

# Roger™ Earpiece

User Guide



roger



PHONAK

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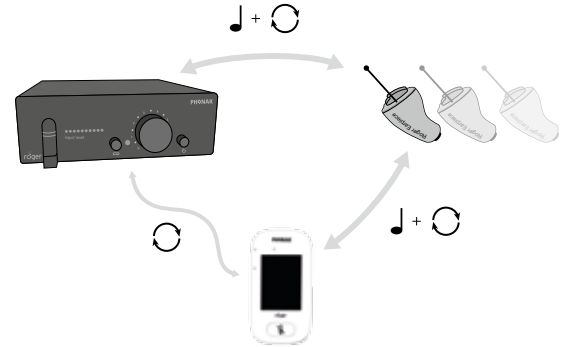
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# 1 Welcome

Congratulations on choosing the Roger Earpiece from Phonak Communications AG. Used with the Roger BaseStation, this ultra-miniaturized receiver uses adaptive wireless transmission to allow people to receive audio information discreetly. The Roger for Studio system delivers the features and performance demanded by professionals. Your Roger Earpiece is a premium-quality Swiss product developed by Phonak Communications AG, part of Sonova AG, the world's leading hearing healthcare company.

# 2 System description

## 2.1 Roger Earpiece communication system

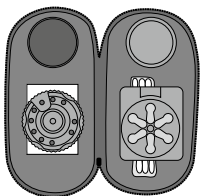


## 3 Getting to know your Roger Earpiece

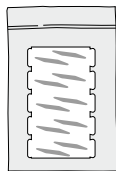
### 3.1 Box contents



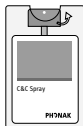
Roger Earpiece



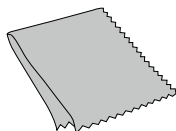
Transport pouch with consumable accessories



Soft Wraps



Cleaning spray



Cleaning cloth

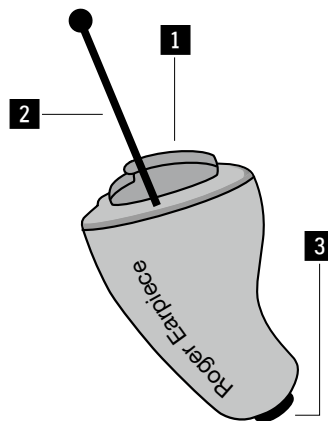


Wax remover tool



User guide

### 3.2 Device description



- 1 Battery compartment
- 2 Removal handle
- 3 Wax guard

### 3.3 Battery technology

The Roger Earpiece uses a Zinc Air battery because it offers the most energy in the smallest size. Zinc Air batteries use air to produce current, and a tab seals the air holes on the battery prior to use. Once the tab is removed, it takes approximately two minutes before the battery is ready for use. At that point, the battery compartment can be closed.

**Important: do not remove the tab before the battery is to be used.** Reattaching the tab will not prolong the running time of the battery. Due to the Zinc Air technology, the battery will keep discharging even if it is removed from the device.












### 3.4 Battery type

The performance of the Roger Earpiece is guaranteed only when it is used with official Phonak batteries.

#### Mercury Free Zinc Air size 10

IEC code	PR 70
ANSI code	ANSI 7005ZD

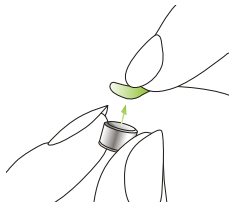
### 3.5 Meaning of beeps

		Start-up Einschalten Démarrage
		Detection of paired transmitter / Exiting Sleep mode Erkennung der Transmitterverbindung / Verlassen des Sleep-Modus Détection d'un émetteur pré-connecté / Sortie du mode veille
		Connect Verbindung Connexion
		Denegation Ablehnen der Verbindung Refus de connexion
		Low battery Schwache Batterieleistung Batterie faible
		Out of range Ausser Reichweite Hors de portée

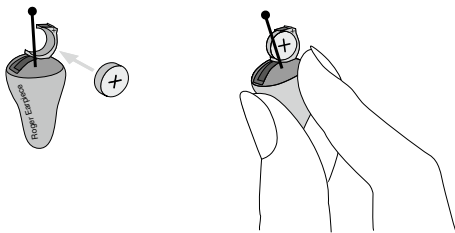
## 4 Getting started

### 4.1 How to insert/exchange battery

Remove the protective foil from the new battery. Wait for two minutes before inserting, to activate the battery.

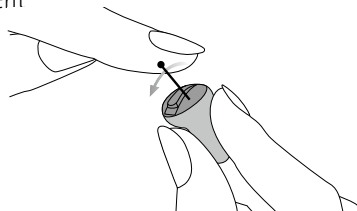


Open the battery door on the Roger Earpiece, and hold the earpiece so the door is on the right. Insert the battery into the door with the + symbol on the battery facing towards you.



### 4.2 Switching on and off

Switch the Roger Earpiece on by closing the battery compartment



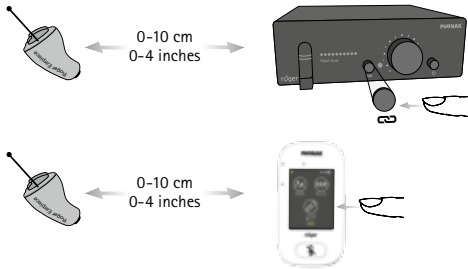
To switch the device off, open the battery compartment fully.

Note :

- Open and close the battery compartment gently and carefully.
- You will feel resistance when closing the battery compartment due to the battery contact springs. If you feel a strong resistance, check to make sure the battery is correctly inserted and facing in the correct direction.
- When the Roger Earpiece is not in use, it is recommended to completely open the battery door to turn the device off. However please note that the battery will keep discharging even with the battery door open.

### 4.3 Pairing Roger Earpiece with your transmitter

To connect Roger Earpiece to a Roger BaseStation or a Roger Touchscreen Mic for the first time, hold it within 10 cm / 4 inches of the transmitter and briefly press the Connect button on the front panel.



Only one Roger Earpiece can be connected at a time. Keep any other Roger devices out of range during this process. An unlimited number of Roger Earpieces can be connected.

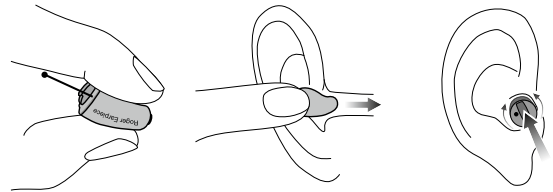
Connecting a Roger Earpiece is only required the first time it is used. The Roger Earpiece will then remain connected with the Roger BaseStation, even if either device is restarted.

## 5 Using Roger Earpiece

### 5.1 How to insert/remove Roger Earpiece

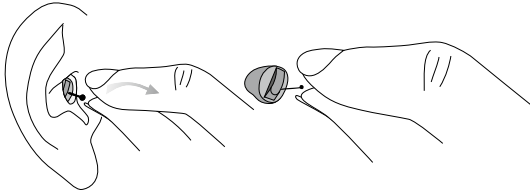
After deciding in which ear you want to wear the Roger Earpiece, take it between thumb and forefinger so that the tip with the wax guard filter is angled upwards.

Carefully guide the earpiece into your ear canal. Ensure that the earpiece sits as far as possible inside the ear canal, as well as in the best and most comfortable position. Depending on the shape of your ear canal, you may need to twist the earpiece gently into place to ensure the best fit.



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To remove the Roger Earpiece, grasp the removal handle between the thumb and index finger, and carefully pull the Earpiece up and out of the ear.



## 5.2 How to adjust volume of a single Roger Earpiece

You can adjust the volume of a single Roger Earpiece with the help of a Roger Touchscreen Mic. Refer to the Roger Touchscreen Mic user guide for more information.

## 5.3 How to adjust volume of all Roger Earpieces in range

To adjust output volume of all Roger Earpieces connected to a Roger BaseStation, turn the volume control knob on the Roger BaseStation front panel.

Note that a Roger Earpiece joining the network after adjusting the volume control will experience the same volume as other connected devices.

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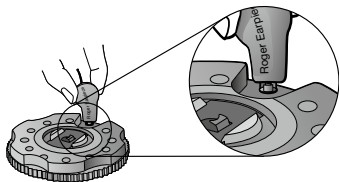
## 5.4 How to clean the Roger Earpiece

- Ensure that the Roger Earpiece is perfectly clean before using it. The green wax guard, as well as the openings between wax guard and receiver, must be free of any wax. See instructions below to change the wax filter.
- Roger Earpiece recommended cleaning materials:
  - Phonak cleaning spray
  - Phonak cloth
  - Phonak Wax remover tool
  - The cerumen filter system is provided with Roger Earpiece
- Clean the Roger Earpiece's entire surface and the green wax guard with Phonak cleaning spray and leave wet for 3 minutes.
- Do not use any tool or strong detergent.

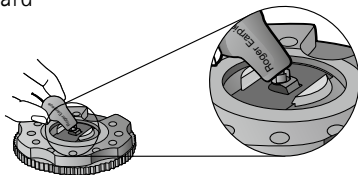


## 5.5 How to change the wax guard

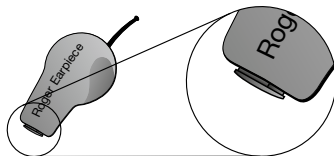
When required, remove the used green wax guard, using the cerumen filter system.



Fit a new green wax guard



Check that the green wax guard is correctly in place. Roger Earpiece is ready to use.



## 6 Special functions

### 6.1 Incoming audio signal detection

If the Roger BaseStation detects no incoming audio signal for more than 5 seconds, the Roger Earpiece output level will be reduced by 6dB. It will automatically return to the pre-set volume if audio signal is detected again.

### 6.2 Mute

To mute the Roger Earpiece's volume, turn the Roger BaseStation's volume control knob to the left until the '0' mark.

### 6.3 Out of range

If the Roger Earpiece falls out of Roger transmitter range, the earpiece will emit a soft beep repeatedly. This beep is to warn the user they were disconnected from the transmitter.

If the Roger Earpiece is out of range for less than 30 minutes before coming back into range, the Roger Earpiece will be automatically and instantaneously reconnected, and no beep will sound. Otherwise, after 30 minutes, the Roger Earpiece will enter sleep mode.

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## 6.4 Sleep mode

The Roger Earpiece will enter sleep mode after 30 minutes if no Roger transmitter is in range during this time.

In sleep mode the Roger Earpiece will continue to search for a known network. If one is detected, the Roger Earpiece will exit sleep mode and be automatically reconnected in a few seconds. A dedicated beep sequence (refer to beeps section) will be played when reconnected.

## 6.5 Battery end of life

The user will be warned with a beep sequence (refer to beeps section) that the battery is getting weak. The remaining time the Roger Earpiece can still operate is highly dependent on the communication rate and battery type used.

## 6.6 Adding an additional microphone

The Roger Touchscreen Mic is an easy-to-use wireless microphone that enables people to enjoy effective one-to-one communication in loud noise and over distance by automatically adjusting the output volume of the Roger Earpiece. Refer to the Roger Touchscreen Mic user guide for further information.

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# 7 Troubleshooting

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## The Roger Earpiece doesn't switch on

The battery is empty

The battery compartment is open

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## Solutions

Change the battery

Gently push on the battery compartment to close it

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## I cannot hear anything, even when devices are switched on and all connections made

The signal is on the balanced input but there is a connection on Line-IN (unbalanced input)

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The Roger Earpiece is not connected to the Roger BaseStation

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The Roger BaseStation is muted

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If you are using a network with Roger Touchscreen Mic microphones, the Roger BaseStation may not be switched on or may be out of range

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## Solutions

Disconnect the Line-IN source. Line-IN has priority on to the balanced input

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Hold Roger Earpiece close to the Roger BaseStation and press the Connect button

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Turn the volume control knob clockwise to unmute the transmitter

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Turn the Roger BaseStation on, or move closer to the Roger BaseStation

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**I cannot hear anything**

The Roger BaseStation is off  
No audio source is connected

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**Solutions**

Turn the Roger BaseStation on  
Check the connections on the Roger BaseStation rear panel

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**I keep losing the audio signal**

Distance between Roger Earpiece and Roger BaseStation is too large  
There are obstacles between you and the Roger BaseStation

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**Solutions**

Move closer to Roger BaseStation  
Make sure you can see the Roger BaseStation (line of sight)

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**The volume is too low**

The Roger Earpiece output is obstructed with wax

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The Roger BaseStation source volume is too low

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The Roger BaseStation output volume is too low

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**Solutions**

Clean the Roger Earpiece with the dedicated tool and change the wax filter  
Check the input meter level: if only a few LEDs blink, increase the source volume  
Increase the output volume of the Roger BaseStation by turning the volume control knob clockwise

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**The volume is too high and/or saturated**

The Roger BaseStation source volume is distorted/saturated

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The Roger BaseStation output volume is too high

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**The Roger Earpiece is continuously beeping**

The Roger Earpiece is out of range of Roger BaseStation

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The Roger BaseStation was turned off

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**The Roger Earpiece beeped and suddenly stopped working**

The battery is empty

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**Solutions**

Check the input meter level: if the red LEDs always light, decrease the source volume

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Decrease the output volume of the Roger BaseStation by turning the volume control knob counterclockwise

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**Solutions**

Move closer to Roger BaseStation

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Turn the Roger BaseStation on

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**Solutions**

Change the battery

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## 8 Performance

Frequency range	2.402 GHz up to 2.480 GHz
Back-link power	< 1 mW (0 dBm)
Audio bandwidth	100 Hz - 7200 Hz
Output max SPL	100 dB SPL according to EU standard EN 50332 Part 1&2 Fulfil EU directive 2003/10/EC
Distortion	-42 dB (< 0.8 % @ 1 kHz)
Signal to Noise Ratio	55 dB (@ 1 kHz)
Length	18 mm (0.4")
Weight	1.3 g (0.04 oz) incl. battery
Operating range	15 - 40 m (49-131 ft)
Power supply	Mercury free 10 Zinc Air
Current drain	2.75 mA (Streaming) 0.7 mA (Sleep mode)
Operating conditions	0° to + 45° Celsius (+32° to +113° Fahrenheit) and relative humidity of <95% (non-condensing)
Transport and storage conditions	Transport and storage conditions -20° to +60° Celsius (-4° to +140° Fahrenheit) and relative humidity of 90% for a long period








## 9 Standards applied



Electrical safety:	IEC/ EN 60950
Radiocom 2.4 GHz:	EN 300 440
EMC:	EN 301.489-1,-17
FCC:	Part 15C
IC:	RSS-210

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## 10 Important information





### 10.1 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 the User Guide, consult your local Phonak Communications AG representative.
-  Your device should only be repaired by an authorized service center. Changes or modifications to this device that were not explicitly approved by Phonak Communications AG 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.
-  Only use accessories that are approved by Phonak Communications 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.
-  Caution: electric shock. Do not insert plug alone into electrical outlets.

### 10.2 Product safety information

-  Protect the device from excessive shock and vibration.
-  Protect the device from excessive moisture (bathing, swimming).
-  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 supply your device using adapters supplied by Phonak Communications.
-  When the device is not in use, turn it OFF and store it safely.

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-  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 (audio input and charge) from dirt and debris.
  -  If the device has been dropped or damaged, if it overheats, has a damaged cord or plug, or has been dropped into liquid, stop using your device and contact your authorized service centre.

### 10.3 Other important information

- Device collects and stores internal technical data. This data may be read by an authorized service center 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 transmitter's network.

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### 10.4 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, Laenggasse 17, CH-3280 Murten, declares that these products are in compliance with the essential requirements and other relevant provisions of Directive (2014/53/EU). To obtain a copy of the Declaration of conformity, please contact the manufacturer or the local Phonak Communications AG representative whose address can be taken from the list on [www.phonak-communications.com/](http://www.phonak-communications.com/) (worldwide locations).

This device complies with Part 15 of the FCC Rules and with (RSS-247 and RSS-210) of Industry Canada. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this

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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.

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**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.** To comply with FCC RF exposure limits for general population/uncontrolled exposure, the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter.

This Class B digital apparatus complies with Canadian ICES-003. To comply with Industry Canada RF exposure limits for general population / uncontrolled exposure, the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter.

### **Japanese Radio Law and Japanese Telecommunications Business Law compliance**

This device is granted pursuant to the Japanese Radio Law (電波法). This device should not be modified (otherwise the granted designation number will become invalid).

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## 11 Service and warranty

### 11.1 Local warranty

Please ask the local Phonak Communications AG representative where you purchased your device about the terms of the local warranty.

### 11.2 International warranty

Phonak Communications AG offers a 2 (two) years 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.

### 11.3 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.

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Serial number:

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Purchase date:

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Local Phonak Communications AG representative:


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## 12 Information and explanation of symbols

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 The CE symbol is confirmation by Phonak Communications AG that this product is in compliance with the essential requirements and other relevant provisions of Directive (2014/53/EU).


 Federal communications commission EMC and Radiocommunications compliance label.


 Australian and New Zealand EMC and Radiocommunications compliance label.


 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.

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 Important information for handling and product safety.

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

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

 Temperature transport and storage.

 Humidity transport and storage.

 Keep dry.

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## 13 Homologation references

**Roger BaseStation**

FCC ID: KWCDME

IC: 2262A-DME

**Manufacturer:**

Phonak Communications AG  
Laenggasse 17  
CH-3280 Murten  
Switzerland

[www.phonak-communications.com](http://www.phonak-communications.com)

