

# Troubleshooting guide

## Roger Select



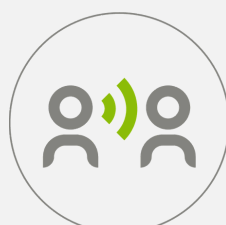
### I cannot switch my Roger microphone on

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



### I cannot hear from my Roger microphone

- 1 Your Roger microphone is muted (red LED)  
Unmute your Roger microphone by pressing the center touch key
- 2 Wrong direction is selected  
Tap on the segment that is in the direction of the talker
- 3 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
- 4 Your Roger receiver is not working  
Make sure you have attached the Roger receiver to your hearing aid and that it is powered on
- 5 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)



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

- 1 The microphone is too far from the talker  
Move your Roger microphone closer to the talker's mouth
- 2 The microphone openings are covered by fingers  
Hold the microphone in a way that the microphone openings are not covered
- 3 The microphone openings are covered by dirt  
Clean the microphone openings
- 4 Wrong direction is selected  
Tap on the segment that is in the direction of the talker



### I keep losing the audio signal

- 1 Distance between you and your Roger microphone is too far  
Move closer to your Roger microphone
- 2 There are obstacles between you and your Roger microphone  
Try to be line of sight to your Roger microphone or go closer to your Roger microphone



### I hear too much noise

- 1 Noise is picked up by your Roger microphone  
Tap the segment in the direction of the talker to reduce background noise



### The volume of my multimedia device is too low

- 1 Incorrect volume settings  
Increase volume of your audio source



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

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