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Roger Pen

User guide



roger



PHONAK
life is on

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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 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 Clip-On Mics and Roger Pens 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 Check the package content

Roger Pen



Docking station



Storage pouch



Power supply with country adapter and charging cable



Lanyard



Audio cable for docking station



micro-USB audio cable (suitable for travelling)



RCA/Cinch adapter for TV or HiFi

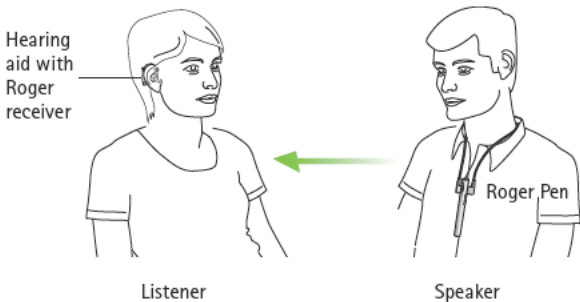


Quick Setup Guide



2.2 How your Roger Pen works

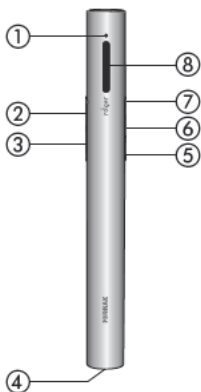
Roger Pen transmits the speaker's voice directly into your ears. The system consists of three main elements: your hearing aids, Roger receivers and your Roger Pen.



2. Getting to know your Roger Pen

2.3 Descriptions of the devices

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

Dockingstation



- 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)

Indicatorlight *Meaning*



Switching on

Switching off

Audio input detected

Microphone / audio input muted

Charging

Fully charged

Low battery – charge your Roger Pen

Active phone call

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 the Roger Pen (and into your hearing aids).

Setting up the power supply

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



US



EU



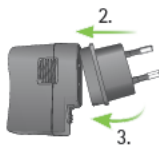
UK



AUS

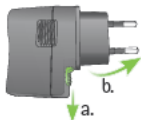
2. Insert the round corner of the adapter in the round corner of the universal power supply.

3. Click the tail of the adapter in to lock it into place. Make sure the adapter is securely locked.



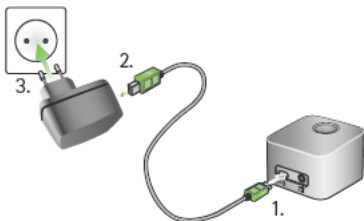
Remove/Change:

- Pull back the tab on the universal power supply.
- Gently pull the adapter upwards to remove it.
- Start over with step 1 (above).




Connecting the power supply to the docking station

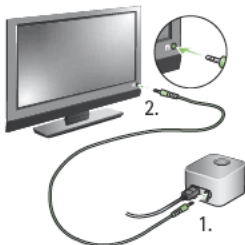
- Place the docking station next to your TV/audio device and connect the smaller end of the charging cable to the power input of the docking station ⚡ $5V$ $1A$.
- Plug the larger end of the charging cable into the universal power supply Type GPE052B
 $5V$ $1A$.
- Plug the power supply into an easily accessible power socket.



3. Getting started

Connecting the docking station to an a TV/ audio device

1. Plug the audio cable into the audio input of the docking station: 
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 adaptor. Then plug the SCART adaptor 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.

3. Getting started

- ① When the docking station is plugged into the headset socket of your TV, you can adjust the volume via your TV's remote control.
- ① 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 a case use the Cinch / RCA or SCART output socket as described above.
- ① 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.

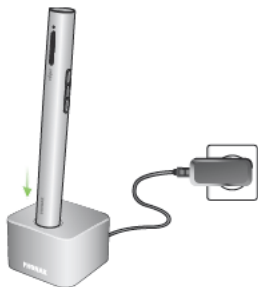
3.2 Charging your Roger Pen

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 turns orange to indicate it is charging.

An empty battery will reach its maximum charge in

approximately 2 hours. Charging is complete when the indicator light turns solid green.



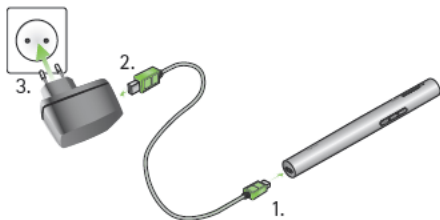
- ① When charging your Roger Pen for the first time, let it charge for at least two hours even if the battery indicator light is not lit or turns green earlier.

3. Getting started

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

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 the wall socket.



-
- ① 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.
 - ① 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 light (battery status)

<i>Indicatorlight</i>	<i>Meaning</i>
-----------------------	----------------



Charging




Fully charged

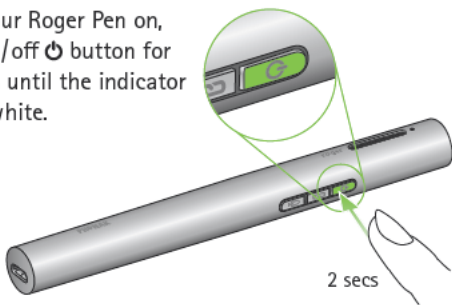


Low battery, charge your Roger Pen.
In addition, you will hear beeps in your hearing aids.

3. Getting started

3.3 Switching on and off

To switch your Roger Pen on, press the on/off  button for two seconds until the indicator light turns white.



3.4 Using your Roger receiver

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 your hearing aid is set to its Roger/FM/DAI/EXT program.

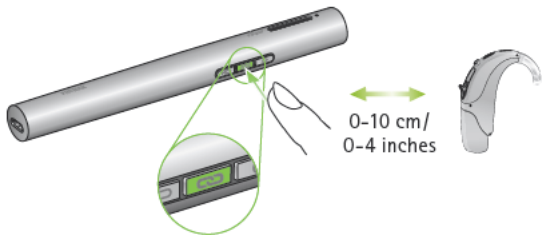


3. Getting started

3.5 Connecting a receiver

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

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.



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

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

i 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:

<i>Indicatorlight</i>	<i>Meaning</i>
-----------------------	----------------



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. Then try to connect again.

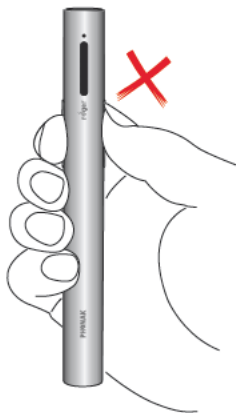


The Roger receiver is not compatible with your Roger Pen.

3. Getting started

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.



4. Using Roger Pen

Interview style

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



- ① Make sure your Roger Pen is pointing straight at the mouth of the talker.
- ① 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.

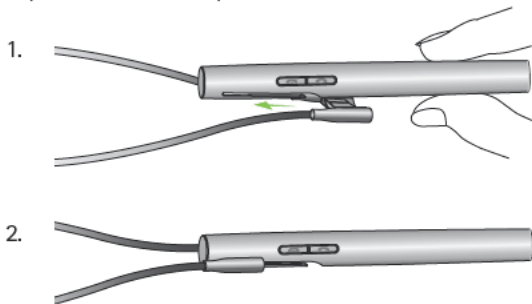


- ① If you prefer to set the Roger Pen's microphone mode manually, please refer to 'Special use cases/Manual microphone modes' (Page 39).

4. Using Roger Pen

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.).



To remove the lanyard, pull it off the clip:

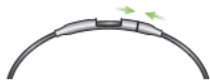


Hanging it around the neck

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



4. The distance between Roger Pen and the mouth should not be more than 20 cm / 8 inches.



4. Using Roger Pen

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 it's audio signal directly in your hearing aids.

Via docking station

Make sure the docking station is powered 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 starts transmitting it.



- ① If the docking station is not powered, Roger Pen can still detect and transmit an external audio signal. Simply switch Roger Pen on.

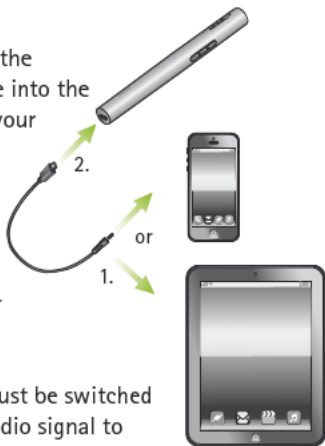
- ① When Roger Pen transmits an audio signal its microphone is muted.

Via micro-USB audio cable

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

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 Clip-On Mic.



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

4. Using Roger Pen

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 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.



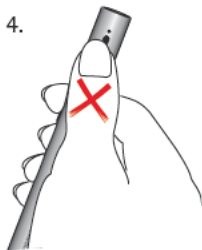
4. Using Roger Pen

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.



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

- ① Roger Pen's microphones are muted when your phone rings.



4. Using Roger Pen

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 your second phone, you have two options:

- Press Accept : The current call will be ended 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 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.

4. Using 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 the Accept  button twice to redial the last number dialed.


Voice dialling

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

- ① Wait until you hear the prompt or start tone before speaking the person's name.
- ① When 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.
- ① 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.

- ① To check whether Bluetooth is enabled, switch on your Roger Pen and press Accept . The indicator light will turn blue for two seconds if Bluetooth is enabled.

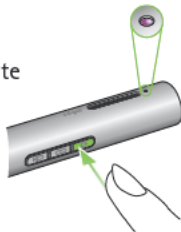


5. Special functions

5.1 Mute


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

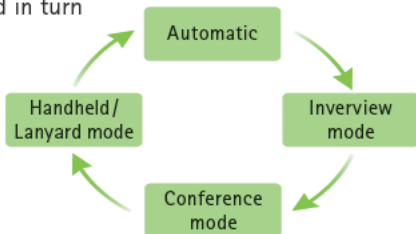
When muted, the indicator light will turn solid violet.



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





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.




5. Special functions

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

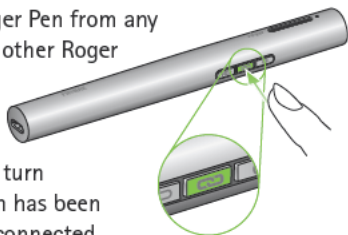
<i>Indicatorlight</i>	<i>Meaning</i>
	Interview mode. Select this mode if you want hear one particular speaker by pointing Roger Pen towards them. Surrounding noise and the voice of other speakers around you will be reduced.
	Conference mode. Select this mode if you want Roger Pen to pick-up voices from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

If Roger Pen is in Handheld 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 re-start to connect Roger receivers or Roger microphones with your Roger Pen.

5.4 Verification mode

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

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

5. Special functions

Status light (Verification mode)





<i>Indicatorlight</i>	<i>Meaning</i>
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Verification mode activated

- ① Verification mode can only be activated during 60 seconds after Roger Pen is switched on.
- ① 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.

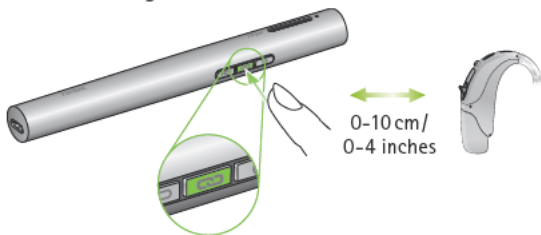
6. Adding additional microphones

Roger technology allows you to use multiple microphones in parallel by connecting additional Roger Clip-On Mics and Roger Pens.

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 10cm / 4 inches)
3. Press the Roger Pen's Connect  button.



4. The indicator lights of both microphones will turn green for two seconds.

6. Adding additional microphones

- ① Once you have connected another microphone with your Roger Pen, it can only be used together with Roger Pen. The other microphone will blink red if it does not find your Roger Pen. If you want to disconnect it from your primary Roger Pen, use the NewNet function (see 'Special Functions' on page 41).
- ① It's possible to add up to 10 other Roger microphones to your Roger Pen.
- ① 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.

Indicator light (Connection status)

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

<i>Indicatorlight</i>	<i>Meaning</i>
-----------------------	----------------



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.

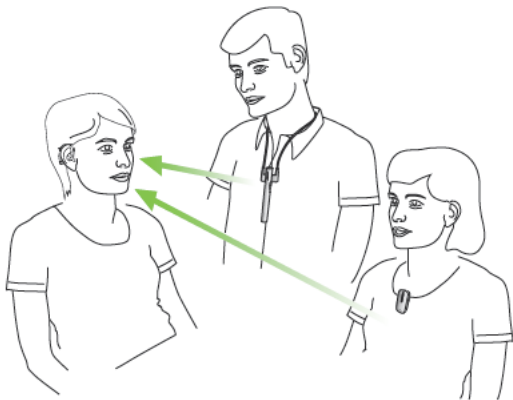
6. Adding additional microphones

6.2 Using additional microphones

Hand over the Roger microphones to your speakers. Make sure they are worn properly.

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.



-
- ① 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.
 - ① The speaker using Roger Pen should never move more than 10 m / 30 feet away from the group as this may disable the other Roger microphones.
 - ① If the Roger Pen is turned off or moves out of range, the secondary Roger microphones will start blinking red and will stop transmitting.


6. Adding additional microphones

Indicator light (multiple microphone status)

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

<i>Indicatorlight</i>	<i>Meaning</i>
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Your Roger microphone is muted. Unmute it by pressing the on/off  button.



Your Roger microphone cannot detect the primary Roger microphone. Switch on the primary Roger microphone and make sure it is within range of your Roger microphone.

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?

 **Bluetooth**® 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).

7. Introducing Bluetooth

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.

7. Introducing Bluetooth

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

This section describes the pairing and connection procedure for Bluetooth devices.

Pairing a Bluetooth-enabled phone

- ① It is only necessary to perform the pairing procedure once with each Bluetooth device. The pairing procedure is controlled by your phone.
- ① 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 with the generic steps described here.
- ① A maximum of 8 devices can be paired with one Roger Pen. A new pairing will replace the oldest used device.
- ① Roger Pen can support (connect to) two phones at the same time, but only one call at a time is possible.

7. Introducing Bluetooth

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 turned 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'.

7. Introducing Bluetooth

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.
- ① 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.
 - ① 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, you might unpairing devices from your Roger Pen.

1. Turn your Roger Pen on.
2. 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

<i>Most probable cause(s)</i>	<i>Solution(s)</i>
I cannot switch Roger Pen on	
<ul style="list-style-type: none">■ The battery is empty	<ul style="list-style-type: none">■ Charge Roger Pen for at least two hours
I cannot understand the speaker	
<ul style="list-style-type: none">■ The microphone is not positioned correctly■ The microphone openings are covered by fingers or clothing	<ul style="list-style-type: none">■ Move Roger Pen closer to the speaker's mouth■ Make sure Roger Pen is pointing towards the speaker's mouth■ 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	
<ul style="list-style-type: none">■ The microphone has been muted■ Your hearing aids are has not set to the correct program■ Your Roger receivers are not connected to Roger Pen	<ul style="list-style-type: none">■ Check the indicator light – if it is violet, briefly press the on/off button to activate the microphones■ Check that your hearing aids are set to the correct program (Roger/FM/DAI/EXT)■ Hold Roger Pen close to each Roger receiver in turn and press the Connect button

<i>Most probable cause(s)</i>	<i>Solution(s)</i>
<ul style="list-style-type: none"> ■ In case of multiple microphones, the primary microphone may not be switched on or may be out of range 	<ul style="list-style-type: none"> ■ Check the indicator light - if it is blinking red, switch on the primary microphone and check that it is within range
I keep losing the audio signal	
<ul style="list-style-type: none"> ■ Distance between Roger Pen and Roger receiver is too large ■ There are obstacles between you and Roger Pen 	<ul style="list-style-type: none"> ■ Go closer to your Roger Pen ■ Make sure you can see the Roger Pen (line of sight)
The volume of my multimedia device is too low	
<ul style="list-style-type: none"> ■ Incorrect volume settings 	<ul style="list-style-type: none"> ■ Increase volume of your audio source
I cannot hear my multimedia device	
<ul style="list-style-type: none"> ■ The audio source is muted ■ Roger Pen is using the micro-USB audio cable but is not switched on 	<ul style="list-style-type: none"> ■ Unmute the audio source ■ Switch on Roger Pen to listen to the audio source via the micro-USB audio cable
Roger Pen's light is blinking red (single flash)	
<ul style="list-style-type: none"> ■ The primary microphone that your Roger Pen is connected to is no longer available 	<ul style="list-style-type: none"> ■ Create a NewNet (press the Connect button for 7 seconds) to make your Roger Pen a standalone transmitter again

8. Troubleshooting

Most probable cause(s)

Solution(s)

Roger Pen's light is blinking red (double flash)

■ It's battery charge is low

■ Charger 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 button

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 mobile phone is not comfortable (too low or too high)

■ The volume is not correctly set on the mobile phone

■ Adjust the volume on the mobile phone

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

<i>Most probable cause(s)</i>	<i>Solution(s)</i>
Roger Pen is no longer recognized by the phone to which is was previously paired	
<ul style="list-style-type: none"> ■ The devices are too far away from each other ■ Roger Pen has stopped seeking for paired Bluetooth devices to save power ■ 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 	<ul style="list-style-type: none"> ■ Bring devices within 3 meter / 10 feet ■ Switch Roger Pen off and on again ■ Repeat the pairing
I accepted a call on my phone (instead of via Roger Pen) but cannot hear it in my hearing aids	
<ul style="list-style-type: none"> ■ Some phones unfortunately do not support this function 	<ul style="list-style-type: none"> ■ Always accept calls by pressing the Accept button on the Roger Pen
My phone is ringing but I cannot accept the call on my Roger Pen	
<ul style="list-style-type: none"> ■ The phone's Bluetooth is disabled ■ Roger Pen's Bluetooth is disabled 	<ul style="list-style-type: none"> ■ Ensure Bluetooth is enabled (see your phone's User Guide) ■ Ensure Bluetooth is enabled by pressing the Accept button for 2 seconds

Most probable cause(s)

Solution(s)

My phone is ringing but I cannot hear its ringing tone even though Pen's light has turned solid blue

- Phone is set to vibrate only
- Your Roger receiver is not connected or switched on
- Your hearing aid is not set to the right program

- Enable your phone's ring tone
- Ensure your Roger receiver is switched on and connected
- 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
- Roger Pen is not being worn correctly
- Roger Pen might be rubbing against clothing
- The volume of the caller's phone is set to low

- Make sure these openings are not covered by your fingers, clothing or dirt
- Roger Pen should point straight towards your mouth
- Try to move less when speaking
- Ask your caller to increase their phone's volume

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.

9. Important information

- ⚠ 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

- ① Protect the device from excessive shock and vibration.
- ① Do not expose your device to temperatures and humidity outside of the recommended conditions stated in this User Guide.
- ① Never use a microwave or other heating devices to dry the device.
- ① Clean the device using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean the device.
- ① Only recharge your device using chargers supplied by Phonak or by stabilized chargers providing 5VDC and ≥ 500 mA.
- ① Do not connect an USB or audio cable to your device that exceeds 3 meters (9 ft) in length.
- ① When the device is not in use, turn it OFF and store it safely.

9. Important information

- ① Protect the device from excessive moisture (bathing, swimming), heat (radiator, car dashboard), and direct contact with skin when sweating (workout, fitness, sport).
- ① X-ray radiation, CT or MRI scans may destroy or adversely affect the correct functioning of the device.
- ① Do not use excessive force when connecting your device to its different cables.
- ① Protect all openings (microphones, audio input and charger) from dirt and debris.
- ① 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.
- ① 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



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 these user guides.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.



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. 0° to +40° Celsius (+32° to +104° Fahrenheit) and relative humidity of <95% (non condensing).



Australian EMC and Radiocommunications compliance label.



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.

11. Information and explanation of symbols



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.



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Important Safety Information Declaration of Conformity Service and Warranty



Informations de sécurité importantes Déclaration de conformité Service et garantie



Devices, appareils:

Roger Pen

Roger Clip-On Mic

The information contained herein is subject to change without notice.

Les informations ci-dessous peuvent faire l'objet de modifications sans notification préalable.



www.phonak.com

PHONAK
life is on

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.

1.1 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.

1.2 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 (9ft) 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.
- ⓘ Protect all openings (microphones, audio input and charger) from dirt and debris.

- ① 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.
- ① 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.

1.3 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.

2 Declaration of Conformity

In body worn operation, the devices have been found in compliance with the requirements of EN 62209-2, FCC rule paragraph 2.1093, the ANSI/IEEE C95.1:1999, the NCRP Report Number 86 for uncontrolled environment, according to the Health Canada's Safety Code 6 and the Industry Canada Radio Standards Specification RSS-102 for General Population/Uncontrolled exposure.

Hereby, Phonak Communications AG, Länggasse 17, CH-3280 Murten, declares that these Phonak products are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. To obtain a copy of the Declaration of conformity, please contact the manufacturer or the local Phonak representative whose address can be taken from the list on www.phonak.com (worldwide locations).

This device complies with Part 15 of the FCC Rules and with RSS210 of Industry Canada. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. 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. 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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the device.

3 Service and Warranty

Local warranty

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

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.

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:

Purchase date:

Authorized hearing
care professional
(stamp/signature):

Français

1 Information de sécurité importante



Veillez lire les informations sur les pages suivantes avant d'utiliser votre appareil Phonak.



Le symbole apposé sur le présent produit ou son emballage signifie qu'il ne doit pas être jeté avec les autres ordures ménagères. Il vous incombe de jeter votre ancien matériel séparément c'est-à-dire hors système de collecte des ordures ménagères municipal. En éliminant votre ancien matériel en bonne et due forme, vous préviendrez tout risque d'impact néfaste sur l'environnement et la santé publique.

1.1 Avertissements de danger

- ⚠ Maintenez cet appareil hors de portée des enfants de moins de 3 ans.
- ⚠ Ouvrir l'appareil peut l'endommager. Si des problèmes surviennent et ne peuvent pas être résolus en suivant les directives de la section Dépannage de ce Mode d'emploi (le cas échéant), consultez votre audioprothésiste.
- ⚠ Votre appareil doit uniquement être réparé par un centre de service autorisé. Les changements ou modifications de cet appareil qui n'ont pas été approuvés explicitement par Phonak ne sont pas autorisés.
- ⚠ Éliminez les composants électriques selon les dispositions locales en vigueur.
- ⚠ N'utilisez pas votre appareil dans les zones où les équipements électroniques sont interdits. En cas de doute, veuillez consulter la personne responsable.
- ⚠ L'appareil ne doit pas être utilisé dans les avions, sauf si le personnel de vol l'autorise spécifiquement.
- ⚠ Les appareils externes ne doivent être connectés que s'ils ont été testés conformes aux normes CEIXXXX correspondantes.
- ⚠ N'utilisez que des accessoires approuvés par Phonak AG.

- ⚠ Utiliser les câbles de votre appareil de manière contraire à leur usage prévu (par ex. porter le câble USB autour du cou) peut provoquer des blessures.
- ⚠ Lors de l'utilisation de machines, assurez-vous qu'aucune partie de votre appareil ne puisse se coincer dans la machine.
- ⚠ Ne chargez pas l'appareil lorsqu'il est sur votre corps.
- ⚠ Avertissement : électrocution. N'insérez pas la fiche seule dans des prises électriques.

1.2 Informations sur la sécurité du produit

- ⓘ Protégez l'appareil des chocs et vibrations excessifs.
- ⓘ N'exposez pas votre appareil à des températures et une humidité hors des conditions recommandées dans le présent Mode d'emploi.
- ⓘ N'utilisez jamais de four à micro-ondes ou d'autres appareils de chauffage pour sécher l'appareil.
- ⓘ Nettoyez l'appareil avec un chiffon humide. N'utilisez jamais de produits de nettoyage domestiques (lessive en poudre, savon, etc.) ou d'alcool pour nettoyer l'appareil.
- ⓘ Ne rechargez votre appareil qu'avec les chargeurs fournis par Phonak ou des chargeurs stabilisés fournissant 5 VCC et ≥ 500 mA.
- ⓘ Ne connectez pas de câble USB ou audio de plus de 3 mètres de long à votre appareil.
- ⓘ Quand l'appareil n'est pas utilisé, éteignez-le et conservez-le en lieu sûr.
- ⓘ Protégez l'appareil contre l'humidité excessive (bain, natation), la chaleur (radiateur, tableau de bord de voiture) et le contact direct avec la peau lorsque vous transpirez (muscultation, exercice, sport).
- ⓘ Les radiographies, tomographies ou IRM peuvent détruire ou avoir un impact négatif sur le bon fonctionnement de l'appareil.

- ❶ N'exercez pas de force excessive lors de la connexion de votre appareil à ses différents câbles.
- ❶ Protégez toutes les ouvertures (microphones, entrée audio et chargeur) de la saleté et des impuretés.
- ❶ Si l'appareil est tombé ou a été endommagé, s'il surchauffe pendant le chargement, si son cordon ou sa fiche est endommagé ou s'il est tombé dans un liquide, arrêtez de l'utiliser et contactez votre audioprothésiste.
- ❶ L'appareil a une pile rechargeable intégrée. Celle-ci peut être chargée et déchargée des centaines de fois mais peut finir par s'user. La pile ne peut être remplacée que par un personnel autorisé.

1.3 Autres informations importantes

- Les personnes portant un stimulateur cardiaque ou d'autres appareils médicaux doivent TOUJOURS consulter leur médecin ou le fabricant de leur appareil AVANT d'utiliser l'appareil. L'utilisation de l'appareil avec un stimulateur cardiaque ou d'autres appareils médicaux doit TOUJOURS être conforme aux recommandations de sécurité du médecin responsable de votre stimulateur cardiaque ou du fabricant du stimulateur cardiaque.
- L'appareil recueille et stocke les données techniques internes. Ces données peuvent être lues par un audioprothésiste afin de contrôler l'appareil et de vous aider à l'utiliser correctement.
- Le signal numérique envoyé par l'émetteur de l'appareil au récepteur connecté ne peut pas être entendu par d'autres appareils non intégrés au réseau de l'émetteur.

2 Déclaration de Conformité

Pour l'utilisation sur le corps, cet appareil a été jugé conforme aux exigences d'EN 62209-2, Réglementation de la FCC paragraphe 2.1093, l'ANSI/IEEE C95.1:1999, le rapport numéro 86 du NCRP pour l'environnement non contrôlé, conformément au code de sécurité 6 de Santé Canada et la norme radio CNR-102 d'Industrie Canada pour l'exposition non contrôlée/de la population en général.

Par la présente, Phonak Communications AG, Länggasse 17, CH-3280 Murten, déclare que le produit Phonak est conforme aux exigences principales et autres dispositions pertinentes de la directive 1999/5/CE. Pour obtenir une copie de la Déclaration de conformité, veuillez contacter le fabricant ou le représentant Phonak local dont l'adresse figure sur la liste du site www.phonak.com (sites à travers le monde).

Cet appareil est conforme aux sections 15 des règlements de la FCC et à CNR-210 d'Industrie Canada. Le fonctionnement aux deux conditions suivantes : (1) Cet appareil ne doit pas provoquer d'interférences gênantes et (2) l'utilisateur de cet appareil doit accepter les interférences reçues, y compris les interférences pouvant provoquer un fonctionnement non désiré. Cet équipement a été testé et jugé en conformité avec les limites afférentes à un appareil numérique de classe B, en vertu de la section 15 des règlements de la FCC. Ces normes sont conçues pour assurer une protection raisonnable contre les interférences nuisibles dans un environnement résidentiel. Cet appareil génère, utilise et peut émettre de l'énergie radioélectrique et, s'il n'est pas installé ou utilisé selon les directives, peut causer des interférences nuisibles aux communications radio. Cependant, il n'existe aucune garantie que des interférences ne se produiront pas dans une installation particulière. Si cet appareil est la source d'interférences nuisibles pour la réception des ondes de radio ou de télévision, ce qui peut être déterminé en mettant l'appareil hors tension, puis sous tension, il est recommandé de tenter d'éliminer ces interférences en appliquant l'une ou plusieurs des mesures suivantes :

- Réorienter ou déplacer l'antenne réceptrice.
- Éloigner l'appareil du récepteur.
- Brancher l'appareil dans une prise d'un circuit différent de celui qui alimente le récepteur.
- Consulter le détaillant ou un technicien radio ou télévision qualifié pour obtenir de l'aide.

Avertissement de la FCC : tout changement ou toute modification non expressément approuvés par la partie responsable de la conformité pourrait entraîner l'annulation des droits d'utilisation de cet appareil.

3 Service et garantie

Garantie locale

Veillez consulter l'audioprothésiste à l'endroit où vous avez acheté votre appareil au sujet des conditions de la garantie locale.

Garantie internationale

Phonak propose une garantie internationale limitée d'un an, valide à compter de la date d'achat. Cette garantie limitée couvre tous les défauts de fabrication et matériels. La garantie est uniquement valide sur présentation d'une preuve d'achat.

La garantie internationale n'aliène aucun des droits légaux dont vous pouvez bénéficier selon votre législation nationale régissant la vente de produits de consommation.

Limitation de garantie

Cette garantie ne couvre pas les dommages dus à une manipulation ou un entretien inadaptés, l'exposition à des produits chimiques, l'immersion dans l'eau ou une sollicitation excessive. Les dommages causés par des tiers ou des centres de service non autorisés annulent la garantie. Cette garantie ne couvre pas les services effectués par un audioprothésiste dans son bureau.

Numéro de série:

Date d'achat :

Audioprothésiste
autorisé

(tampon/signature) :
