PHONAK



Rogerpedia.

Your A-Z of Roger™ for Adults

roger

Expand Your World With Roger

- An upgraded listening experience with always-on Sphere technology
- An additional 3dB SNR improvement, compared to previous generation[1]
- Connect multiple Roger microphones together, thanks to Roger's Multitalker Network
- The all-in-one solution for workplace and private life

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Why Do Clients Need Roger Microphones?

Difficulty communicating in background noise is one of the most common complaints of individuals with hearing loss, even when wearing well-fit hearing aids.[2] Speech intelligibility is important for effective communication influenced by several factors:

- Background noise level
- Distance from the speaker
- Acoustics of the environment and reverberation

When the noise level increases due to reverberation or level of background noise, hearing aids may find it more difficult to distinguish between noise and speech. Having an additional microphone like Roger helps to keep the microphone more focused on the source rather than the noise, thereby improving speech intelligibility in noise.

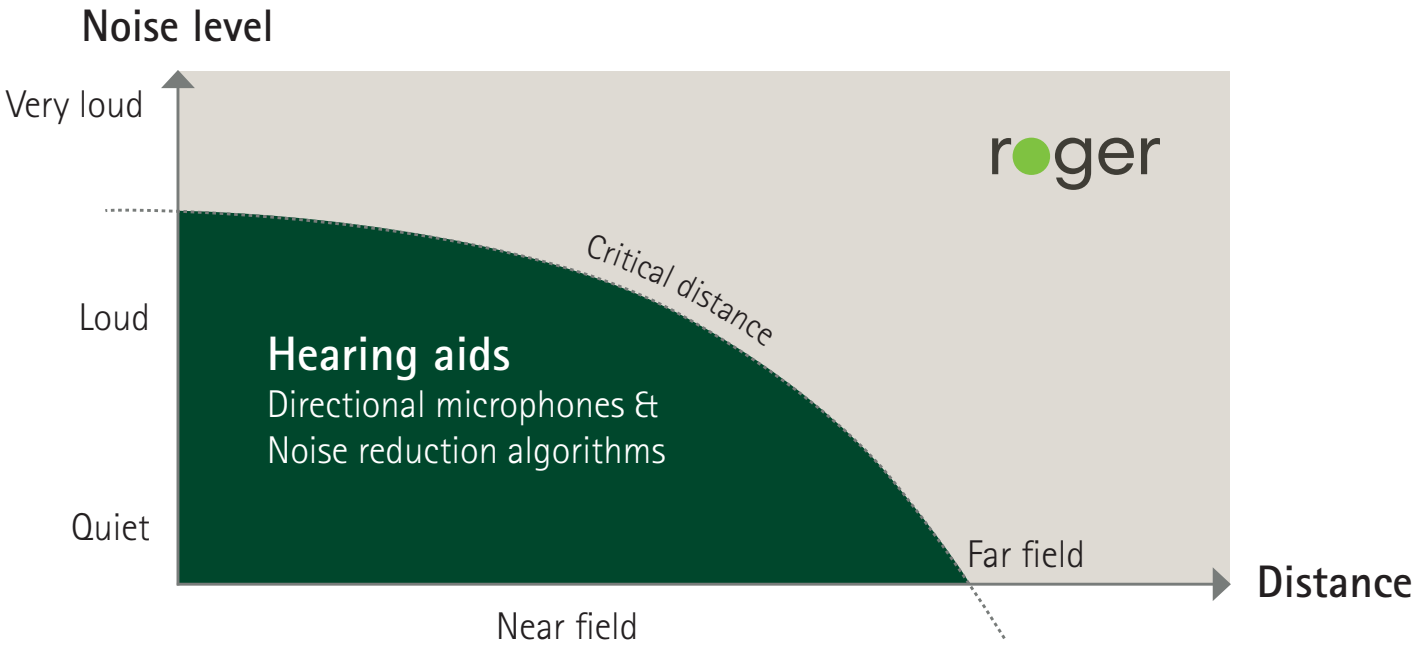
Nearly one third of hearing aid users are not satisfied when following conversations in noise[2]

Hearing aids provide the most benefit when the speaker is within 1.5 meters (5 feet) of the listener. This is typically referred to as the "near field." Hearing aids apply directional microphone and noise reduction technology to provide an increased signal-to-noise ratio (SNR), optimizing speech intelligibility and listening comfort within the near field. When the distance between the listener and the speaker extends beyond the near field, additional microphones like Roger, are needed to maintain speech intelligibility and understanding. This larger distance is referred to as the "far field."

Placing Roger Close to the Talker Has Several Benefits

- Effectively reduces the distance between speaker and listener
- Compensates for the effects of background noise and reverberation on the target signal
- Significantly improves SNR, thereby improving speech intelligibility in noise and at a distance

Studies have demonstrated that remote microphone devices that utilize adaptive digital technology (i.e., Roger) provide significantly more benefit for speech understanding in noise than non-adaptive remote microphones.[3-4]



What Is Roger and Who Is a Good Candidate?





Roger is an intelligent platform for wireless transmission of speech directly to hearing aids with installed compatible Roger receivers, helping to overcome distance and noise. Functioning like a third ear, Roger systems allow hard of hearing people to learn, work and socialize more easily – a big step towards more inclusive societies.

Clients who may benefit from Roger include those who:

- Use hearing aids, cochlear implants and/ or BCHDs with compatible Roger receivers
- Have unilateral hearing losses (UHL)
- Experience Auditory Processing Disorders (APD) and/ or associated processing difficulties
- Face hearing challenges at work and are concerned that their hearing loss is impacting their productivity
- Lead active lifestyles and report they regularly experience challenging listening situations involving noise and/ or distance
- Withdraw from social situations due to their hearing loss
- Desire clarity with TV or multimedia
- Continue struggling with understanding and communicating in challenging situations
- Experience poor speech understanding in noise

Meet Roger On Sphere™

RogerSense OS™

- Always-on Sphere technology
- Natural voice processing
- Multibeam technology
- Adaptive behavior

Roger wireless protocol

- Proprietary 2.4GHz
- Universally compatible receivers
- Low-latency





Automatic microphone modes

- Headset mode
- MultiTalker Network
- Presenter mode
- Table mode
- Pointing mode
- Multimedia mode

Design

- Hardware redesign
- myRogerMic updates

RogerSense OS™

RogerSense OS is the operating system of Roger On Sphere. It includes:

Always-On Sphere Technology

Utilizing proprietary Sphere technology from Phonak, Roger On Sphere uses a Deep Neural Network (DNN) for instant separation of speech and noise from each other. This denoising algorithm further enhances the signal processing of Roger On Sphere to maximize hearing potential.

Natural Voice Processing

Powered by a new algorithm, natural voice processing applies a more linear gain model to the incoming signal, better preserving the temporal envelope and dynamics of speech.

Multibeam Technology

Multibeam technology combines an array of microphones with advanced automatic functionality to focus only on the speakers in the group. It will seamlessly change focus as the speaker changes. By utilizing multiple microphones in six directions, speech from 360 degrees is calculated and compared. The direction with the best signal-to-noise ratio is automatically selected.

Adaptive Behavior

Roger microphones adjust their settings to the surrounding noise levels, making them easy to use. The fully automatic signal processing offers a versatile solution that covers a wide range of listening situations effectively. If the noise level increases, the volume of the Roger system automatically increases, so the speaker's voice is always heard above the noise.

Roger Wireless Protocol



Roger Protocol

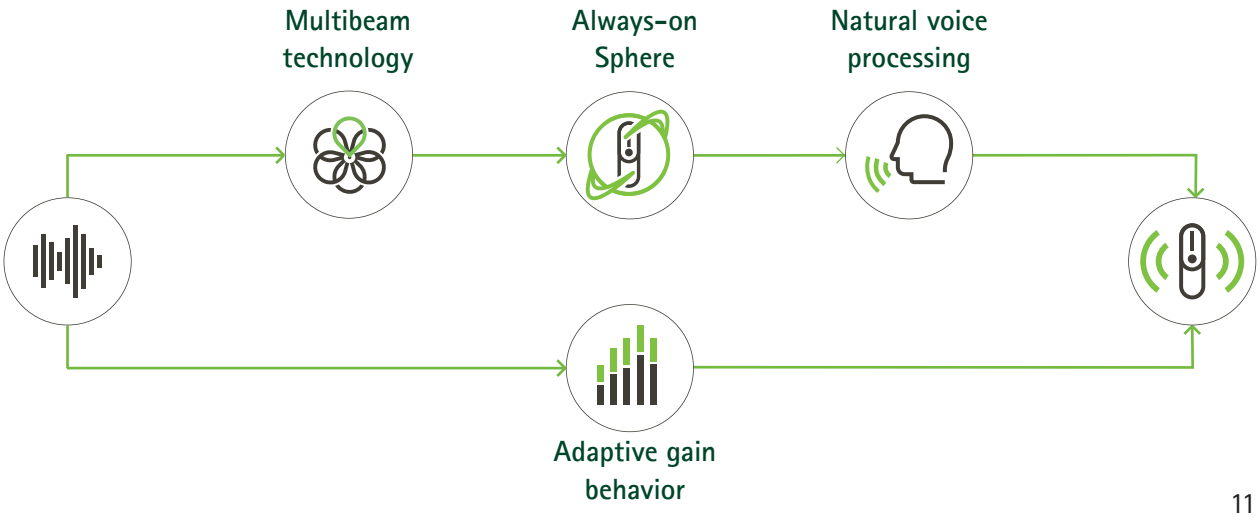
Roger operates within the worldwide license-free ISM (Industry, Science, Medical) band at 2.4 GHz. As wireless traffic can sometimes be dense in this band, the Phonak Roger wireless protocol broadcasts each packet of sound three times in short bursts of code at different channels within the ISM band, to ensure a robust and stable signal.

Roger and Directional

The Roger and directional setting is exclusive to Phonak. It allows a Roger microphone to be used while providing improved access to speech for voices close by. The Roger and directional setting adaptively activates directional mics on the hearing aid based on the environmental noise level.

RogerDirect™

RogerDirect allows Roger microphones to stream directly to hearing aids with installed compatible Roger receivers. After a simple installation of the receiver into the hearing aid (if needed), clients benefit from the proven performance of Roger, in noise and over distance, without attaching an external receiver. This major innovation makes Roger technology easier to use. Having unlimited receivers in the microphone means that there is now no need to uninstall receivers from hearing aids or replaced.



Automatic Microphone Modes

Roger On Sphere is a versatile microphone designed to take on difficult and ever-changing listening situations. It recognizes the sound environment and its position, thanks to its built-in accelerometer.

Presenter Mode

In meetings or lectures, the presenter can wear Roger as a clip-on lapel microphone, and it will automatically pick up the voice of the speaker regardless of its position, thanks to the accelerometer always pointing upwards.

Audéo EON with Roger On Sphere is predicted to provide substantially better far-field speech in noise intelligibility compared to the hearing aid alone[1]

Table Mode

Multibeam technology utilizes multiple microphones in six directions; speech from 360° is calculated and compared. The direction with the best signal-to-noise ratio is automatically selected. Multibeam technology provides improved speech understanding in group conversations. The listener also has an option to change from mono to stereo* table mode via the myRogerMic app.

Pointing Mode

A two-mic array allows the listener to zoom in on the speaker. This enables the listener to point the microphone at who they want to hear while ignoring side conversations and environmental noise.

* Only works with a binaural set of hearing devices with RogerDirect.



MultiTalker Network
Unique to Roger and fully automatic, the MultiTalker Network (MTN) allows several Roger microphones to be used together, providing listeners with access to multiple talkers in any situation.

Wide Pointing Mode
This manually activated mode allows the listener to access a wider pickup range that also extends to a 3D semi-sphere. The listener also has an option to change from mono to stereo* wide pointing mode via the myRogerMic app.

Headset Mode
When connected to a computer via the USB cable, Roger can be used like a headset during online calls. It streams the speech from the online participants to the hearing aids, and in return, it picks up the speech from the hearing aid wearer and sends the signal to the computer. It provides better sound quality and less noise than using the integrated computer microphone, and it gives the benefits of a boom microphone without having to wear a headset.

Multimedia Mode
This is an additional streaming mode that allows the listener to watch TV with a docking station in stereo provided by Roger or enjoy music by simply plugging the cable into a smartphone.

Roger at Work

Lectures and Presentations
Many people have difficulties listening to lectures or large presentations where the speaker is far away and rooms are reverberant. Roger helps bridge this gap by reducing the distance between the student and the speaker. When dealing with multiple speakers, several Roger microphones can also be used together.

Online Calls
Designed to handle online calls with ease, Roger functions like a headset, picks up the voice of the speaker and sends it to the computer, allowing the online participants to hear clearly when your client is speaking.

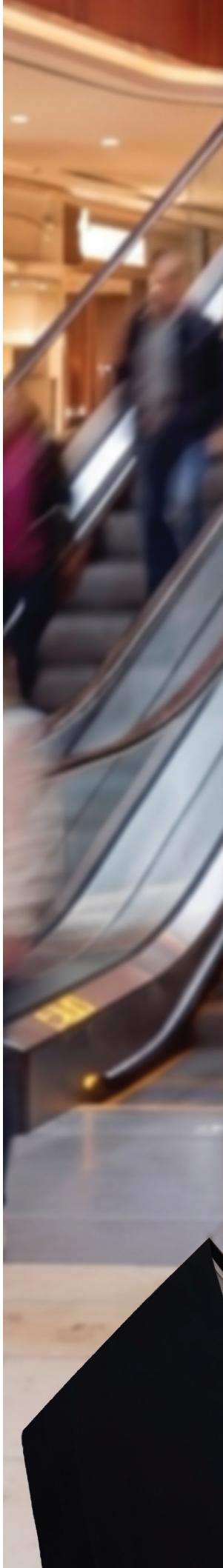
Workshops
Workshops are a wonderful way to demonstrate and learn new skills. However, they could also turn out to be challenging listening situations between the speaker and participants. Roger helps your client get the most benefit from their hearing aids by transmitting a speaker's voice directly to the hearing aids, with installed Roger receivers, wherever they are in the room.

Meetings With a Presenter
Presenters often stand at a distance from the meeting participants. When the presenter wears a Roger microphone and a second one is placed on the table, it allows clients to hear all participants.

Small and Large Meetings
Conversations in meetings are another situation where Roger can be utilized. Place one or more Roger microphones and transmit speech to the hearing aids, with installed Roger receivers, from wherever the conversation takes place. This makes small and large meetings easier to follow, so clients can focus on what's being said.

Standing Meetings and Hallway Conversations
In the dynamic listening environment of a hallway, noise, movement and reverberation can make listening a challenge. Roger can be used in pointing mode for one-on-one conversations or wide pointing mode for listening to multiple people at once.

Panel Discussions
During conferences it is common to have a panel discussion where a group of people sit at the front, responding to questions from the floor. The stereo wide pointing mode can be activated through the myRogerMic app to ensure the whole panel is picked up with a single microphone placement.





Roger Beyond Work

At Home
Roger reduces distracting background noise, like the rattle of kitchen utensils or the blare from a TV, by focusing on the speaker. This allows clients to enjoy conversations, making time spent with family, loved ones or friends truly special.

Dining With Friends and Family
Dining with friends or in restaurants usually includes a complex mix of sounds and background noise. With Roger, distracting noises are reduced so clients can capture the conversation.

Social Gatherings
Roger is ideal for social gatherings, especially when music is playing and people are talking. Simply point Roger in the direction of the conversation, to deliver speech directly to hearing aids with installed Roger receivers.

Playing Games
Playing a game with the whole family or friends can be great, but voices and noise from other people not participating in the game can be distracting. Placing the Roger microphone on the table helps, as it picks up speech automatically and switches from one talker to another.

Sport Activities
It can be a challenge to hear the instructions of a coach or teammate during sport activities, especially at a distance or with lots of side conversations. Roger bridges these challenging conditions. It is protected against dust and water splashes with an IP54 rating*.

TV and Multimedia
Roger microphones connect to TVs, computers and other multimedia sources for streaming media and staying connected.

In the Car
Roger overcomes the communication challenges while on the road. Engine and traffic noise is reduced, and the speaker's voice is transmitted directly to the ears. This allows your clients to follow conversations in the car even with the loss of visual cues.

* IP54, protected against splashes of water

How to Demo Roger

1 Prepare the Equipment and the Hearing Aids

- Make sure your Roger Trial device is fully charged
- If your client is wearing a EON hearing aid or a Phonak Trial™ hearing aid, starting from the Paradise platform or newer, you're ready to go
- If your client is wearing non-Trial Phonak hearing aids, install Roger receivers into their hearing aids (if needed)

2 Demonstrate Table Mode

- Have Roger muted and turn on an external sound source
- Ask the client how well they can understand you with the background noise
- Place Roger in the middle of the table and unmute the device
- Explain that Roger is a versatile microphone ideal for stationary situations where background noise is present. When placed on a table, it automatically identifies the person who is talking and seamlessly switches from one talker to another. Roger reacts very fast to changing speakers, making your clients feel at the heart of the conversation. This is the ideal way to demonstrate the always-on Sphere technology, thanks to Roger On Sphere that separates speech from noise

3 Demonstrate Presenter Mode

- Clip Roger to the lapel of a conversation partner and have them walk around the room. Ask if the client is still able to hear their partner well
- Explain that Roger allows you to hear someone at a distance of up to 25 meters (80 feet) when background noise is present

4 Demonstrate Pointing Mode

- With background noise still present, give Roger to the client and ask them to point it in the direction of a speaker of interest
- Explain that in this mode, Roger suppresses environmental noise and voices from the side. Your client can now listen to someone in a very noisy environment

While performing a Roger demonstration, we recommend listening along using a Roger NeckLoop and headphones or using your personal set of hearing aids.

89% of HCPs agree that Roger On is easy to use[5]



Roger Compatibility Guide

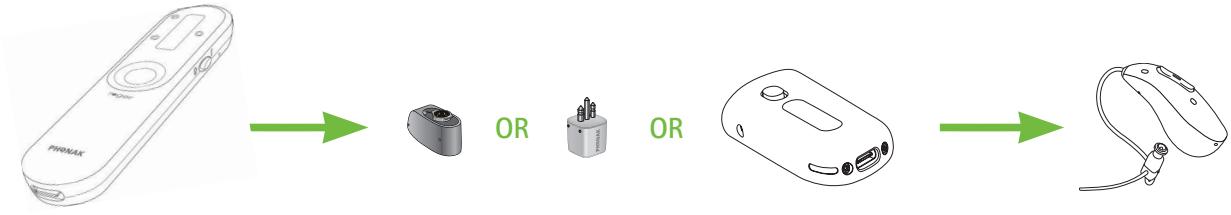
Roger offers advanced technology that can benefit your clients no matter the manufacturer of their hearing aids. Why? Because Roger works with virtually every hearing aid and cochlear implant that has a direct audio input (DAI), T-coil or RogerDirect.

There are multiple options to connect to Roger:

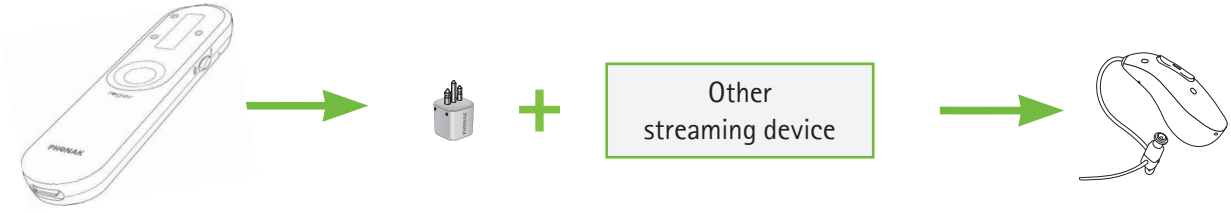
1. **With RogerDirect:** With Roger On Sphere you can install receivers directly into hearing aids which are RogerDirect capable.



2. **With Roger receiver attached to hearing device or NeckLoop:** Hearing devices can be connected using a compatible design-integrated Roger receiver, or a Roger X if the hearing device has a direct audio input (DAI), or a Roger NeckLoop if the hearing device has T-coil.



3. **With Roger receiver attached to a streaming device:** Hearing aids can also use a streaming device from the hearing aids manufacturer with a direct audio input (DAI) to connect with a Roger microphone using a Roger X receiver.



Cochlear Implant Compatibility

Infant security: Tamperproof lock for babies and toddlers (0–36 months) integrated in Roger 20 and Roger 21
Options: Protection sleeve available for Roger 14

			Design-integrated for implants					Universal		
			Roger Direct	Roger 14	Roger 17	Roger 20	Roger 21	Roger X	Roger X interface	Roger NeckLoop
										
Implants	AB	Naída CI M	•							•
		Naída CI Q			•			•[3]		•
		Sky CI M	•							•
		Harmony/Auria						•	iConnect	•
	Cochlear	Osia 2						•	Mini Microphone 2+	
		Nucleus 7/Nucleus 8				•		•	Mini Microphone 2+	•
		Kanso/Kanso 2						•	Mini Microphone 2+	•
		Nucleus 5 / Nucleus 6		•				•[2]	Euro accessory adapter	•
		Baha 5/Baha 6						•	Mini Microphone 2+	
		Freedom								•
	MED-EL	SONNET 2 / 3					•	•	FM battery pack cover	•
		RONDO 2 / 3						•	Mini battery pack	•
		ADHEAR						•	Adapter cable	
		SAMBA						•	miniTek	
		SAMBA 2						•	SAMBA 2 GO	
	Oticon Medical	Neuro 2						•	Oticon Medical Streamer	•
		Neuro One						•		•
		Ponto 4 / 5						•	EduMic	
		Ponto 3/Ponto 3 Power/ Ponto 3 SuperPower						•	Oticon Medical Streamer	
		Ponto Plus / Plus Power						•	Oticon Medical Streamer	
		Ponto Pro/Ponto Pro Power								•

1 Recommended CI profile 4 / CI setting 4 and EasyGain +8dB
2 Recommended CI profile 9 / CI Setting 9
3 Roger X must be used with a ComPilot

The RogerDirect™ Advantage

Here are the additional benefits of using Roger with Phonak hearing devices:

- **RogerDirect:** Discrete and direct one-click connection, hassle-free without the need for additional receiver hardware. Benefit from the best transport latency in the industry
- **Stereo sound*:** Hear from what direction someone is talking, thanks to stereo sound in table mode
- **Extended range*:** Chose between more range or more battery power (manual selection in the MyRogerMic mobile app)
- **Dual Adaptive:** For better focus at a lower volume, the Roger signal is amplified, and the CI microphones are attenuated
- **Roger + Mic:** AutoSense OS automatically adjusts near-field local microphone settings with personalized gain control when sounds are streamed from a Roger mic for a customized Roger experience

Advanced Bionics Cochlear Implant processors are also built with RogerDirect**, unlocking the most advanced Roger features. These can also be combined with our Phonak Link devices to create a bimodal fitting, leveraging the full benefits of Roger technology.

* Only works with binaural hearing devices with RogerDirect.
** Marvel, Integro platform only



Roger Client Journey

The earlier Roger technology is introduced, the more likely the client will purchase. Integrate Roger into the touchpoints below to build awareness and generate excitement before the sales conversation even starts!

Awareness

Weave remote microphones into your advertising, to differentiate your practice from others.

When asked about the product, offer your clients the recommended tools.

Recommended tools

- In-clinic demonstration
- Show device
- Roger configurator
- B2C pamphlet

Consideration

Talking about Roger technology earlier allows for more time to tailor the messaging to the specific needs of your client. Does the client's need justify Roger? Does the client's HT results justify Roger?

Recommended tools

- HHIA-S, COSI, FOCAS
- QuickSIN/HINT

Purchase

In-clinic or take-home demonstrations are some of the most powerful ways to show the benefits of Roger.

Recommended tools

- Roger Demo Guide
- Trial product
- Consider a bundled deal to incorporate Roger technology (e.g., for those who purchase a single-microphone hearing aid).

Loyalty

When yearly hearing tests show deterioration of hearing, instead of buying a new set of hearing aids after 2 years, consider Roger to boost speech understanding.

When clients come back with ongoing difficulties with their hearing.

Recommended tools

- In-clinic demonstration
- Roger Demo guide
- Trial product
- Client reviews
- B2C brochure

Advocate

Use testimonials from successful Roger wearers to feedback into your advertising.

Consider promotional offers (e.g., refer a friend).

Recommended tools

- Client referrals
- Client reviews
- Video testimonials



Useful Tools

Roger Configurator
Find Roger receivers for any type of hearing aid or cochlear implant.

myRogerMic app
The myRogerMic app offers your clients the ability to discreetly customize their Roger settings according to their environment.

Google Play

App Store

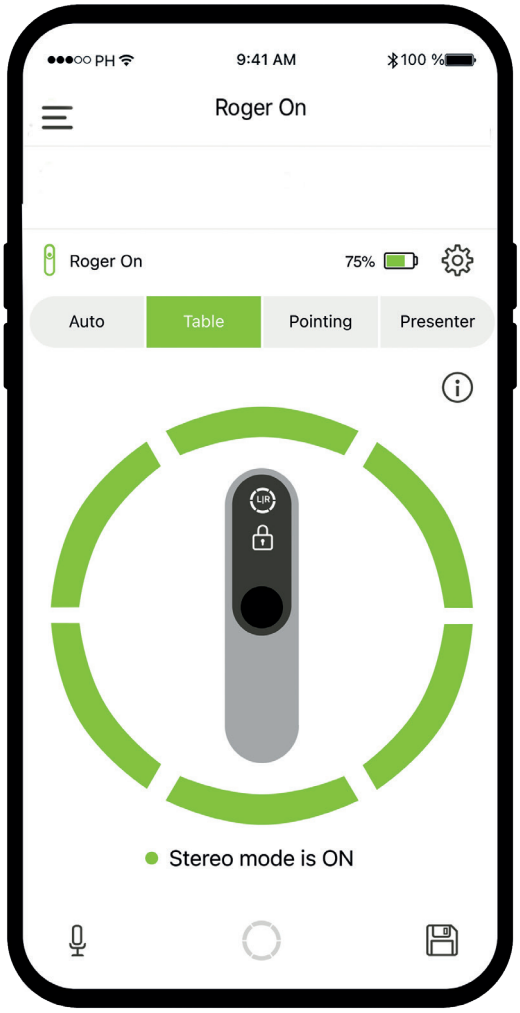
Be part of our growing Roger community and follow trends about Roger

The myRogerMic app offers your clients the ability to discreetly customize their Roger On microphone settings according to their environment. Battery status, microphone mode status and other functionalities are also easily adjusted.

Beam Steering Selection
Steer one or multiple beams to avoid distracting side conversations. No need to touch the microphone just select and enjoy.

Custom Mode Selection
Two custom configurations can be saved for flexibility.

Status and Functionality
Battery, mic mode and other status indicators available at a glance, for added convenience and ease of use.



Mic Mode Selection
Choose the microphone mode that best suits a particular listening environment. Activate Stereo mode to hear where a voice is coming from.

MultiTalker Network
Manage all connected Roger microphones from one screen.

Own Voice Comfort
Control and reduce the hearing aid wearer's own voice for more listening comfort.

Troubleshooting

Troubleshooting is easier when you can guide your clients through some of the common issues they might encounter when they start using Roger.



I cannot switch my Roger microphone on

The battery is empty
Charge your Roger microphone for at least two hours



I cannot hear from my Roger microphone

Your Roger microphone is muted (crossed microphone icon on the screen)
Unmute your Roger microphone by pressing the center touch key

Wrong direction is selected
In the myRogerMic app, tap on the segment that is in the direction of the talker. Or turn the device in the correct direction

Your Roger receivers are not connected to your Roger microphone
Hold your Roger microphone close to each Roger receiver or Roger compatible hearing aid and press the Connect button

Your Roger receiver is not working
Make sure you have attached the Roger receiver to your hearing aid and that it is powered on

Your hearing aid with RogerDirect does not have Roger installed
Install a Roger receiver from your Roger microphone with unlimited receivers into your hearing aids

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/T-Coil)



I keep losing the audio signal

Distance between you and your Roger microphone is too far
Move closer to your Roger microphone

There are obstacles between you and your Roger microphone
Try to keep a clear line of sight to your Roger microphone or go closer to your Roger microphone



I can hear the talker but I cannot understand what he/she says

The microphone is too far from the talker
Move your Roger microphone closer to the talker's mouth

The microphone openings are covered by fingers
Hold the microphone in a way that the microphone openings are not covered

The microphone openings are covered by dirt
Clean the microphone openings

Wrong direction is selected
Switch to automatic microphone mode or ensure you lock the microphone in the appropriate direction using the myRogerMic app



I hear too much noise

Noise is picked up by your Roger microphone
Using myRogerMic app, tap the segment in the direction of the talker to reduce background noise



The volume of my multimedia device is too low

Incorrect volume settings
Increase volume of your audio source



My Roger microphone has stopped working and does not react to any button presses

Software issue
Reboot your Roger microphone by simultaneously pressing the on/off and Connect button for 10 seconds



I do not like to hear my own voice over my Roger microphone

Your voice is picked up by your Roger microphone
In the myRogerMic app, select the beam facing the USB port to attenuate it, and then place the device so that the USB port is facing you



I cannot hear my multimedia device

The audio source is muted. Your Roger microphone is switched off.
The audio cable is not plugged correctly.
Unmute the audio source. Switch on your Roger microphone.
Plug in the audio cable correctly.

References

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2 Picou, E. M. (2020). MarkeTrak 10 (MT10) Survey Results Demonstrate High Satisfaction with and Benefits from Hearing Aids. Seminars in Hearing, 41(01), 021– 036.

3 Thibodeau L. (2014). Comparison of speech recognition with adaptive digital and FM remote microphone hearing assistance technology by listeners who use hearing aids. American journal of audiology, 23(2), 201–210.

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At Phonak, we see technology as an enabler of life, not the focus of it.

Since 1947, we have advanced hearing technology to help people stay connected to what matters most: the people, moments and experiences that shape our lives.

Today, we bring together Swiss-engineered performance, a seamless connected hearing experience and purposeful design to create hearing solutions built for where life happens.

So, you can stay confident, connected and fully in it.

Life is on.
Phonak is made for it.

phonak.com/roger

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HEAR THE WORLD

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