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myRogerMic

User Guide – myRogerMic



Getting started

myRogerMic is an app developed by Sonova, a world leader in hearing solutions based in Zurich, Switzerland. This user guide describes the features of the app that can be operated by users.

Intended use

Intended use of the myRogerMic app is to select, adjust and save existing Roger On™ functions and to access status information, wirelessly in a visualized way.

Read this user guide thoroughly, before starting to use the app, in order to benefit from all the possibilities it offers.

Additional training is not needed for handling of the app.

Compatibility information:

For the use of the myRogerMic app, Phonak Roger On™ is required.

- myRogerMic can be used on phones with Bluetooth® Low-Energy (LE) capability running on iOS® Version 16 or newer.
- The app can be used on Google Mobile Services (GMS) certified Android™ devices supporting Bluetooth® 4.2 and Android™ OS 10.0 and newer.

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iPhone is a trademark of Apple Inc., registered in the U.S and other countries.

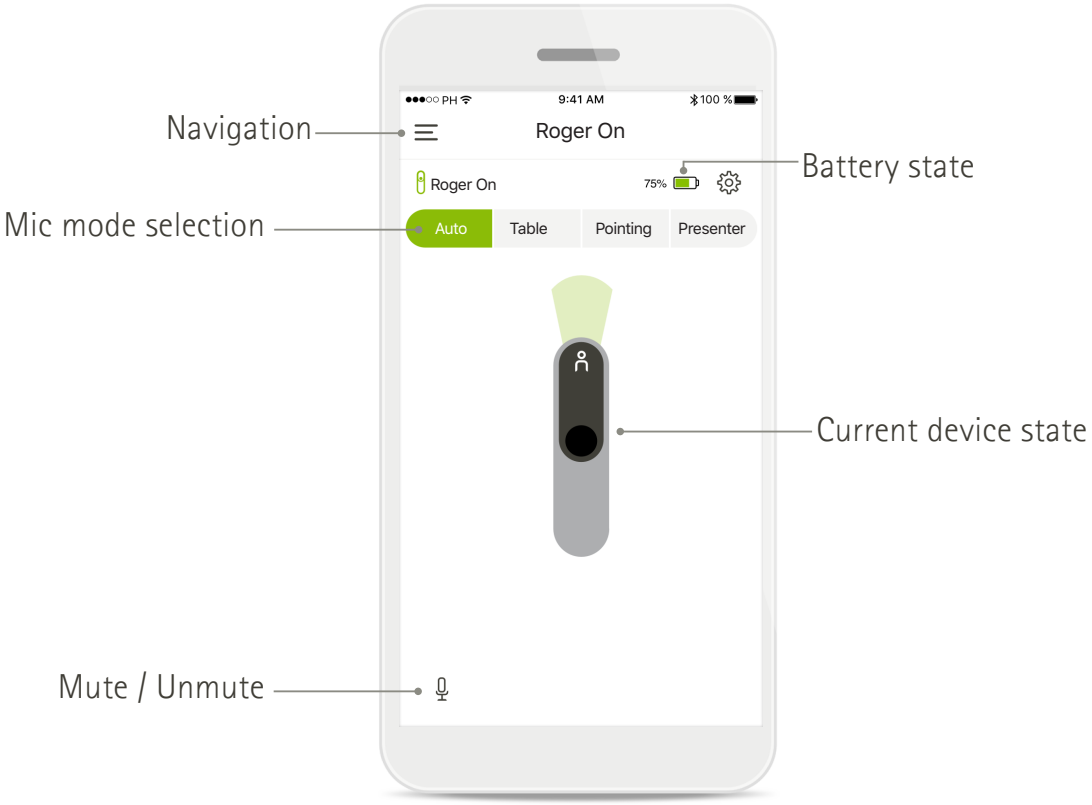
Android is a trademark of Google LLC.

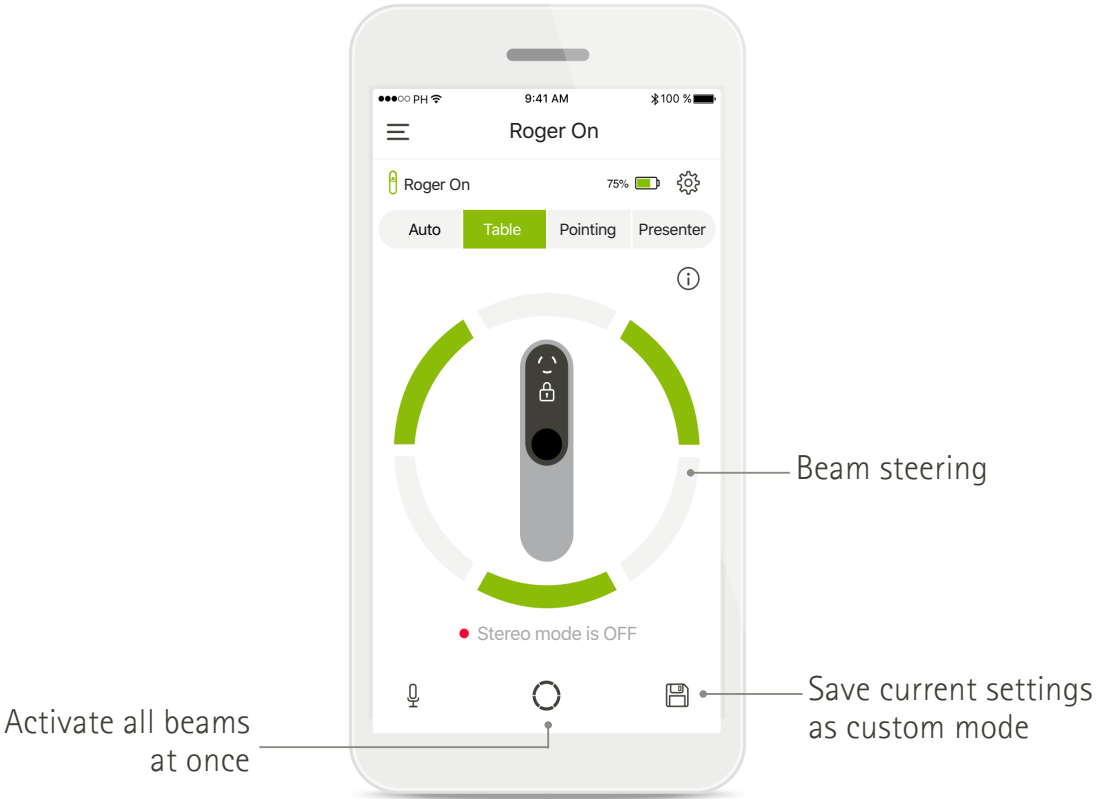
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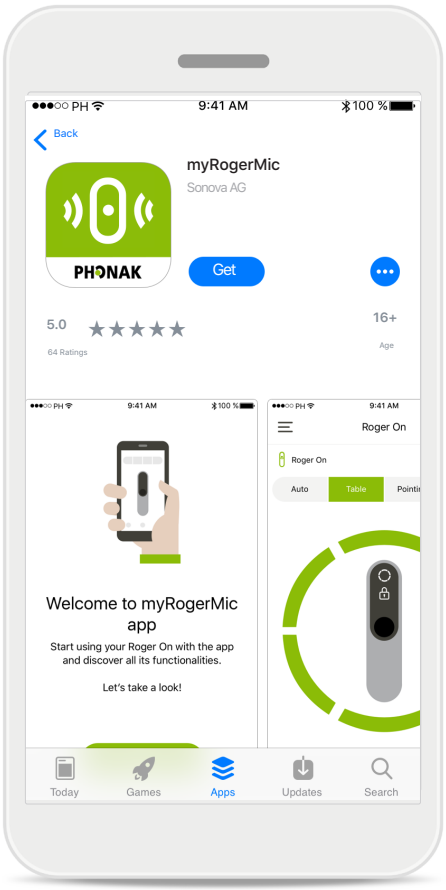
Quick overview





Installing myRogerMic

- Connect your smartphone to the internet via WiFi or mobile data.
- Turn on your smartphone's Bluetooth®
- Tap, **I agree,** if you want to share anonymized usage data or **No, thanks,** if you prefer not

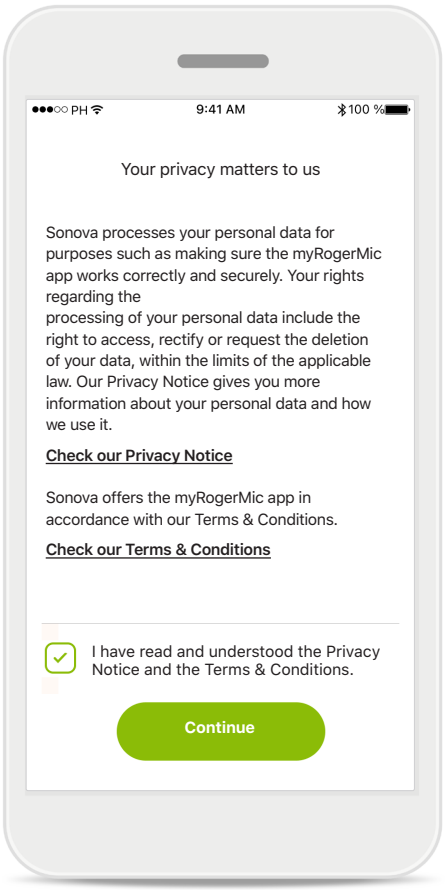


Download myRogerMic app

Download the app from the store. After installation open the myRogerMic app.

Open myRogerMic app

Open the app and tap **Next** or **Skip** the onboarding information.



Privacy policy

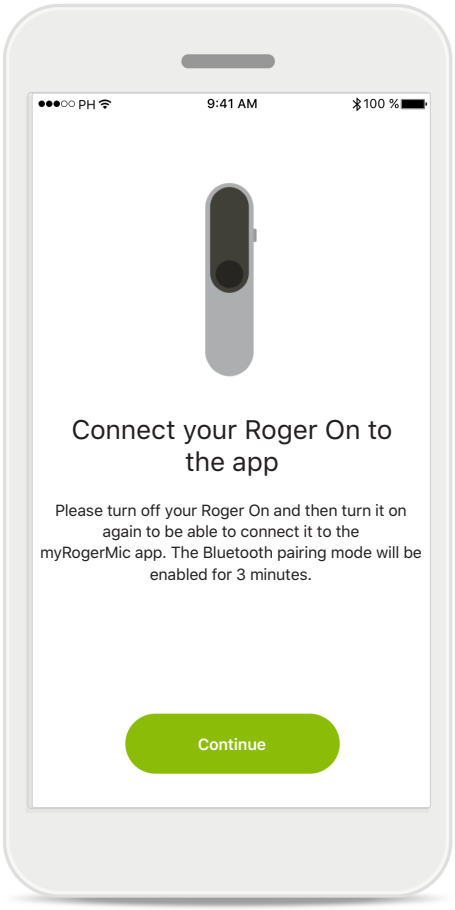
To use the app, select the checkbox after reading the Privacy Notice and Terms & Conditions. Then, tap **Continue**.

Product improvement

You can share app usage and health data to help us improve our products.
Your data is treated as described in the privacy notice and cannot be tracked back to you.

Pairing with Roger On device

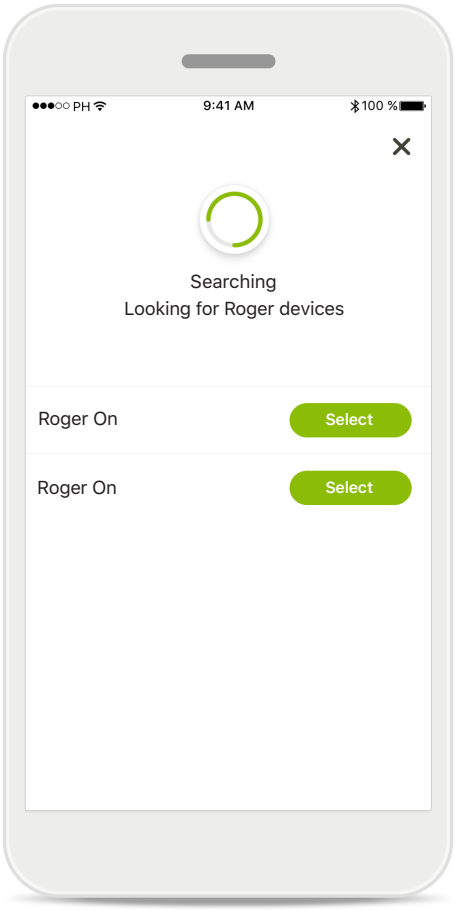
To connect Roger On with the myRogerMic app, please follow the instructions below. You can pair up to ten Roger On devices to the app. To learn how to add more devices go to section Add, select and remove your Roger On device(s).
After succesful pairing you will be able to use all functionalities in myRogerMic app.



Pairing instructions

Follow the instructions provided on the screen and tap **Continue**.

The app will look for Roger On devices and display them once they are detected. This may take a few seconds.

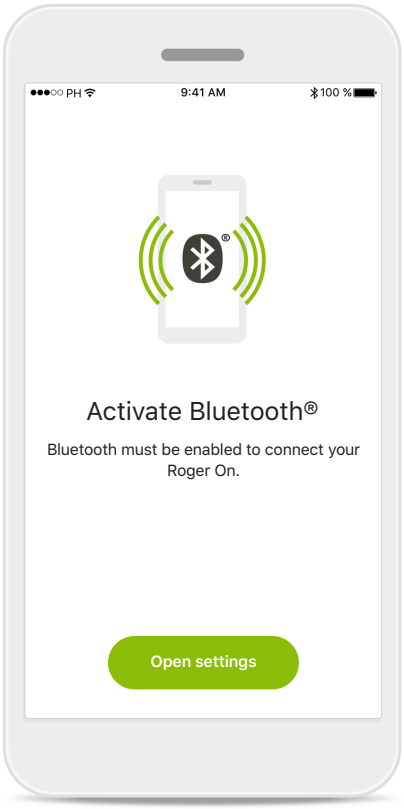


Select

Tap **Select** when your Roger On appears in the list. You cannot pair multiple Roger On devices at the same time.
Each Roger On device must be paired separately.

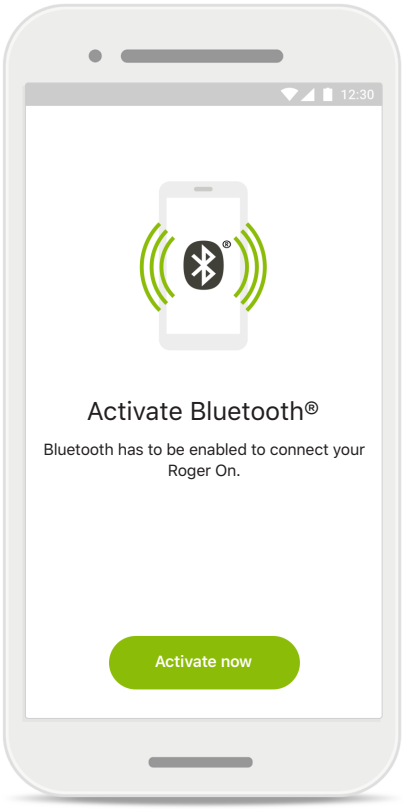
Troubleshooting: Pairing

Possible errors during the setup process.



Bluetooth – iOS

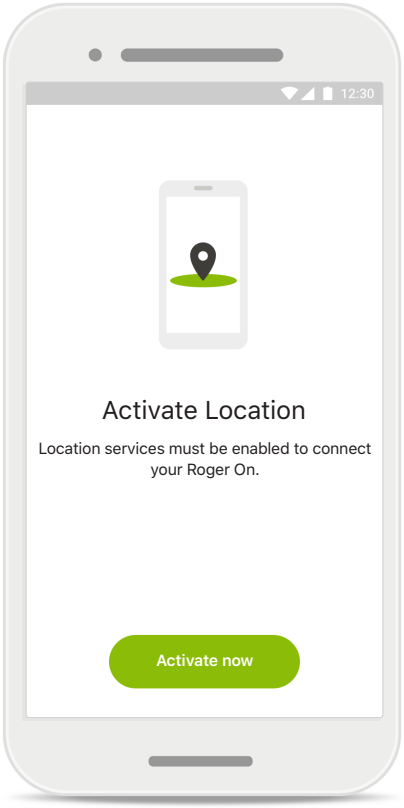
Your mobile device Bluetooth must be activated to pair your Roger On. If you have an iPhone, you can do this by tapping on the button **Open settings**.

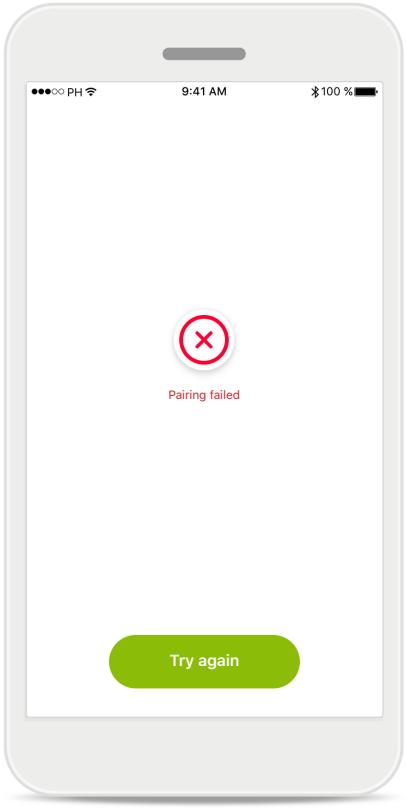


Bluetooth – Android

Your mobile device Bluetooth must be activated to pair your Roger On. If you have an Android device, you can activate it by just tapping on the button **Activate now**.

Troubleshooting: Pairing





Location

On Android devices, you must enable location services when pairing Bluetooth devices for the first time. After the initial setup you can disable the location services again.

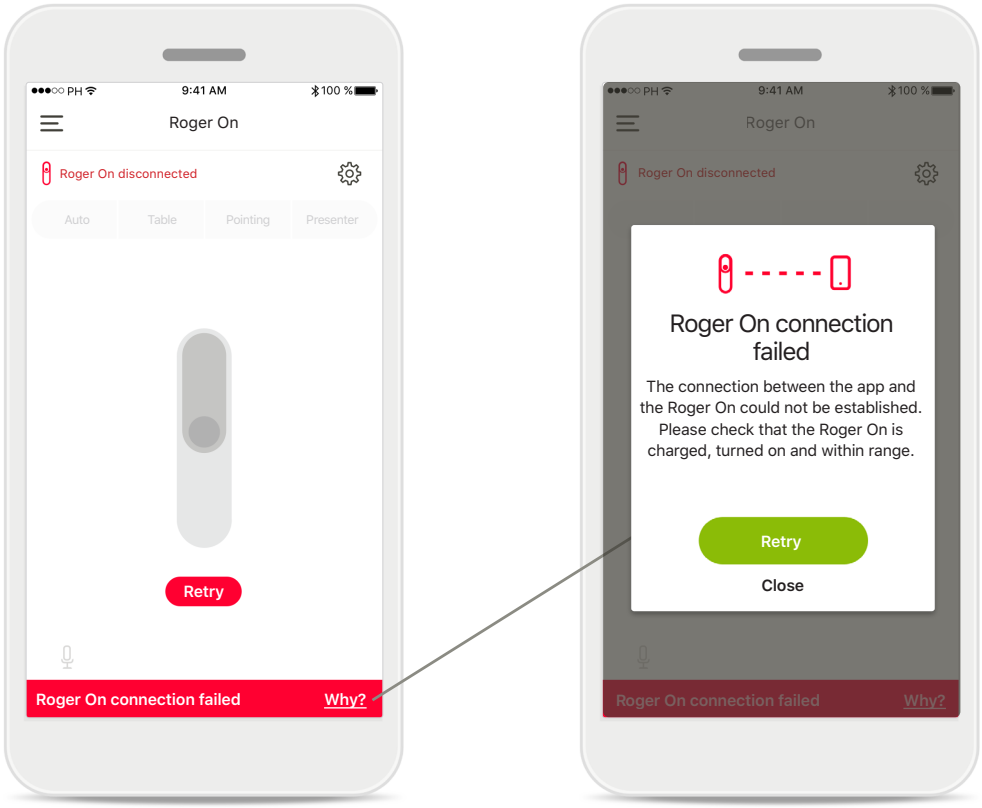
Pairing fails

If the pairing fails, you can:

1. Tap **Try again** to restart the pairing process.
2. Close your app and start over from the beginning.

Troubleshooting connection issues with Roger On device

Possible errors when connecting to your Roger On device.



Connection fails

If the myRogerMic app fails to connect to your Roger On, try connecting again after checking:

- Roger On is turned on and battery is not low or depleted.
- Roger On is within range of your Bluetooth mobile device.

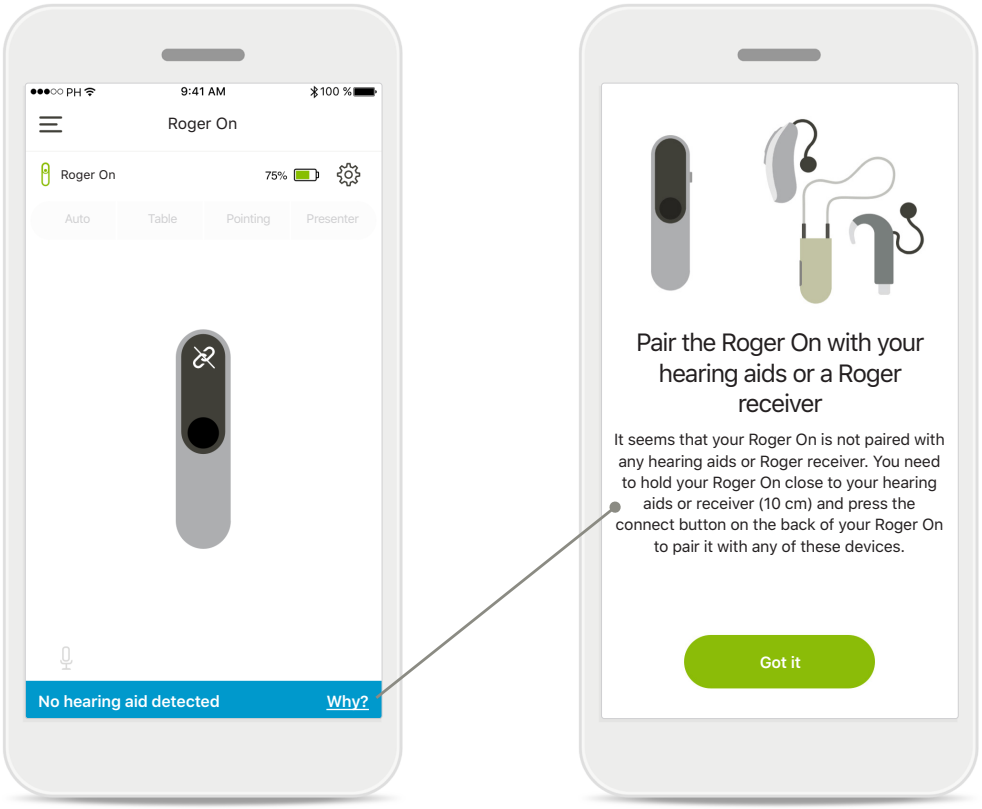
Connection fails – Instructions

Tap the Why button to find out why the connection failed and instructions on what to do to establish the connection.

ⓘ If the Roger On does not respond to the device because of an unusual field disturbance, move away from the disturbing field.

ⓘ If the Roger On does not respond, please check if the Roger On is switched on, the battery is not empty and that it is in range of a standard Bluetooth LE connection.

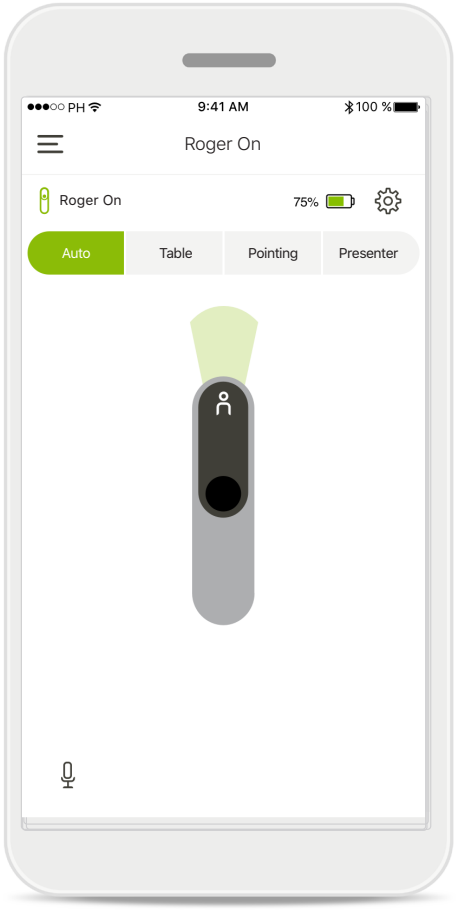
Troubleshooting connection issues with Roger On device



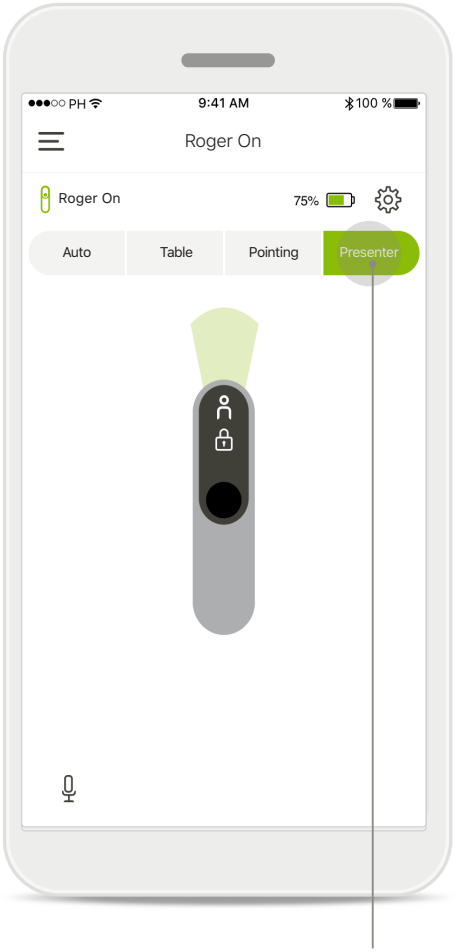
No hearing aid detected

Your Roger On has not been paired with your hearing aid(s). Tap the **Why** button to find instructions on how to pair your Roger On with your hearing aid(s) or a Roger receiver.

Microphone mode functions*



Automatic mode
When Roger On is in automatic mode, it will adjust its microphone mode dependent on how Roger On is positioned. The microphone mode is displayed on the Roger On mockup on the screen.



Lock microphone mode
Tap on the microphone mode you wish to use. Your Roger On is now locked in the selected microphone mode.

You can mute and unmute Roger On by pressing icon.

Beam steering

When Roger On is placed on a table, using MultiBeam Technology can improve speech intelligibility in noisy situations[1]. For example, in a group conversation at a restaurant, the speaker you actually hear may not be the speaker of interest. This can occur, if a side conversation starts at the same table. In this case, the myRogerMic app allows you to change the beam in the direction of the speaker of interest.

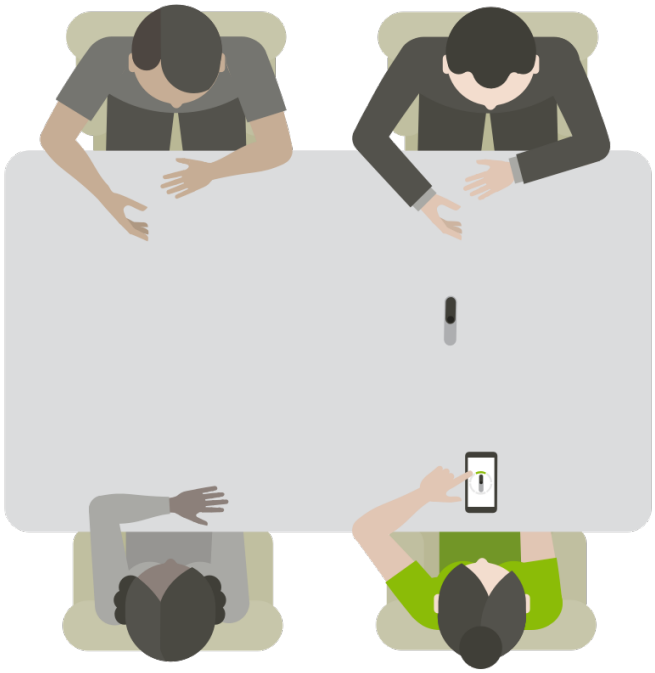
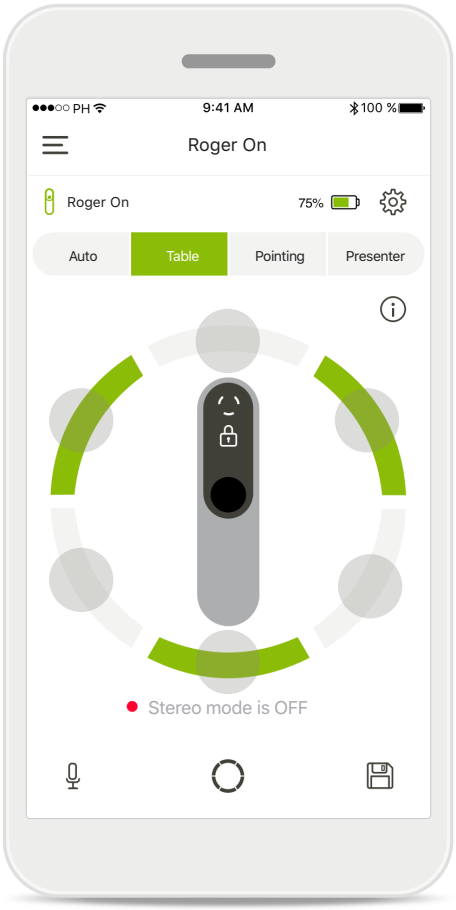


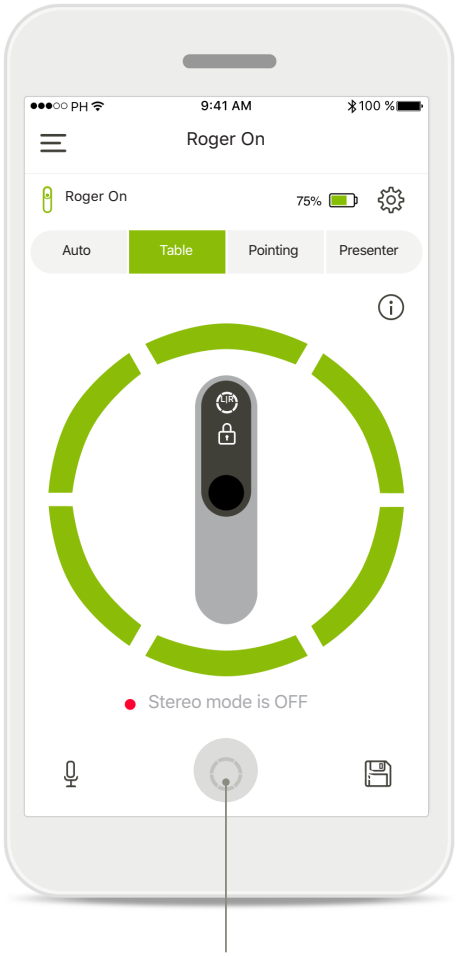
Table mode
Place the Roger On device in the center of the table. For a better experience, make sure that you place your Roger On so that the charging port points in your direction or in the same position as shown in the app.

[1] Thibodeau, L. (2020). Benefits in Speech Recognition in Noise with Remote Wireless Microphones in Group Settings. J Am Acad Audiol. 31(6):404-411. doi: 10.3766/jaaa.19060.

Beam steering



Activate / Deactivate beams
Tap on a segment to activate / deactivate that segment.



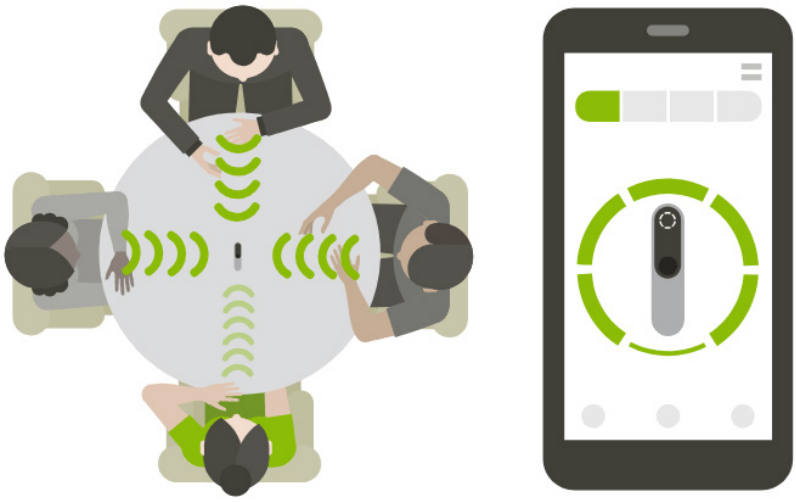
Activate all six beams at once
You can activate all six beams by tapping the circle icon on the screen.

* For details about features and hearing aids compatibility, refer to your hearing care professional.

Beam steering

Table mode is enhanced with Own Voice Attenuation (OVA), which reduces the distracting delayed sound of your own voice by lowering the sensitivity of the back beam - your voice becomes less prominent, while the front and side beams remain unchanged.

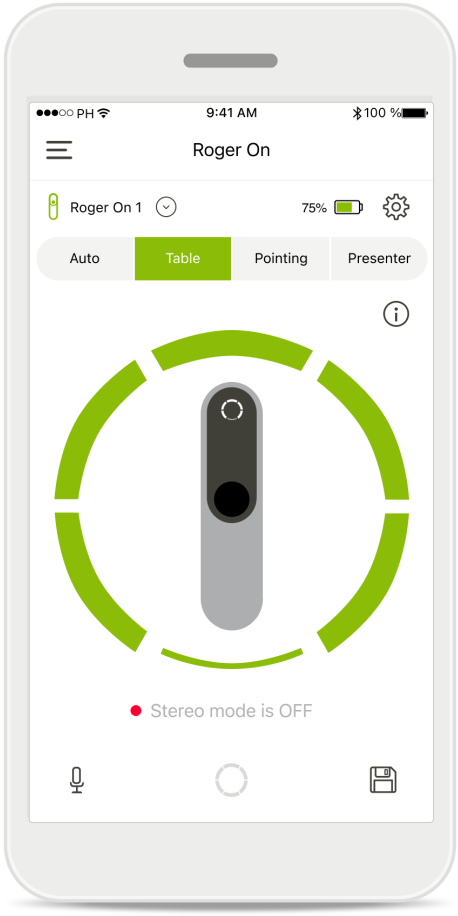
After activating Table mode is activated, either manually through the device button, automatically through Auto Table mode or in the RogerOn app, the default configuration is applied: back beam reduced.



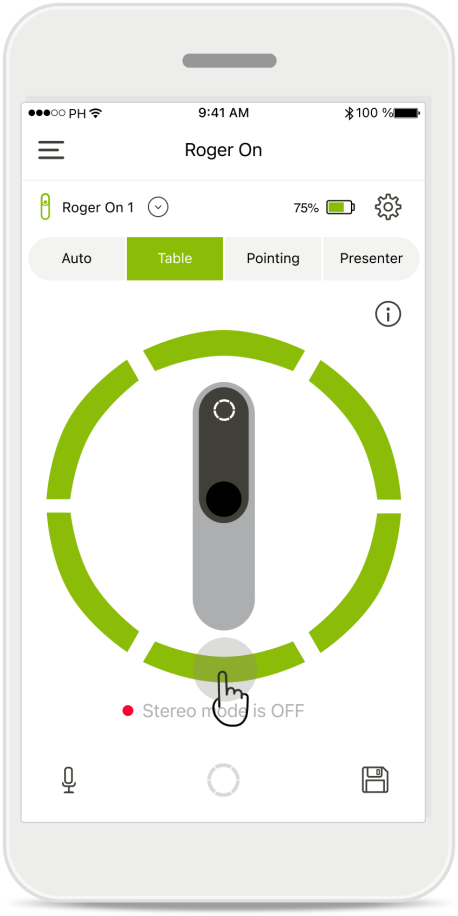
Beam steering

You can manually adjust the back beam at any time by selecting one of three states: attenuated (pic.1), open (pic. 2) or muted (pic 3). If desired, you can also create and save a custom mode with the back beam fully open. Up to two custom modes can be stored.

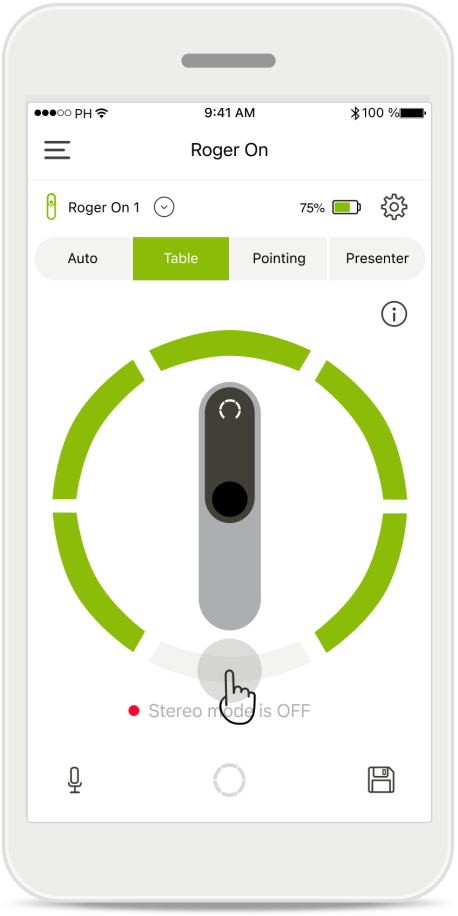
1.



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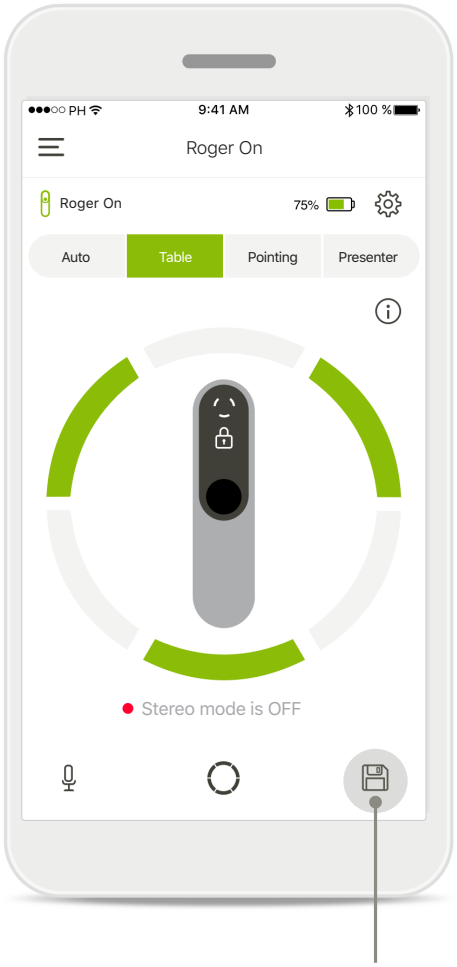
3.



If you want to reduce attenuation and open the microphone, tap on the back beam – the bar will change to full width. To mute the back beam completely, tap on it again – the bar will turn grey.

Creating custom mode

When you often use a specific beam pattern, you can save it as a custom mode via the app. After that, you can access this beam pattern directly on the Roger On device or with a single tap in the app. You can save up to two custom modes for the table mode and one for pointing mode. You can access and delete them anytime.

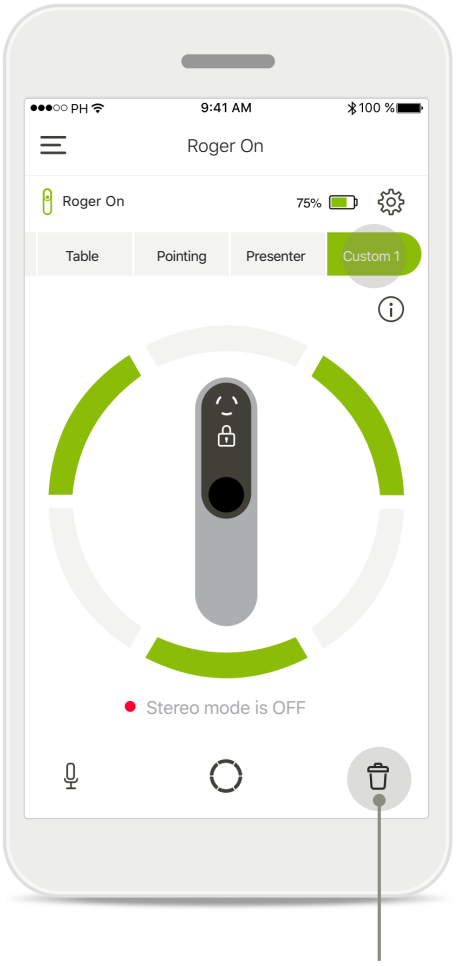


Save custom mode

After you have selected the beam pattern you use often, tap the save icon to save it as a custom mode. You can save up to two custom modes.

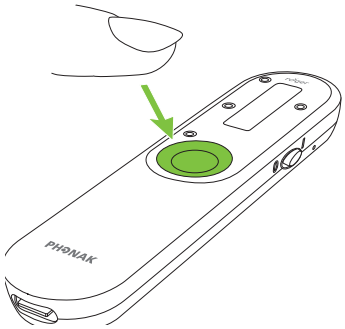
Name custom mode

You can give your beam pattern a name you prefer and then tap Save.



Access and delete custom mode

The saved custom mode appears as manual mode in the microphone modes list.
You can delete the custom mode by tapping on the delete icon.

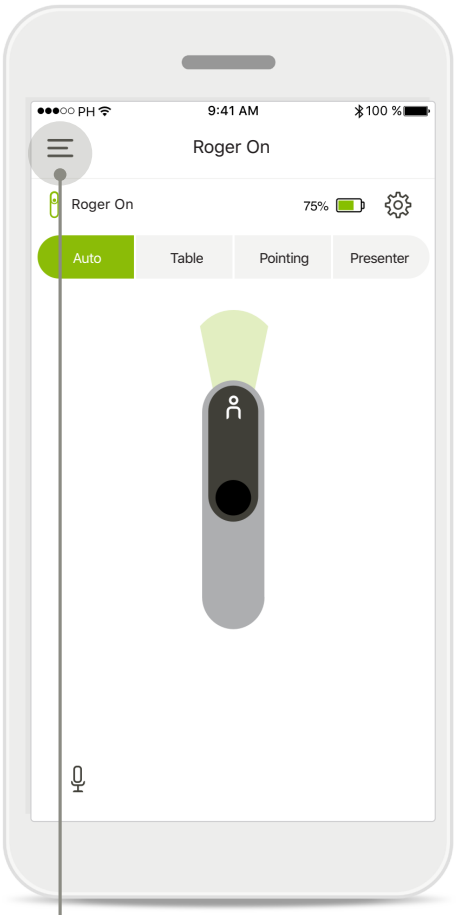


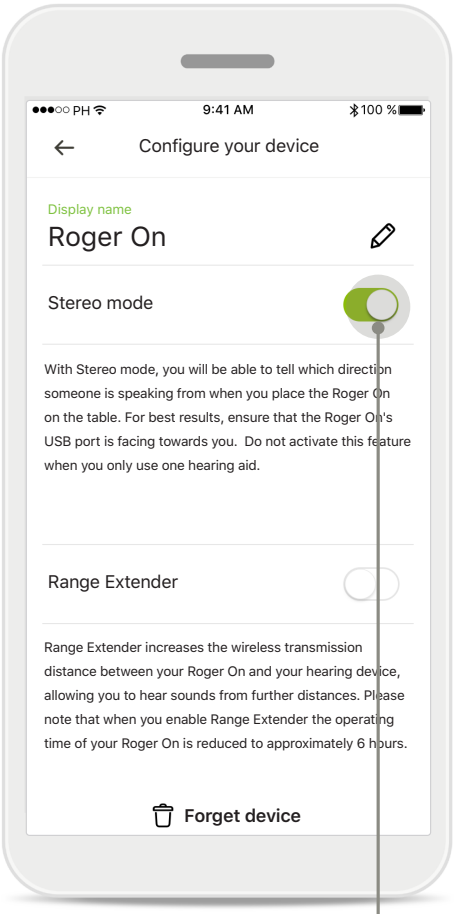
Accessing custom mode with Roger On

You can also activate the custom mode on Roger On. Repeatedly press the function button on Roger On until the custom mode is enabled.

Stereo mode

When you have a pair of hearing devices manufactured by Sonova, with RogerDirect technology, you can enable stereo mode, previously known as MultiBeam 2.0. This feature will allow you to hear which direction someone is talking from. You can use it in table mode or pointing mode.





Access the menu

Tap the three bars icon to access the menu.

Access the settings

Tap on

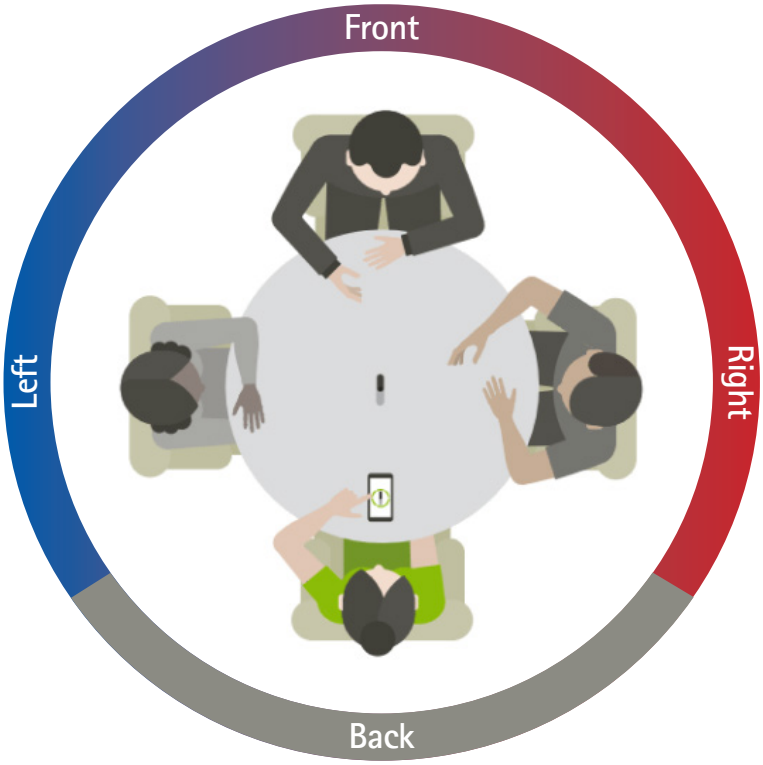
Select Roger On

Tap on the arrow › next to the appropriate Roger On.

Enabling stereo mode

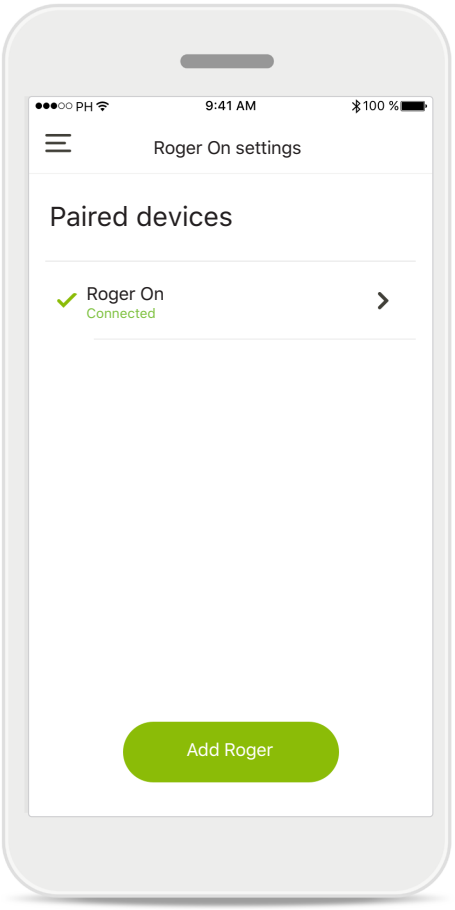
Tap the stereo mode slider to enable it. The setting is now stored and your Roger On will now enable stereo mode every time it is available.

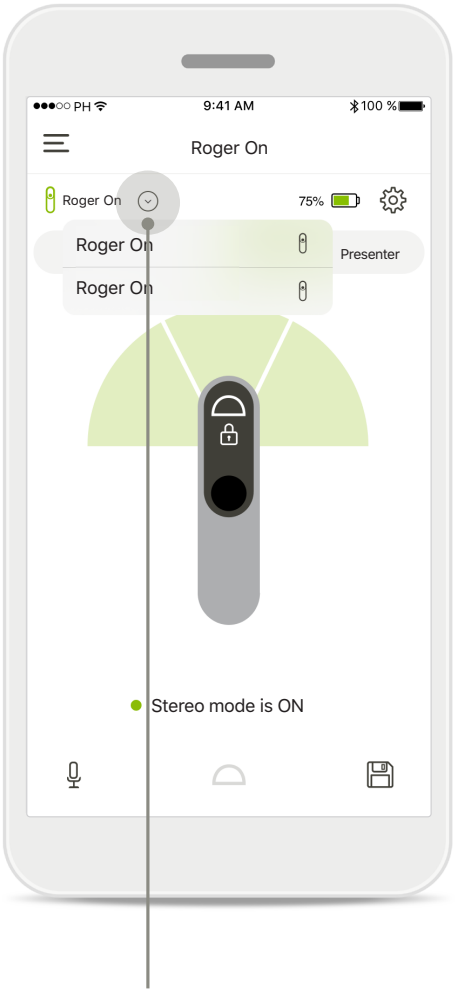
Stereo mode



Using stereo mode
When the device is in stereo mode, ensure that the charging port of the Roger On points in your direction to reflect correct spatialization.

Add, select and remove your Roger On device(s)



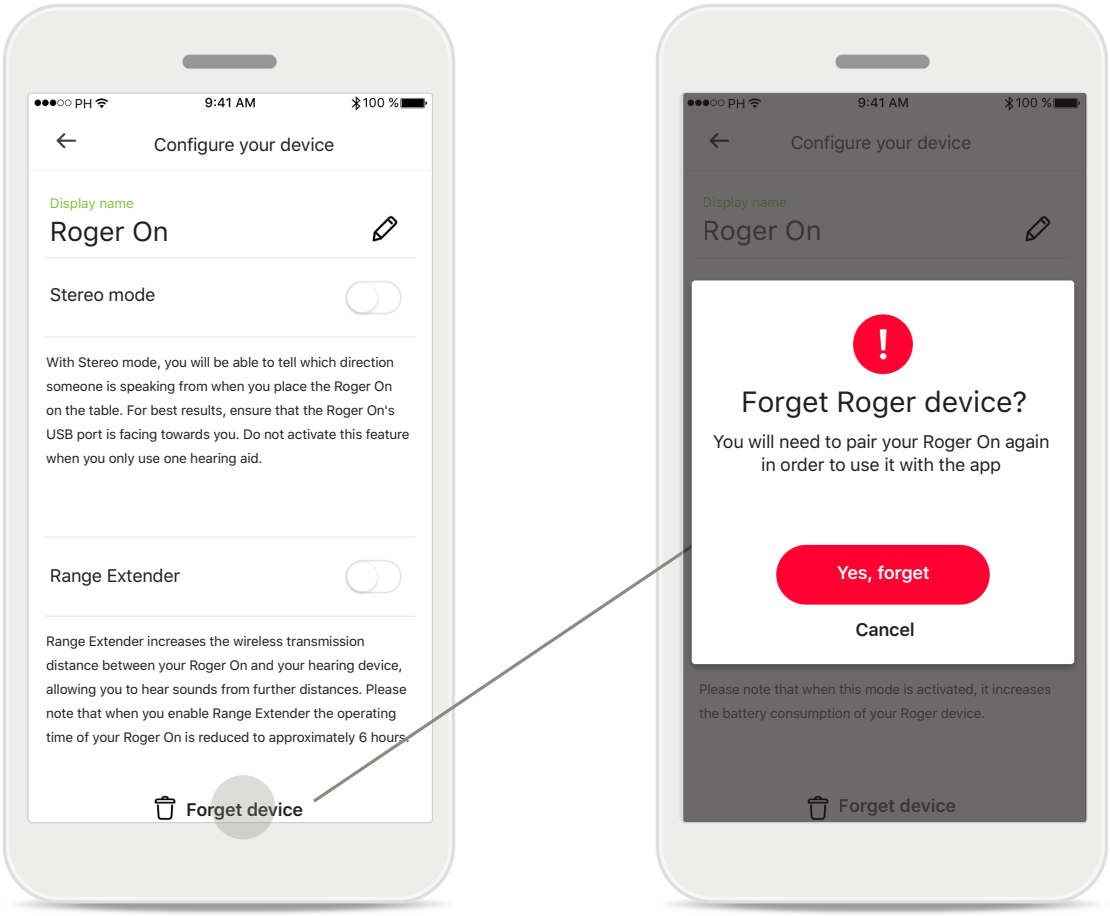


Add a new Roger On
In the app main navigation, go to the Roger On settings page and tap on the **Add Roger** button.

Select between multiple devices
After completing the pairing process, instructions on how to select the Roger On you want to use is displayed.

Select between multiple devices
When more than one Roger On is paired with the app, an arrow appears on the home screen. Tap on the arrow to select the device you want to control with the app.

Add, select and remove your Roger On device(s)



Remove a Roger On
In the Roger settings of the main app navigation, select the Roger On you want to remove.
Tap on the Forget device icon at the bottom of the page.

Confirm removing a Roger On
Tap on the **Yes, forget** button to confirm that you want to remove this Roger On.

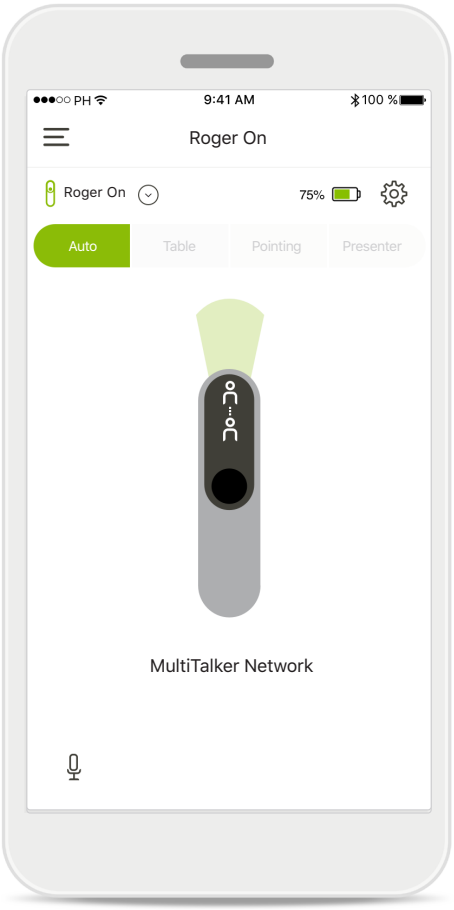
MultiTalker Network

Your Roger On microphone can be combined with other Roger microphones, e.g. Roger Table Mic II, to allow you to hear a bigger group or multiple distant talkers. Find out how to connect another microphone to your Roger On in chapter 13 of the Roger On user guide.

MultiTalker Network, MTN mode, provides a clear, efficient and streamlined way to manage, oversee and coordinate multiple Roger On microphones during group interactions. Simultaneously, MTN can support up to 10 microphones, all visible with their assigned names at Home Screen. Moreover, the app shows their status information - battery level, mute state, connectivity and microphone mode.

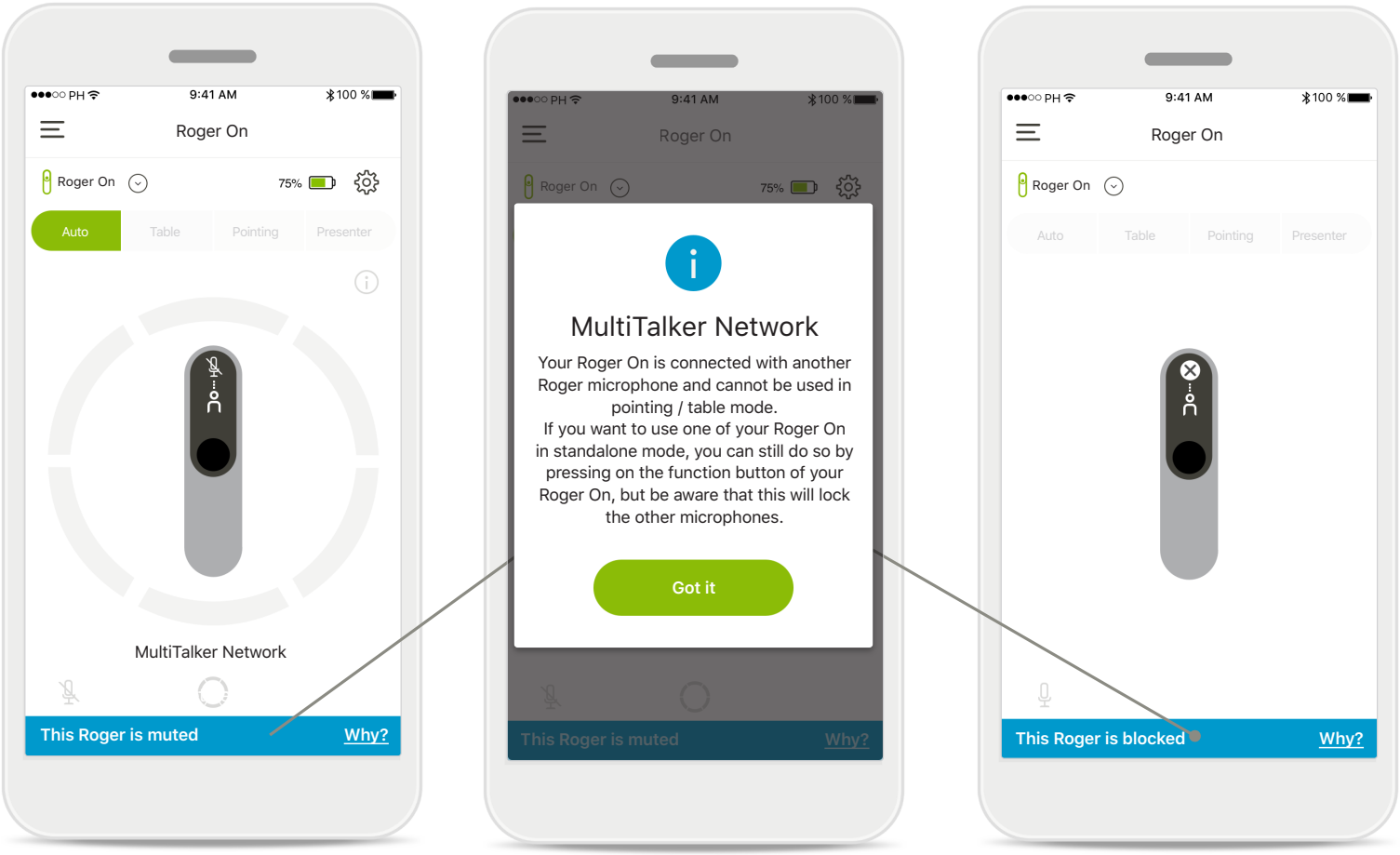
When a Roger On device is used with other microphones in a MultiTalker Network, it automatically goes into presenter mode (1). When you place your Roger On on a table or when you hold it in the hand, it will mute automatically. The app will automatically display your microphone as muted and provide instructions on how to unmute again (2).

If you unmute your Roger On (long press on the function button in the center of the microphone), the other microphones connected with it (i.e., being in the same MultiTalker Network) will block automatically. This will also be displayed in the myRogerMic app (3).



1. MultiTalker Network
The app displays the automatic presenter mode, when your Roger On is connected to another Roger microphone.

MultiTalker Network



2. Muted Roger On
Your microphone is muted, because you're not using it in presenter mode. Tap on the **Why** button to understand why and how you can unmute it again.

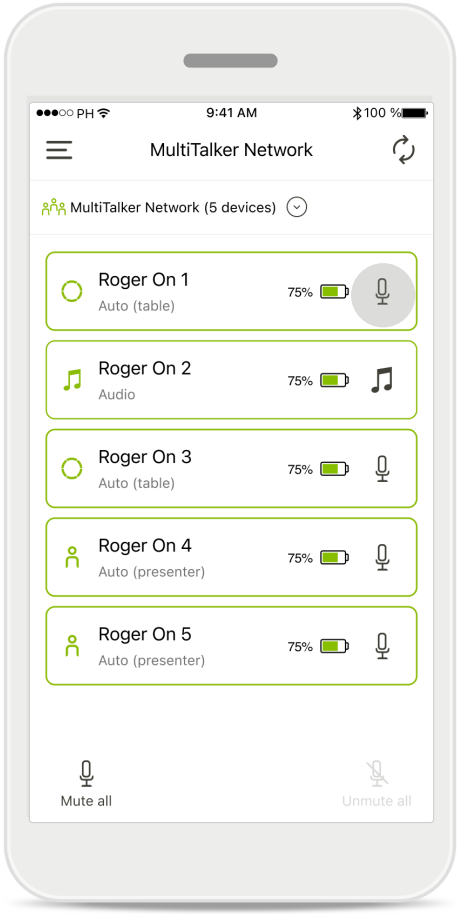
3. Blocked Roger On
Your microphone is blocked, because another microphone connected to yours is being used in standalone mode (pointing or table, while in a MultiTalker Network and unmuted). Tap on the **Why** button to understand how you can unblock it.

MultiTalker Network

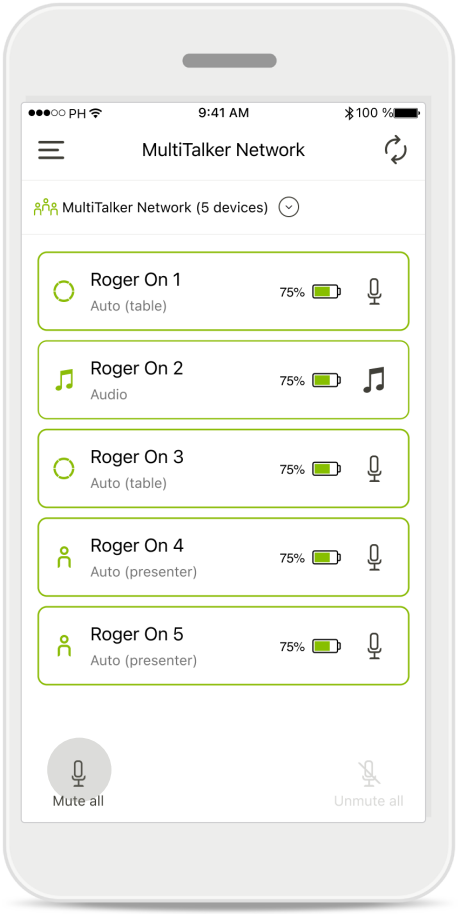
You can mute or unmute microphones individually (pic. 1) or use the Mute All and Unmute All functions to control the entire group at once (pic. 2).

If a device leaves MTN mode and switches to standalone operation, it disappears from the MTN view but can be rejoined by switching it back to MTN mode (pic. 3). You can also access and control paired devices that are not currently part of the MTN group.

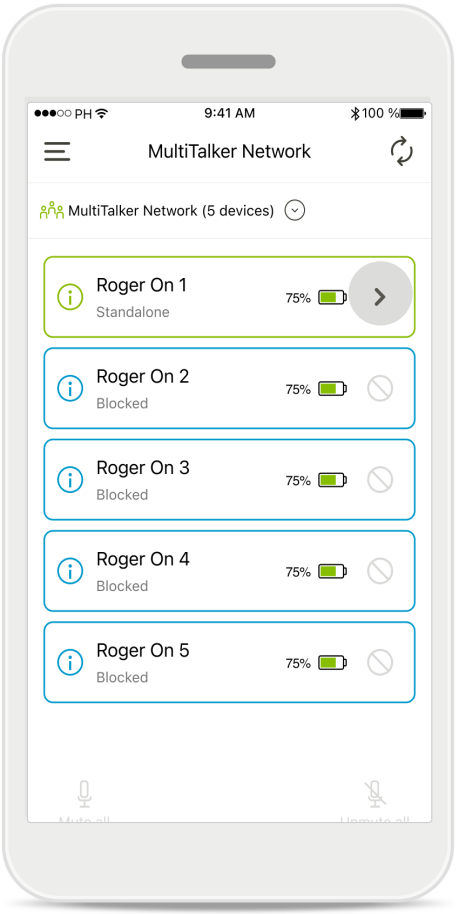
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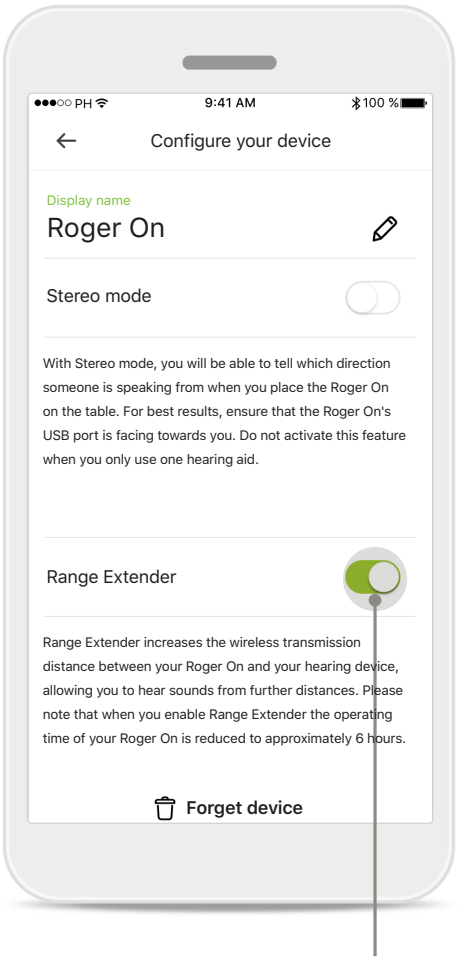


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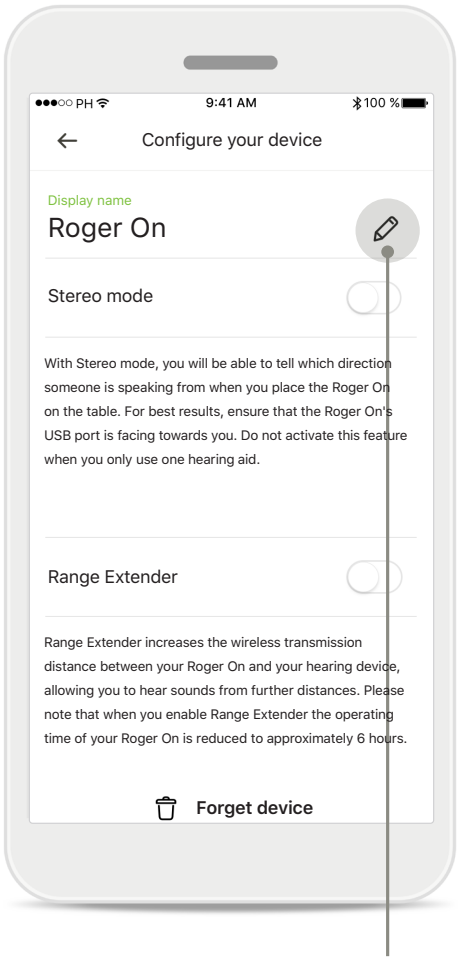
Other functionalities

You can access the frequently asked questions on our external website from this page.



Range Extender

You can activate the Range Extender feature in the Roger On settings in the app's main navigation. This feature allows you to hear sounds from even further, as it increases the wireless transmission distance between your Roger On and hearing aids.



Name your Roger On device

Select the Roger On you want to name and tap on the edit (pencil) icon to rename.

Important safety information

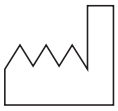
Please read the relevant safety information on the following pages before using your app.

ⓘ Activating pointing mode, presenter mode or beam steering may reduce the audibility of warnings and relevant safety signals.

ⓘ Do not activate the MultiBeam 2.0 feature, when you only use one hearing aid. It may reduce the hearing performance of your hearing aid.

Symbol explanation

	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.
	The app is developed by Sonova Communications AG.
	This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.
REF	Indicates the manufacturer's catalogue number.



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