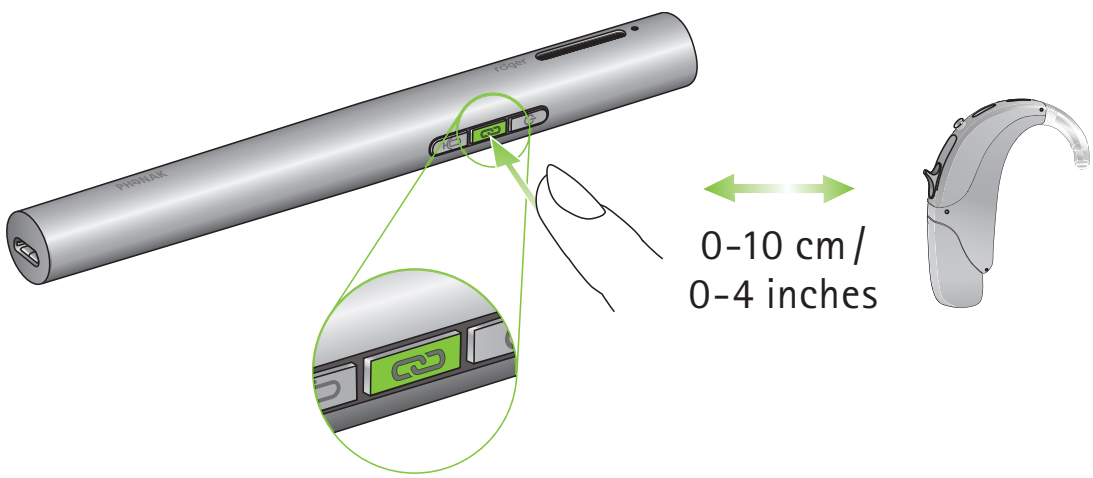
3.5 Connecting a receiver

Your hearing care professional may already have connected your Roger Pen to your hearing aids. If this is not the case, connect your receiver to your Roger Pen as follows:

1. Make sure Roger Pen and the Roger receiver are both powered on.

2. Hold Roger Pen within 10 cm / 4 inches of the Roger receiver.

3. Press the Connect button on your Roger Pen.

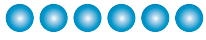


The indicator light will turn green for two seconds to confirm a successful connection.

4. Repeat steps 2 & 3 to connect a second receiver.

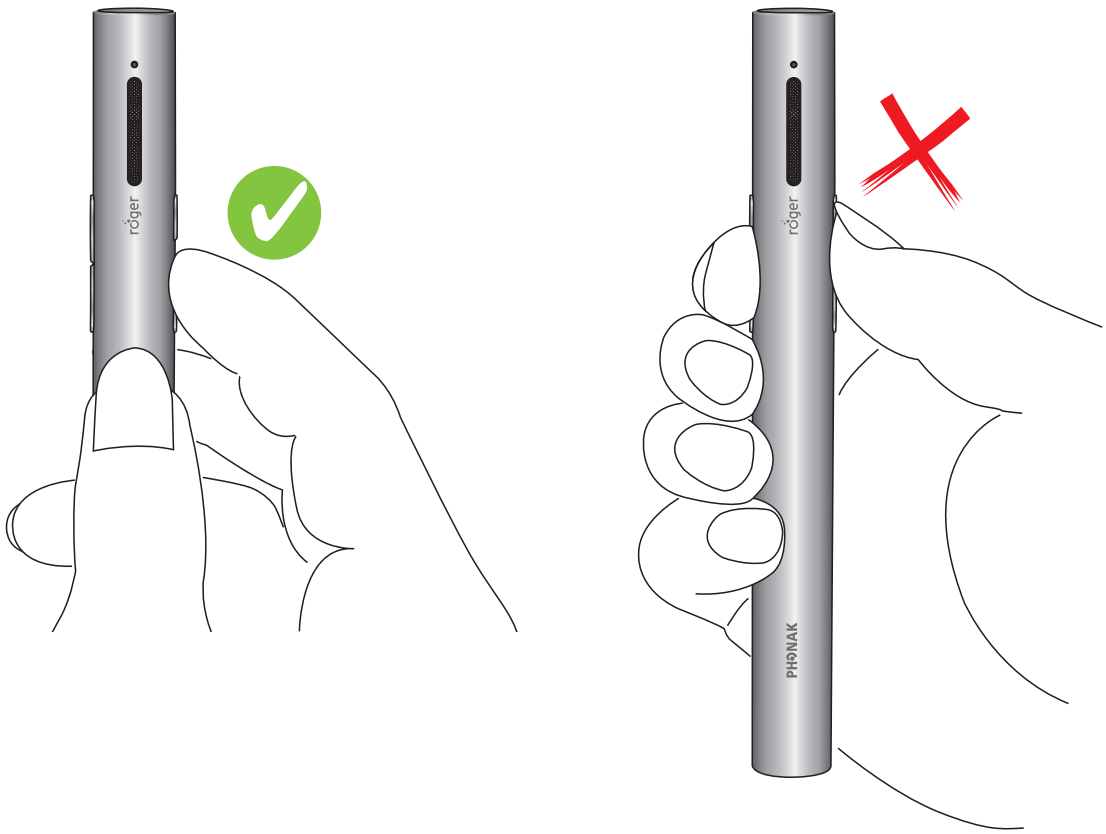
ⓘ You can connect an infinite number of Roger receivers to your Roger Pen.

Indicator light (connection status)
After pressing the Connect button, the following feedback may be given by the indicator light:

Indicator light	*Meaning*
	Connecting
	Connection was successful – your Roger receiver is connected to your Roger Pen.
	Roger Pen could not find a Roger receiver. Move Roger Pen closer to your Roger receiver and make sure the Roger receiver is powered on. Then try to connect again.
	The Roger receiver is not compatible with your Roger Pen.

3.6 Using the buttons

To avoid pressing two buttons at the same time, it is recommended to hold the Roger Pen as shown when you press a button.

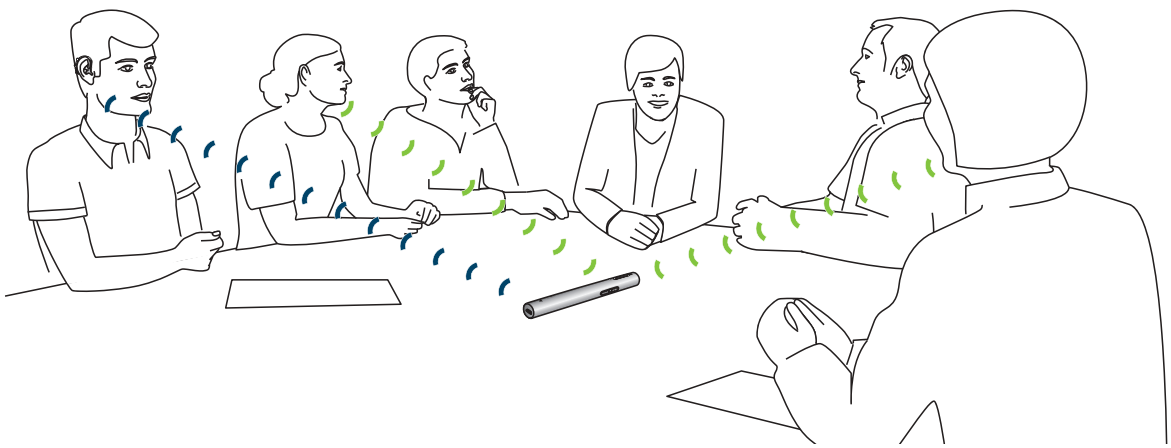


4. Using Roger Pen

Roger Pen is a flexible, intelligent product. It detects which situation you are in and adapts its microphone settings automatically to provide you the best speech understanding possible.

Use Roger Pen in either of the following ways:

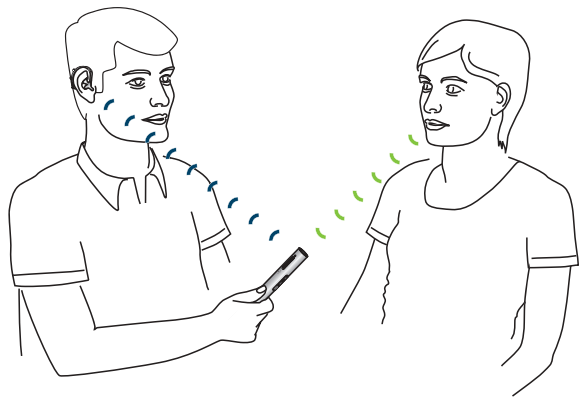
Conference style
Place Roger Pen in the middle of a table to listen to a group of people.



ⓘ In noisy environments such as a restaurant or a loud bar, you will experience more benefit if you point the Roger Pen in the direction of the actual talker you want to hear. See also next chapter for further details.

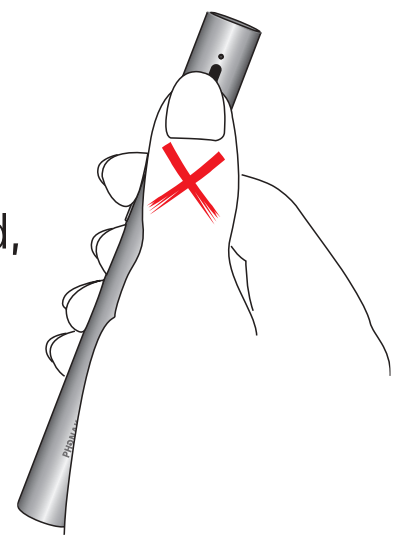
Interview style

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



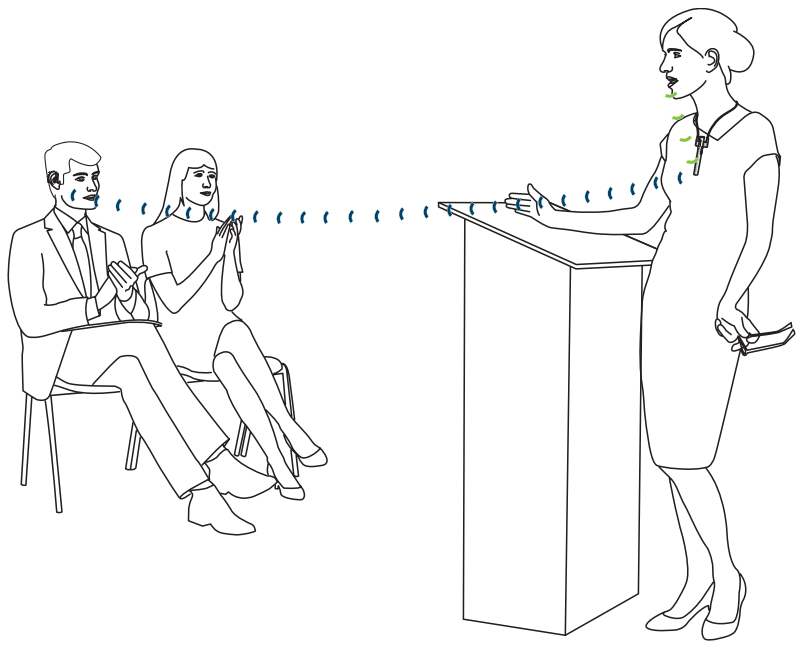
ⓘ Make sure your Roger Pen is pointing straight at the mouth of the talker.

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



Around the neck

Use the lanyard (neckloop) to hang Roger Pen around the neck of the speaker you want to hear.

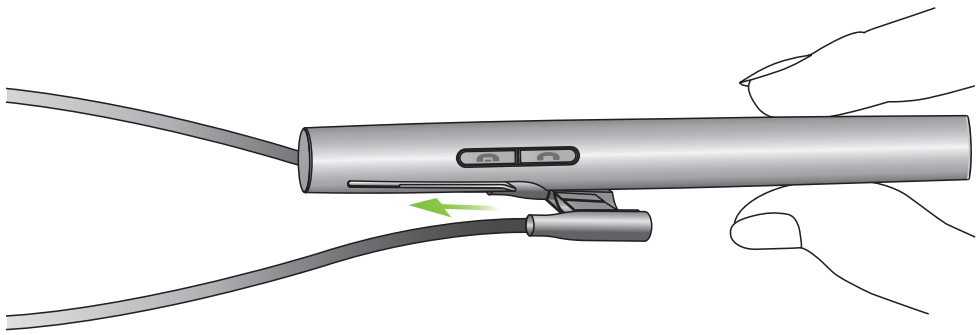


ⓘ If you prefer to set the Roger Pen's microphone mode manually, please refer to 'Special use cases / Manual microphone modes' (page 40).

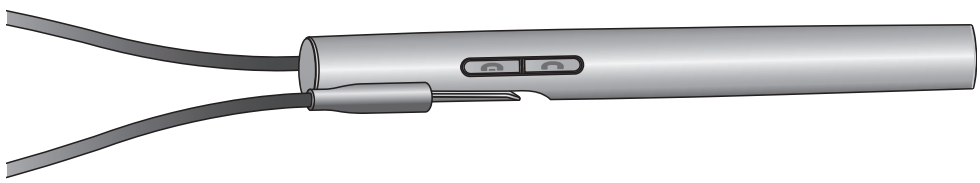
4.1 Attaching the lanyard

Slide the plastic part of the lanyard over the Roger Pen's clip (1.) until it is fully inserted (2.).

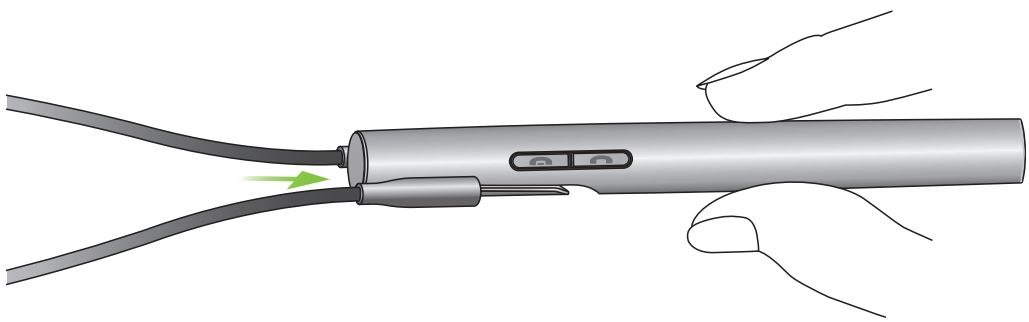
1.



2.

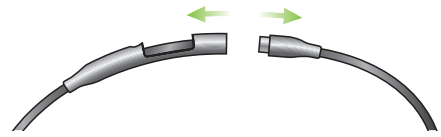


To remove the lanyard, pull it off the clip.

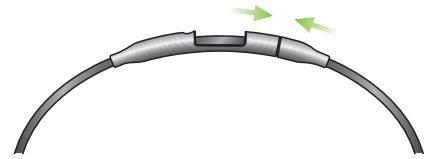


Hanging it around the neck

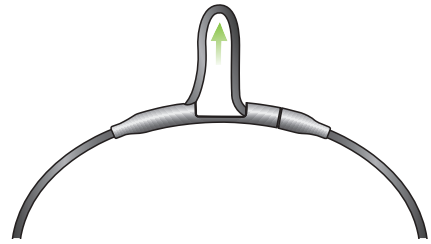
1. Open the lanyard by pulling the magnets apart.



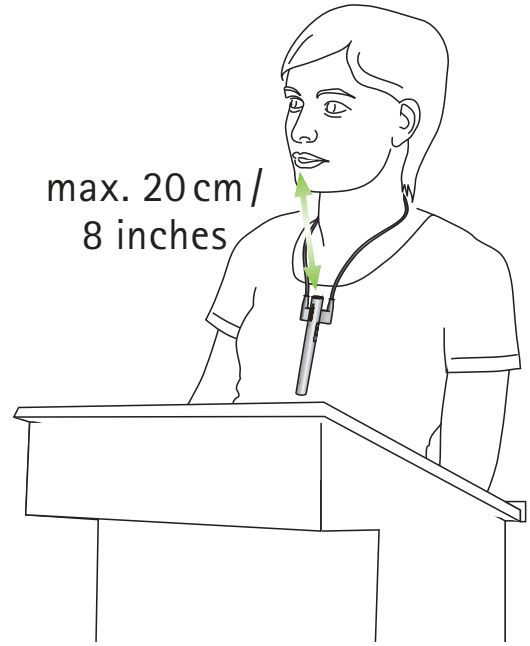
2. Hang the Roger Pen around the neck of the speaker and close the lanyard.



3. Adjust the length of the lanyard to bring Roger Pen closer to the mouth. The distance between Roger Pen and the mouth should not be more than 20 cm / 8 inches.



4. Secure the wire by pulling the cable into the gap.



4.2 Connecting to multimedia devices

You can connect your Roger Pen to an audio source – such as your TV, tablet or HiFi - to hear its audio signal directly in your hearing aids.

Via docking station

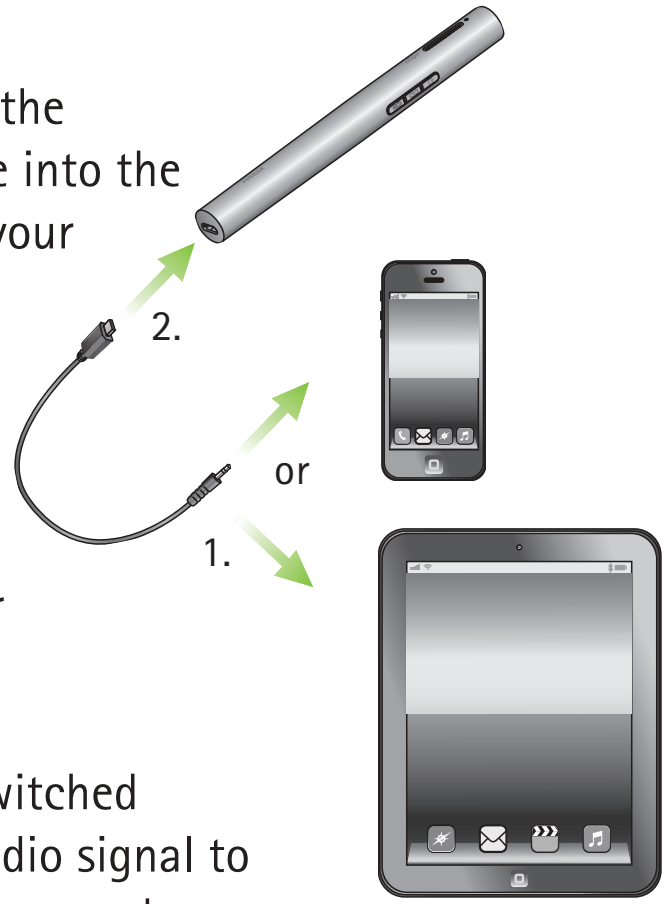
Make sure the docking station is powered on and properly connected to your audio source, as described in 'Getting started' (page 12). Slot your Roger Pen into the docking station. After turning on your audio source, Roger Pen will automatically detect the presence of an audio signal and start transmitting it.

ⓘ If the docking station is not powered on, Roger Pen can still detect and transmit an external audio signal. Simply switch Roger Pen on.

ⓘ When Roger Pen transmits an audio signal its microphone is muted.

Via micro-USB audio cable

Alternatively, you can use the short micro-USB audio cable to connect your multimedia device directly to your Roger Pen.



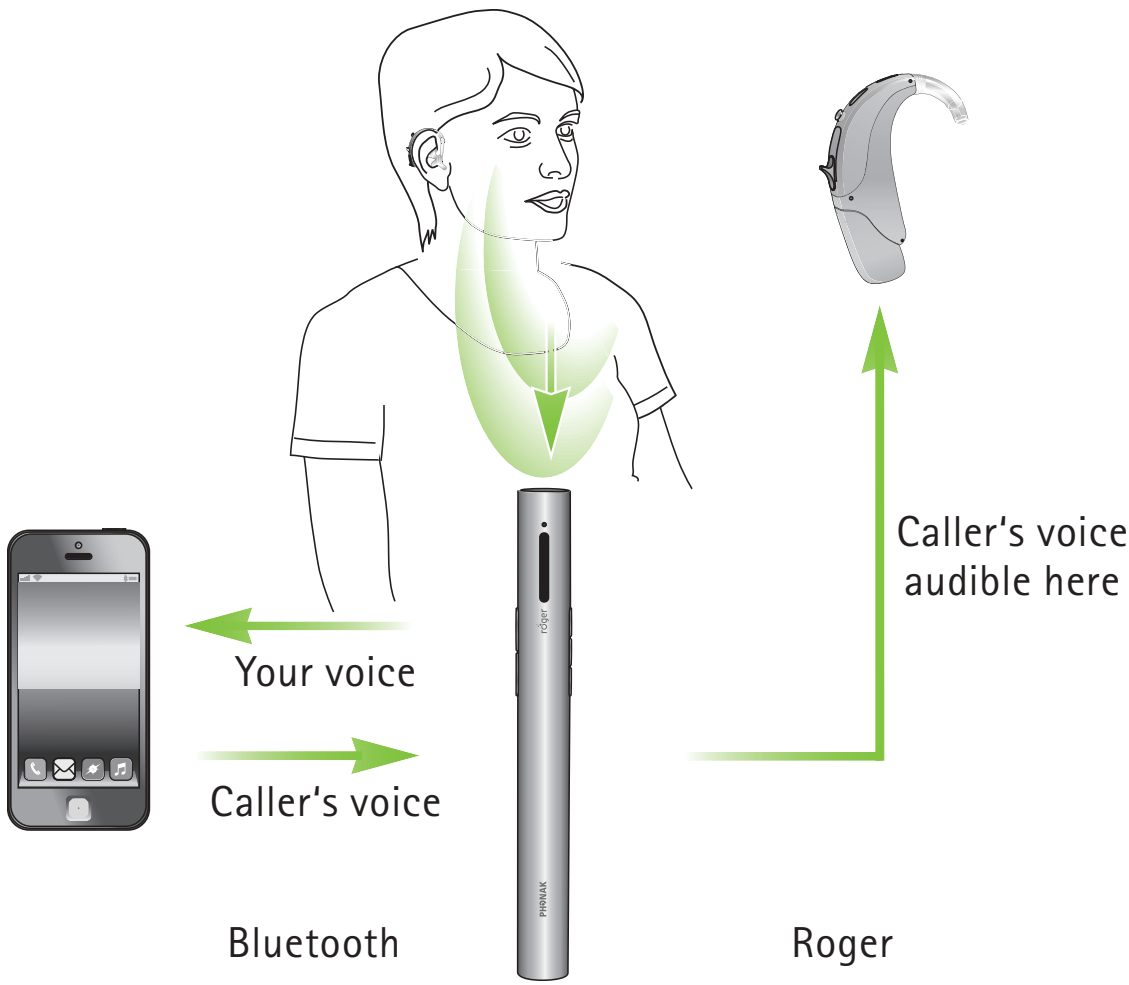
1. Plug the round end of the micro-USB audio cable into the headphone output of your multimedia device.

2. Plug the rectangular end (micro-USB) of the micro-USB cable into the socket of your Roger Pen.

ⓘ Roger Pen must be switched on to transmit the audio signal to your hearing aids. After you have activated your multimedia device's audio signal, Roger Pen will detect this signal and will automatically mute its own microphone.

4.3 Using Bluetooth

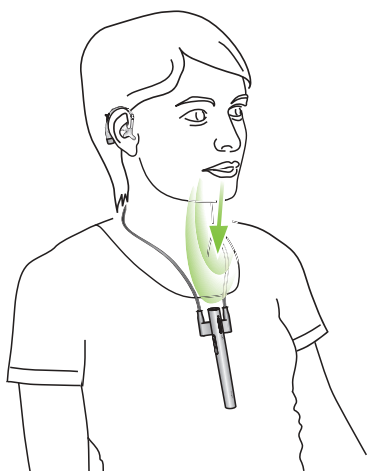
Roger Pen allows you to connect to Bluetooth-enabled cell phones and smartphones to make and receive phone calls. Before you can use your Roger Pen with your phone however, you need to make sure your phone has Bluetooth, and complete the pairing and connection procedures described in 'Setting up Bluetooth' (page 53).



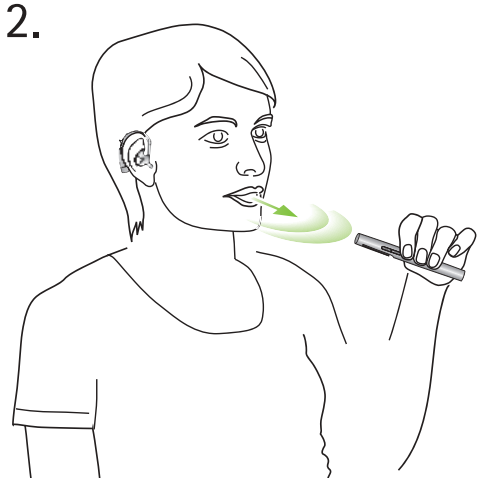
4.4 Using Roger Pen during phone calls

When engaged in a phone call, wear Roger Pen around the neck using the lanyard as shown below (figure 1) or hold it in your hand and ensure the top of the Roger Pen is pointing towards your mouth (figure 2). In very noisy environments, you may want to move Roger Pen closer to your mouth.

1.

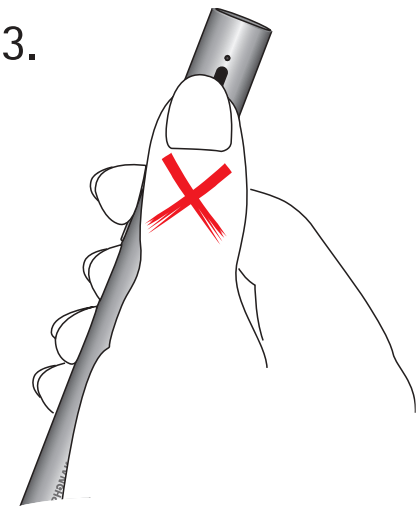


2.



Avoid covering the microphone opening with your finger or clothes (figure 3) and make sure Roger Pen is not pointing away from you (figure 4).

3.



4.

ⓘ During a phone call, keep your cell phone on you. Bluetooth's range (the maximum distance between Roger Pen and the phone) is 1–3 meters / 3–10 ft. Outside of this range the connection may be lost or drop in and out.

ⓘ Bluetooth calls will always take priority over the audio input function of your Roger Pen.

Incoming calls

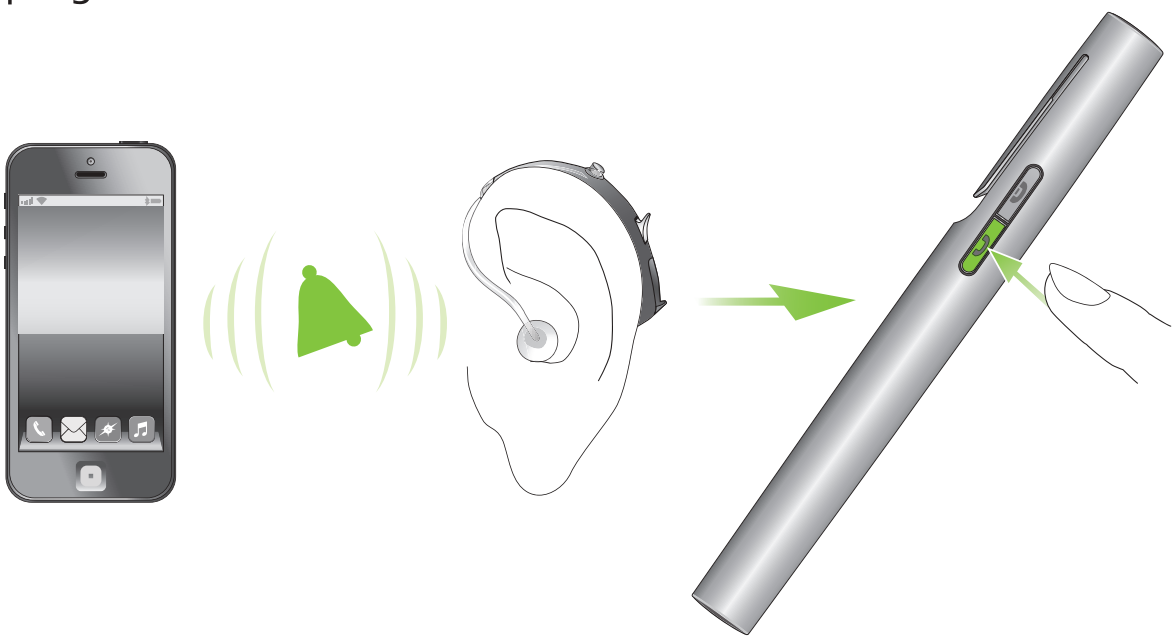
To receive a call, Roger Pen's Bluetooth needs to be enabled and it must be paired to your phone. Make sure your hearing aids are set to the right program to receive the signal from your Roger receivers. When a call is received on your phone, Roger Pen's indicator light will turn solid blue and you will hear the ringtone signal through your hearing aids.

Incoming phone calls will also sound in your hearing aids, even if Roger Pen is switched off.

ⓘ Roger Pen's microphones may be muted when your phone rings.

Accepting incoming calls

To accept an incoming call, press the Accept button when you hear the ringtone in your hearing aids. Speak into Roger Pen – not your phone – when the call is in progress.



Only one phone call at a time is possible. If another incoming call occurs on a second connected phone, you have two options:

- Press Accept : The current call will be put on hold and the new incoming call will be accepted.
- Press Decline : The new incoming call will be rejected and you can continue with your current call.

Rejecting a call

If you prefer not to answer an incoming call, press the Decline button. Using your phone to reject the call will have the same effect.

Making phone calls

Make sure Roger Pen and your phone are connected via Bluetooth as described in 'Setting up Bluetooth' (page 53).

Use your phone's keypad to enter the number and press the phone's call button. You will hear the ringing tone in your hearing aids shortly afterwards.

Ending a call

To end a phone call via your Roger Pen, press its Decline button. The call will terminate. You can also end a call via your phone instead of your Roger Pen.

Advanced phone options

The following functions can only be used if your phone supports them. Please consult your phone's User Guide if unsure.

Redial last number

Briefly press the Accept button twice to redial the last number dialled.

Voice dialling

Press the Accept button once to activate voice dialling, then simply say the name of the person you want to call.

ⓘ Wait until you hear the prompt or start tone before speaking the person's name.

ⓘ If you have connected two phones to your Roger Pen at the same time (MultiPoint) only the last-paired phone can be used for voice dialling.

ⓘ You can also use this function to control your phone with your voice.

Transferring a call

Holding the Accept button for two seconds transfers the call back to your phone. This allows you to hand your phone to another person. You will no longer hear the call in your hearing aids.

Holding the Accept button for another two seconds will transfer the call back to your Roger Pen.

Disabling Bluetooth

If you are not using Roger Pen's Bluetooth function, we recommend deactivating Bluetooth to save power.

Switch on Roger Pen and then press the Decline button for two seconds to deactivate Bluetooth.

To re-activate Bluetooth, switch on Roger Pen and press the Accept button for two seconds. Your Roger Pen should connect automatically with your phone.

Indicator light (Bluethooth status)

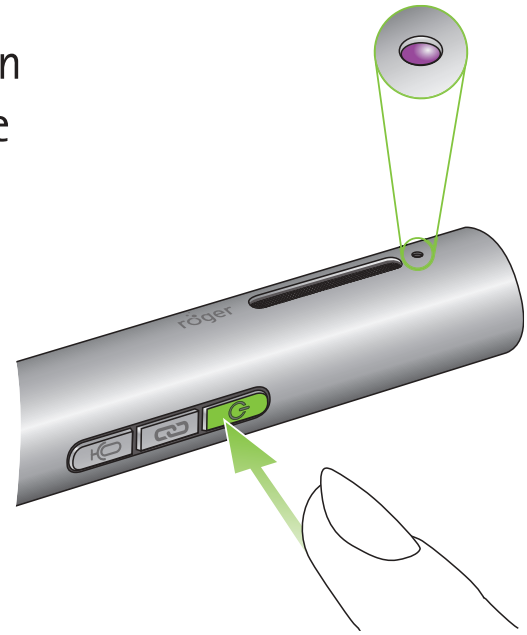
Indicator light	*Meaning*
	Active Phone call
	Enabling Bluetooth
	Disabling Bleutooth
	Roger Pen is switched off but still ready to do phone calls

5. Special functions

5.1 Mute

Firmly press the on/off ⏻ button to mute Roger Pen's microphone or audio input.

When muted, the indicator light will turn solid violet.



Press the on/off button again to re-activate Roger Pen's microphones or audio input.

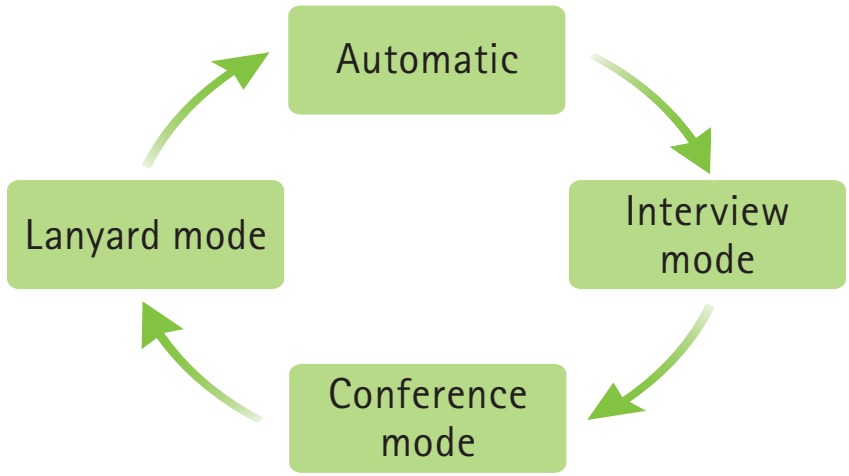
Indicator light (Mute)

Indicator light	*Meaning*
	Microphone / audio input muted

5.2 Manual microphone modes

If you wish to override the automatically selected microphone mode, you can do this manually.

Roger Pen features three manual microphone modes, which can be accessed in turn by pressing the microphone button.



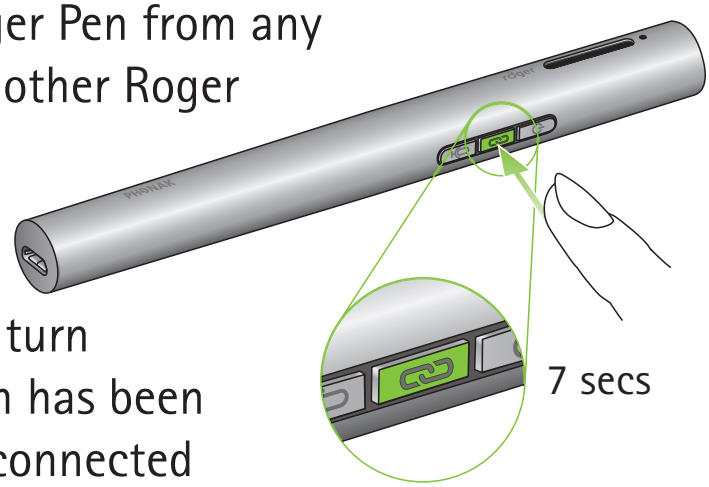
The Roger Pen's current manual microphone mode is indicated by the following indicator lights:

Indicator light	*Meaning*
	Interview mode. Select this mode if you want hear one particular speaker by pointing Roger Pen towards them. Surrounding noise and the voices of other speakers around you will be reduced.
	Conference mode. Select this mode if you want Roger Pen to pick-up voices from all around (i.e. friends sat around a table).
	Lanyard mode. If you want to hear one particular speaker and it is noisy, it's best for the speaker to wear the Roger Pen around their neck. They should wear it within 20 cm / 8 inches of their mouth.
	Automatic mode

If Roger Pen is in Lanyard mode and you press the microphone button again, Roger Pen will move into Automatic mode.

5.3 Disconnecting Roger devices (NewNet)

To disconnect your Roger Pen from any connected receivers or other Roger microphones, hold the Connect button for 7 seconds.
The indicator light will turn orange when Roger Pen has been disconnected from all connected devices.



You can now start to re-connect Roger receivers or Roger microphones with your Roger Pen.

5.4 Verification mode (for hearing care professionals only)

Verification mode is used by hearing care professionals to verify a device according the Roger POP (Roger Phonak Offset Protocol).

To activate verification mode, press the Connect button 5 times in a row.

Indicator light (Verification mode)

Indicator light	*Meaning*
	Verification mode activated

ⓘ Verification mode can only be activated during the 60 seconds after Roger Pen is switched on.

ⓘ When Roger Pen is switched off, Verification mode is automatically deactivated.

Reset

If your Roger Pen stops responding to commands, you can reset it by pressing the on/off ⏻, Mic 🎙, Accept 📞 and Decline 📞 buttons together for 10 seconds.

6. Adding additional microphones

Roger technology allows you to use multiple microphones in parallel by connecting additional Roger microphones.

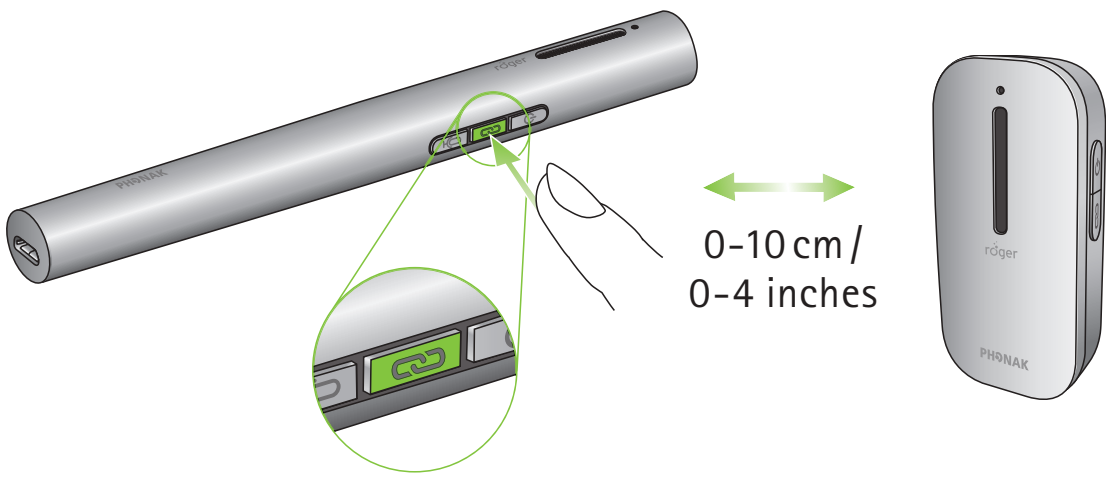
6.1 Connect

To connect another microphone to your Roger Pen, follow these steps:

1. Turn on both microphones.

2. Hold the two microphones close together (within 10 cm / 4 inches).

3. Press the Roger Pen's Connect button.



The indicator lights of both microphones will turn green for two seconds to indicate successful connection.

ⓘ It's possible to add up to 10 other Roger microphones to your Roger Pen.
Note that the second Roger Pen will be locked in lanyard mode and will need to be within 20cm / 8 inches to the speaker's mouth.

ⓘ If you want to connect another Roger Pen to yours, you must first disable the second Roger Pen's Bluetooth before it can be connected. Note that the second Roger Pen will be locked in lanyard mode and will need to be within 20cm / 8 inches to the speaker's mouth.

ⓘ If you want to disconnect your Roger Pen from other microphones, use the NewNet function (see ‚Special Functions' on page 41).

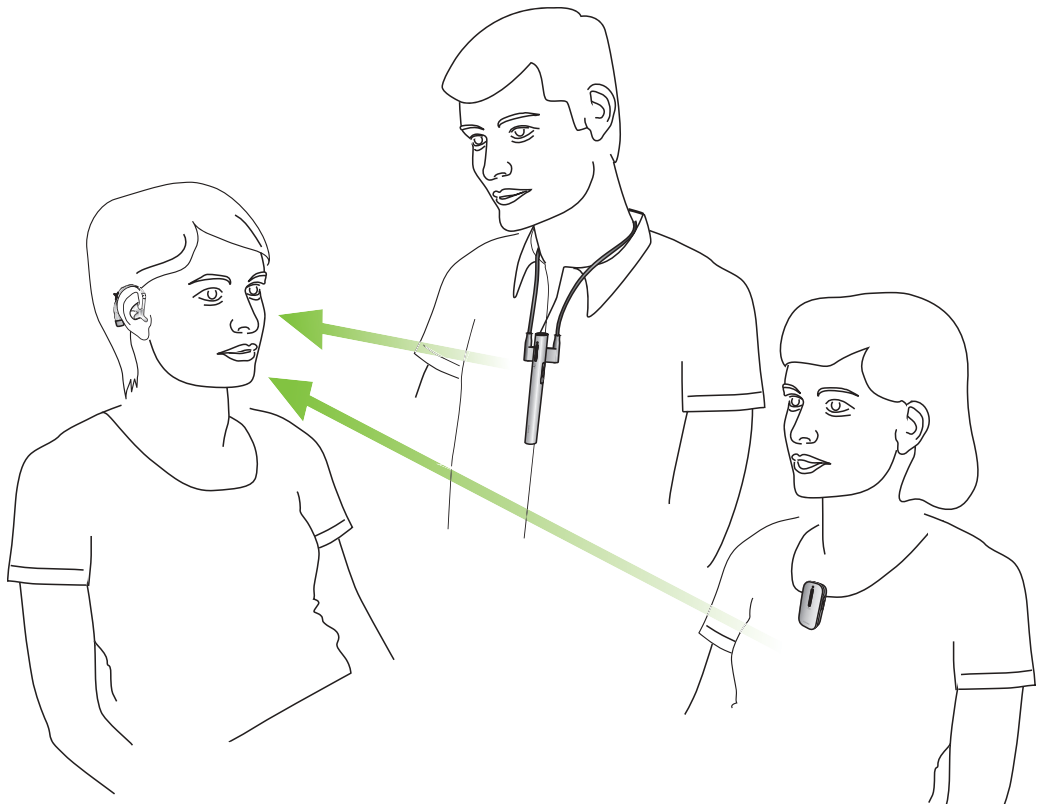
Indicator light (Connection status)

After pressing the Connect button, the following feedback may be given by the indicator light:

Indicator light	*Meaning*
	Connection was successful - the other Roger microphone is now connected to your Roger Pen.
	Roger Pen could not find another Roger microphone. Move Roger Pen closer to the other Roger microphone and make sure both microphones are switched on. Then try Connect again.
	The other Roger microphone is not compatible with your Roger Pen or the other Roger Pen's Bluetooth is still enabled. Please update the software of your Roger microphones or disable Bluetooth on the secondary Roger Pen

6.2 Using additional microphones

Hand over the Roger microphones to your speakers. Make sure they are worn properly (pointing to the mouth and within 20 cm / 8 inches). Your Roger Pen can also be placed on the table or held in hand to point at someone. The Roger microphones automatically detect when your friend or partner talks, before instantly transmitting his / her voice to your hearing aids.
If a speaker wants to temporarily leave the group, they should mute their microphone by firmly pressing the on / off ⏻ button.



ⓘ Only one speaker can be heard at a time. When two people speak at the same time, the person who talked first will be heard. When they stop talking, the other speaker will be heard.

ⓘ If there is an issue with the network, press connect button on one of the microphones to re-initialize the network.

Indicator light (multiple microphone status)

When using multiple Roger microphones, the following feedback may be given by the indicator light:

Indicator light	*Meaning*
	Automatic mode
	Roger Pen is locked in lanyard mode. It's best for the speaker to wear the Roger Pen around the neck. They should wear it within 20 cm / 8 inches of their mouth.
	Your Roger microphone is muted. Unmute it by pressing the on/off ⏻ button.
	Your Roger Pen lost the connection to the other microphones, press the connect button to re-initialize the network.

7. Introducing Bluetooth

7.1 What is Bluetooth?

Bluetooth provides a way for devices like cellular or cordless phones, laptops and personal computers to communicate wirelessly.

Your Roger Pen supports Bluetooth, allowing you to receive phone calls directly in your hearing aids.

For further information about Bluetooth, visit www.bluetooth.org

What Bluetooth devices can I use with my Roger Pen?

First, check whether the device you wish to use is Bluetooth-enabled. Look for the Bluetooth symbol on the device or in its User Guide.

Second, the possible applications of a Bluetooth-enabled device are defined by 'profiles'. The device you wish to use with your Roger Pen must support either the 'Head Set' or 'Hands Free' profile (HSP/HFP).

Bluetooth device compatibility

If a problem occurs with the connection between your Bluetooth device and Roger Pen, or if you are unsure about your device's Bluetooth capabilities, please consult your device's User Guide or ask its dealer.

Bluetooth operating range

Your Roger Pen supports Bluetooth Class 2 operation up to a range of 3 meters (10 ft).
Line-of-sight between your Roger Pen and your mobile phone is not required. However, the following factors may negatively affect the range achieved:

- Interference with other devices in the environment may reduce the operating range.
- The Bluetooth device with which you are connecting may only support a more limited range.

If your Bluetooth device moves out of range of your Roger Pen and has an active audio connection, this connection will start to be intermittently lost, and will finally be terminated.

If the device then moves back within range of your Roger Pen, it may or may not resume streaming to your hearing aids. If it does not resume, switch off Roger Pen and switch it on again.

7.2 Using a Bluetooth device: pairing and connecting

To enable communication two simple procedures must be completed:

1. Pairing: The pairing procedure allows you to control which Bluetooth devices are permitted to communicate with each other. It needs to be completed for each device you wish to use with your Roger Pen.

2. Connecting: Once a device is allowed to communicate with Roger Pen ('paired') the connection procedure makes sure the devices can exchange audio signals. The paired devices will then connect every time they are switched on and within reach of each other.

This connection is indicated on your phone by the appearance of the Bluetooth symbol.

Most Bluetooth devices perform the connection procedure automatically after pairing.

On the following pages the pairing and the connecting procedures are described.

7.3 Setting up Bluetooth

Pairing a Bluetooth-enabled phone

ⓘ It is only necessary to perform the pairing procedure once with each Bluetooth device. The pairing procedure is controlled by your phone.

ⓘ Different phones have different menu structures. You should therefore refer to your phone's User Guide or dealer if you cannot complete the pairing procedure using the generic steps described here.

ⓘ A maximum of 8 devices can be paired with one Roger Pen. A new pairing will replace the oldest used device.

ⓘ Roger Pen can support (connect to) two phones at the same time, but only one call at a time is possible.

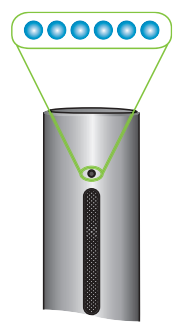
1. Turn on your Roger Pen and your phone. Place them next to each other.

2. Locate the connectivity settings in your phone's menu. Look for the Bluetooth setting.

3. Ensure that your phone's Bluetooth setting is switched on.

4. On your phone choose SEARCH or SCAN to search for Bluetooth devices or audio enhancements.

5. To initiate the pairing process on your Roger Pen, press the Accept button for 7 seconds until the indicator light starts to blink blue.



6. Your Roger Pen will remain in the pairing mode for two minutes or until pairing is completed.

7. Your phone should present a list of the Bluetooth devices it has detected. Select Roger Pen from this list.

8. Your phone may then ask you to enter a passcode. If so, enter '0000' (four zeros). Some phones may ask which Bluetooth service you want to enable. Select Headset.

9. Your Roger Pen should now be paired to your phone and the indicator light will stop blinking.

Connecting to a phone

Once your phone and Roger Pen are paired (see 'Pairing a Bluetooth-enabled phone'), the phone needs to be connected to your Roger Pen before it can send its audio signals.

This connection function should also appear in your phone's Bluetooth menu.

1. Ensure that the Roger Pen is turned on and its Bluetooth feature enabled.

2. Locate the Bluetooth section of your phone's settings menu and select 'List of paired devices'.

3. Locate and highlight your Roger Pen and select Connect.

4. Confirmation of successful connection is indicated on your phone by the appearance of a headset symbol.

ⓘ The connection between your Roger Pen and your phone will be maintained as long as the two devices remain on and within range of each other. If either device is switched off or moves out of range, you may need to re-connect devices.

ⓘ Some phones may connect automatically after pairing. We recommend selecting Yes when prompted to allow this automatic connection.

7.4 Unpairing Bluetooth devices

If you encounter issues with one of your paired devices, or if a device stops connecting to your Roger Pen, try unpairing devices from your Roger Pen.

1. Turn your Roger Pen on.

2. Enable Bluetooth by pressing the Accept button for 2 seconds.

3. Press and hold the Accept, Decline and Connect buttons simultaneously for 7 seconds, until the indicator light turns orange.

Unpairing Bluetooth devices removes their ability to connect with any previously-paired Bluetooth device. You will need to perform the pairing process again if you wish to reconnect.

8. Troubleshooting

Most probable cause(s)	*Solution(s)*
I cannot switch Roger Pen on	
■ The battery is empty	■ Charge Roger Pen for at least two hours
I cannot understand the speaker	
■ The microphone is not positioned correctly	■ Move Roger Pen closer to the speaker's mouth ■ Make sure Roger Pen is pointing towards the speaker's mouth
■ The microphone openings are covered by fingers or clothing	■ Make sure the microphone openings are not covered by fingers, clothing or dirt
I cannot hear the speaker's voice even though Roger Pen is switched on	
■ The microphone has been muted	■ Check the indicator light – if it is violet, briefly press the on/off button to activate the microphones
■ Your hearing aids are not set to the correct program	■ Check that your hearing aids are set to the correct program (Roger/FM/ DAI/EXT/AUX)
■ Your Roger receivers are not connected to Roger Pen	■ Hold Roger Pen close to each Roger receiver in turn and press the Connect button

Most probable cause(s)	*Solution(s)*
■ Your Roger Pen was part of a network	■ Press the Connect button on your Roger Pen.
I keep losing the audio signal	
■ Distance between Roger Pen and Roger receiver is too large	■ Go closer to your Roger Pen
■ There are obstacles between you and Roger Pen	■ Make sure you can see the Roger Pen (line of sight)
The volume of my multimedia device is too low	
■ Incorrect volume settings	■ Increase volume of your audio source
I cannot hear my multimedia device	
■ The audio source is muted	■ Unmute the audio source
■ Roger Pen is using the micro-USB audio cable but is not switched on	■ Switch on Roger Pen to listen to the audio source via the micro-USB audio cable
Roger Pen is switched on but it's light is blinking blue	
■ Your Roger Pen was part of a network	■ Press the connect button on your Roger Pen

Most probable cause(s)	*Solution(s)*
Roger Pen's light is blinking red (double flash)	
■ Its battery charge is low	■ Charge Roger Pen as soon as possible
Roger Pen has stopped working	
■ Software issue	■ Reboot Roger Pen by simultaneously pressing the on/off, microphone, accept and decline buttons
During Bluetooth pairing, the phone asks for a pass code	
■ This code is required to pair your Roger Pen with your phone	■ Roger Pen pairing code is '0000' (four zeros)
I keep losing the signal during a Bluetooth phone call	
■ The Bluetooth device is either out of range or worn in a back pocket (body shielding)	■ Move back within range and keep Bluetooth devices in front of you
The volume of the cell phone is uncomfortable (too low or too high)	
■ The volume is not correctly set on the celle phone	■ Adjust the volume of the cell phone

Most probable cause(s)	*Solution(s)*
The caller can hear me but I cannot hear the caller	
■ The call was transferred to the phone	■ Make sure the call is transferred back to your Roger Pen by pressing the Accept button for 2 seconds
Roger Pen is no longer recognized by the phone to which it was previously paired	
■ The devices are too far away from each other	■ Bring devices within 3 meter/ 10 feet
■ Roger Pen has stopped seeking for paired Bluetooth devices to save power	■ Switch Roger Pen off and on again
■ Roger Pen can be paired to a maximum of 8 different Bluetooth devices. If its internal memory is full, new pairings may overwrite previous pairings. These devices are unpaired	■ Repeat the pairing
I accepted a call on my phone (instead of via Roger Pen) but cannot hear it in my hearing aids	
■ Some phones unfortunately do not support this function	■ Always accept calls by pressing the Accept button on the Roger Pen

Most probable cause(s)	*Solution(s)*
My phone is ringing but I cannot accept the call on my Roger Pen	
■ The phone's Bluetooth is disabled	■ Ensure Bluetooth is enabled (see your phone's User Guide)
■ Roger Pen's Bluetooth is disabled	■ Ensure Bluetooth is enabled by pressing the Accept button for 2 seconds
■ Roger Pen is not connected to your phone	■ 1. Disable your phone's Bluetooth and then turn it on again 2. Restart Roger Pen by switching it off and on again 3. Ensure Roger Pen's Bluetooth is enabled by pressing the Accept button for 2 seconds 4. Connect Roger Pen to your phone by choosing it in the phone's 'Active device' menu 5. Ensure your phone and Roger Pen are within range
■ Roger Pen is not paired with your phone	■ Follow the pairing process in this User Guide
■ The distance between Roger Pen and your phone is too great	■ Do not exceed the maximum distance and keep Bluetooth devices in front of you

Most probable cause(s)	*Solution(s)*
My phone is ringing but I cannot hear its ringing tone even though Roger Pen's light has turned solid blue	
■ Phone is set to vibrate only	■ Enable your phone's ring tone
■ Your Roger receiver is not connected or switched on	■ Ensure your Roger receiver is switched on and connected
■ Your hearing aid is not set to the right program	■ Set your hearing aids to the correct Roger / FM / DAI / EXT/ AUX program
The person on the phone is having difficulty hearing me	
■ Roger Pen's microphone openings may be covered	■ Make sure these openings are not covered by your fingers, clothing or dirt
■ Roger Pen is not being worn correctly	■ Roger Pen should point straight towards your mouth
■ Roger Pen might be rubbing against clothing	■ Try to move less when speaking
■ The volume of the caller's phone is set too low	■ Ask your caller to increase their phone's volume
I am not able to connect my Roger Pen with another Roger microphone	
■ There is a software incompatibility	■ Upgrade all your Roger microphones using the Roger Upgrader available on the Phonak website or contact your local Phonak dealer.

Most probable cause(s)	*Solution(s)*
I cannot hear the signal from one or multiple additional microphone(s)	
■ The microphone is switched off	■ Switch on all microphones
■ The microphone is not well placed	■ Make sure the Roger microphone is held / worn correctly near the mouth
■ The microphone network is broken	■ Firmly press the connect button on one microphone to re-initialize the network
Roger Pen is near a computer / TV box and WiFi signal connection seems to be slower.	
■ WiFi router is far away from computer with Roger Pen too close to computer / TV.	■ Change Roger Pen position at least 1 meter away from computer / TV.

9. Important information

9.1 Important Safety Information

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

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.

9.2 Hazard warnings

⚠ Keep this device out of reach of children aged under 3 years.

⚠ Opening the device might damage it. If problems occur that cannot be resolved by following the guidelines in the Troubleshooting section of this User Guide, consult your hearing care professional.

⚠ Your device should only be repaired by an authorized service center. Changes or modifications to this device that were not explicitly approved by Phonak are not permitted.

⚠ Please dispose of electrical components in accordance with your local regulations.

⚠ Do not use your device in areas where electronic equipment is prohibited. If in doubt, please ask the person in charge.

⚠ Device should not be used on aircrafts unless specifically permitted by flight personnel.

⚠ External devices should only be connected if they have been tested in accordance with corresponding IECXXXXX standards.

⚠ Only use accessories that are approved by Phonak AG.

⚠ Using your device's cables in any way contradictory to their intended purpose (e.g., wearing the USB cable around the neck) can cause injury.

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

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

⚠ Caution: electric shock. Do not insert plug alone into electrical outlets.

9.3 Product safety information

ⓘ Protect the device from excessive shock and vibration.

ⓘ Do not expose your device to temperatures and humidity outside of the recommended conditions stated in this User Guide.

ⓘ Never use a microwave or other heating devices to dry the device.

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

ⓘ Only recharge your device using chargers supplied by Phonak or by stabilized chargers providing 5VDC and ≥500 mA.

ⓘ Do not connect an USB or audio cable to your device that exceeds 3 meters (9 ft) in length.

ⓘ When the device is not in use, turn it OFF and store it safely.

ⓘ Protect the device from excessive moisture (bathing, swimming), heat (radiator, car dashboard), and direct contact with skin when sweating (workout, fitness, sport).

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

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

ⓘ Insert the device into the docking station as indicated. Incorrect insertion may damage the device.

ⓘ Protect all openings (microphones, audio input and charger) from dirt and debris.

ⓘ If the device has been dropped or damaged, if it overheats during charging, has a damaged cord or plug, or has been dropped into liquid, stop using your device and contact your hearing care professional.

ⓘ The device has a built-in rechargeable battery. This battery can be charged and discharged hundreds of times but may eventually wear out. The battery may then only be replaced by authorized personnel.

9.4 Other important information

- Persons with pacemakers or other medical devices should ALWAYS consult their physician or the manufacturer of their device BEFORE using the device. The use of the device with a pacemaker or other medical devices should ALWAYS be in accordance with the safety recommendations of the physician responsible for your pacemaker or the pacemaker manufacturer.
- 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.

10. Service and warranty

10.1 Local warranty

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

10.2 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.

10.3 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.

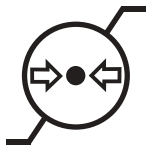
Serial number:

Authorized hearing care professional (stamp/signature):

Date of purchase:

11. Information and explanation of symbols

CE	The CE symbol is confirmation by Phonak Communications AG that this Phonak product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.
	This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.
	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	This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.
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.
	Temperature: –20° to +60° Celsius (–4° to +140° Fahrenheit).
	Humidity transportation: Up to 90% (non condensing). Humidity storage: 0% to 70%, if not in use.
	Atmospheric pressure: 500 hPA to 1100 hPA.

The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused device, at waste disposal sites intended for electronic waste, or give your device to your hearing care professional for disposal. Proper disposal protects the environment and health.
This product has an embedded, non-replaceable 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.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Phonak is under license. Other trademarks and trade names are those of their respective owners.

Notes

Manufacturer:

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