

# Rogerpedia.

Your A-Z of Roger™ for adults



# Unlock more meaningful connections

- Improved speech understanding in noise<sup>1-3</sup>
- Improved speech understanding in group conversations in noise<sup>4</sup>
- Access to multiple talkers
- Unlimited receivers built-in\*

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\* Excluding Clip-On Mic







# Why do clients need Roger microphones?



61 %

improvement of speech understanding in group conversations in loud noise<sup>4</sup>

Difficulty communicating in background noise is one of the most common complaints of individuals with hearing loss, even when wearing well-fit hearing aids.<sup>5</sup> Speech intelligibility is important for effective communication, and there are several factors that affect this:

- background noise level
- distance from the speaker
- acoustics of the environment and reverberation

Despite the technology in modern hearing aids, such as directional microphones and noise reduction algorithms, speech perception and intelligibility can still be compromised. When the noise level increases, either due to reverberation or level of background noise, hearing aids may pick up more noise instead of the speaker. Having an additional microphone like Roger helps to keep the microphone more focused at the source thereby improving speech intelligibility in noise.

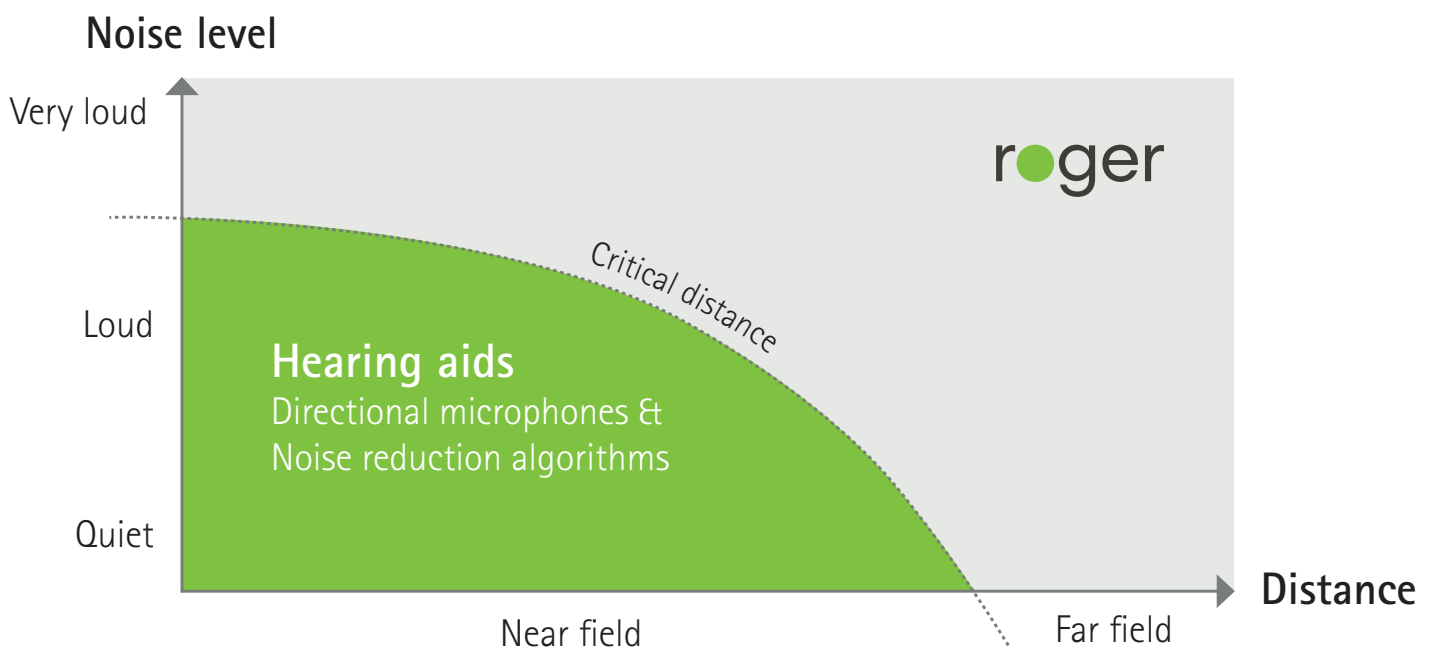
Hearing aids provide the most benefit when the speaker is within 1.5 meters/ 5 feet of the listener. This is referred to as the "near field." Hearing aids apply directional microphone and noise reduction technology to provide an increased signal-to-noise ratio (SNR), optimizing speech intelligibility and listening comfort within the near field. As soon as 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, and this larger distance is referred to as the "far field."



## Placing a Roger microphone in close proximity to the speaker has several key benefits

- Effectively reduces the distance between speaker and listener
- Compensates for the effects of background noise and reverberation on the target signal
- Significantly improves signal-to-noise ratio (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.<sup>6-7</sup>



# ● What is Roger and who is a good candidate?





Roger is an intelligent, wireless technology that transmits speech directly to hearing aids and cochlear implants, helping to overcome distance and noise. Functioning like a third ear, Roger allows people with hearing loss to learn, work and socialize more easily — a big step toward more inclusive societies and greater personal well-being.

### Clients who may benefit from Roger

- Clients with hearing aids, cochlear implants and/or BAHAs
- Clients with any type or degree of hearing difficulty
- Clients with unilateral hearing losses
- Clients with Auditory Processing Disorders (APD) and associated processing difficulties
- Clients who express hearing challenges at work and are concerned that their hearing loss is impacting their productivity
- Clients who lead active lifestyles and report they regularly experience challenging listening situations involving noise and/or distance
- Clients who are withdrawing from social situations due to their hearing loss
- Clients who express they would like increased clarity with TV or multimedia
- Clients who are current hearing aid users who still struggle to understand and communicate in challenging situations
- Clients who experience poor speech understanding in noise

●● All my patients are very satisfied with Roger.<sup>8</sup>



Use our online tool to explore different needs and determine the right Roger microphone for your clients

# Roger technology



82% of users find their Roger microphone easy to use<sup>9</sup>

## Hearing aid compatibility

Roger is compatible with virtually every hearing aid and cochlear implant that has a direct audio input (DAI), T-coil or RogerDirect™.

## 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.

## Adaptive frequency hopping

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.

The Roger microphones and receivers constantly communicate with each other to ensure that the system will hop frequencies adaptively to circumvent any blocked channels to mitigate any risk of interference or poor reception.

## RogerDirect

RogerDirect allows Roger microphones to stream directly to the hearing aids. After a simple installation of the receiver into the hearing aid, 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.

## Unlimited digital receivers built into the microphone

The new generation of Roger microphones introduces Roger Unlimited which simplifies the installation and eliminates the uninstallation of receivers. The Roger On™, Roger Select™ and Roger Table Mic now have unlimited digital receivers built inside the transmitter.

Having unlimited receivers means that there is now no need to uninstall receivers from hearing aids after a trial phase or worry about re-ordering another receiver when a hearing aid is lost or replaced.



### MultiTalker Network

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

### Roger and directional

The Roger and directional setting are 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 activate directional mics on the hearing aid based on the environmental noise level.

### Automatic microphone modes

The Roger On and Roger Select automatically recognize the sound environment and their positions (e.g., whether placed on a table), held in the hand or hanging around a neck thanks to its built-in accelerometer. This electromechanical component informs the microphone continuously about its orientation with respect to gravity. It is the same component that makes pictures rotate in cell phones when the cell phone is rotated in the opposite direction.

This orientation information, together with the information about the acoustical environment (i.e., the presence or absence of speech and noise and their levels), helps the device to automatically select its optimal microphone mode and gain settings. It also allows the device to mute the microphone if it is dropped. The landing is completely silent, and the listener does not hear a loud bang. Within a few milliseconds after landing on the floor or table, the device will continue to operate normally.



# Key features



Roger  
Table Mic



Roger  
Select



Roger  
On



Roger  
On



Roger  
On



Roger  
Clip-On Mic



Roger  
Select



Roger  
On



Roger  
On



Roger  
Table Mic



Roger  
Select



Roger  
On

## Table Mode

MultiBeam Technology utilizes 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. MultiBeam Technology provides improved speech understanding in group conversations<sup>4</sup> in noisy places. Available in the Roger On, Roger Select and the Roger Table Mic.

## Pointing mode 2.0

A row of three microphones 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. Currently available in the Roger On only.

## Stereo\* wide pointing mode

This mode allows the listener to access a wider pick up range that also extends to a 3D semi-sphere. The listener also has an option to change from mono to stereo wide pointing mode. Currently available in the Roger On via the myRogerMic app.

## 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. Available in the Roger Select and Roger On.

## Headset mode

When connected to a computer via the USB cable, Roger On 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 gives the benefits of a boom microphone without having to wear a headset.

## Watch TV and more

An additional streaming mode that allows the listener to watch TV with a docking station provided by Roger or enjoy music by simply plugging the cable into a smartphone.

\* Stereo sound only works with hearing aids with RogerDirect.



# Roger portfolio

The wide range of Roger microphones offers a solution for every client. Regardless of the type of hearing aids or cochlear implants that they currently use, the different Roger microphones are capable of effectively dealing with a variety of situations.



## Roger On

This is a versatile microphone designed to take on difficult and ever-changing listening situations. Now equipped with unlimited receivers that enable fast and hassle-free connections to hearing devices.



### Key characteristics:

- Pointing mode 2.0 to focus on one-to-one conversations on the go (i.e., bar, car, bus)
- Stereo wide pointing mode that offers a wider pickup range
- Table mode with Multibeam 2.0 technology that identifies which direction speech is coming from. Can be used for group or one-to-one conversations (i.e., restaurants, family gatherings, etc.)
- Presenter mode ensures good speech understanding no matter how far the presenter is
- Headset mode is designed to handle online calls with ease
- Connects to TV and multimedia
- MultiTalker Network allows several Roger microphones to be used together
- The improved myRogerMic app gives you easy access and control to personalize your microphone settings
- Thanks to its new scratch resistant layer, Roger On can maintain its sharp appearance over time and use



### Roger Select

Ideal microphone for stationary situations where background noise is present. It is also equipped with unlimited receivers that enables fast and hassle-free connections to hearing devices.



#### Key characteristics:

- Ideal for small to large group conversations in meetings
- Connects to multimedia, phone calls and teleconferencing
- Table mode with Multibeam technology that identifies which direction speech is coming from. Can be used for group or one-to-one conversations (i.e., restaurants, family gatherings, etc.)
- Automatically selects the person who is talking and seamlessly switches from one talker to another
- When multiple conversations take place, the listener can manually select whom to listen to
- Presenter mode ensures good speech understanding no matter how far the presenter is
- MultiTalker Network allows several Roger microphones to be used together
- Bluetooth for wireless phone calls





### Roger Table Mic

Ideal for working adults who participate in various meetings. Same as Roger On and Roger Select, this microphone is also equipped with unlimited receivers that enable fast and hassle-free connections to hearing devices.



- Ideal for large meeting configurations and large group conversations in stationary situations)
- Selects the person who is talking and switches automatically between the meeting participants
- Connects to TV and multimedia
- MultiTalker Network is activated in table mode and allows several Roger microphones to be used together



### Roger Clip-On Mic

Small microphone designed for one-to-one conversations.



- Directional microphone that enables the user to focus on a conversation with their partner
- Connects to TV and multimedia
- Can be added to a MultiTalker Network (presenter in meetings)



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

# Roger at work and higher education



## 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

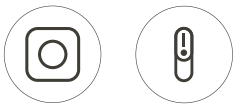
Designed to handle online calls with ease, Roger functions like a headset, picks up the voice of the speaker and sends it to the computer, allowing the online participants to hear clearly when your client is speaking.



## Workshops

Workshops are a wonderful way to demonstrate and learn new skills. However, it can also present with 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, 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 On and Roger Table Mics are placed on the table, it allows clients to hear all participants.



### Small and large meetings

Conversations in meetings is another situation where Roger can be utilized. Place one or more Roger Table Mics and transmit speech to the hearing aids 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

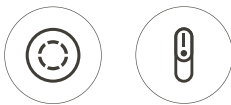
During conferences it is common to have a panel discussion where a group of people sit at the front, responding to questions from the floor. The stereo wide pointing mode can be activated in Roger to ensure the whole panel is picked up with a single microphone placement.

# Roger outside work



## At home

Roger microphones reduce 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, and make time spent with family, loved ones or friends truly special.



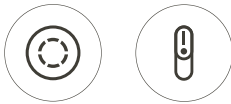
## Dining with friends and family

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.



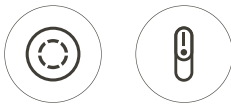
## Social gatherings

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



## Playing games

Playing a game with the whole family or friends can be great, but sitting around a table with multiple people talking at the same time can lead to listening fatigue. Placing Roger On or Roger Select 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. Roger On is dust and splash protected 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. Background 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 introduce Roger to new clients



Roger and its benefits should be mentioned to your clients at their initial hearing aid fitting, regardless of their degree of hearing loss. It's important that clients know what devices are available to them, both now and in the future should their hearing loss deteriorate, or listening needs change. A demonstration of Roger is often the best way to showcase the benefits of Roger, and this can be completed in just 3 minutes. Involving partners, children and significant others as much as possible provides additional support to experience and examine the recommended solution.

## 1/3

Nearly one third of hearing aid users are not satisfied when following conversations in noise<sup>5</sup>



Scan here to watch a video on how to demonstrate Roger On to clients



We recommend using Roger On for all in-office demonstrations.

## How to demo Roger On in 3 minutes

### 1 Prepare the equipment and the hearing aids

- Make sure your Roger On Trial device is fully charged
- If your client is wearing 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

### 2 Demonstrate Table mode

- Have Roger On muted and turn on an external sound source
- Ask the client how well they can understand you with the background noise
- Now, place Roger On in the middle of the table and unmute the device
- Explain that Roger On 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 On reacts very fast to changing speakers, making your clients feel at the heart of the conversation.

### 3 Demonstrate presenter mode

- Clip Roger On to the lapel of a conversation partner and have them walk around the room and ask if the client is still able to hear their partner well
- Explain that Roger On allows you to hear someone at a distance of up to 25 meters/75 feet when background noise is present

### 4 Demonstrate pointing mode

- With background noise still present, give Roger On to the client and ask them to point it in the direction of a speaker of interest
- Explain that in this mode, Roger On 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
- Other Roger microphones can be included in the demonstration, including Roger Clip-On Mic, Roger Select and Roger Table Mic

# Roger receivers

Roger Unlimited breaks the barrier of physical receivers when it comes to Phonak hearing aids with RogerDirect.

The new generation of Roger microphones has unlimited receivers built inside the transmitter. Roger Unlimited simplifies the installation and eliminates the uninstallation of receivers for hearing aids with RogerDirect.

- RogerDirect applies to Phonak Infinio, Lumity, Paradise and Marvel hearing aids\* that stream the Roger signal directly from the Roger microphone to the hearing aids, without the need of additional adapters/hardware
- RogerDirect is also included in the latest hearing aids from Unitron and Hansaton as well as the Naída CI M and Sky CI M from Advanced Bionics
- Roger microphones are also compatible with most hearing aids, cochlear implants and BAHAs from other manufacturers



Find the perfect match for your client's hearing aid using the Roger configurator

\* Not compatible with RogerDirect, but compatible with Roger via t-coil: Phonak Virto™ I-10 NW O, Phonak Virto I-Titanium, Phonak Virto P-312 NW O, Phonak Virto P-10 NW O, Phonak Virto P-Titanium, Phonak Virto M-312 NW O, Phonak Virto M-10 NW O, Phonak Virto M-Titanium



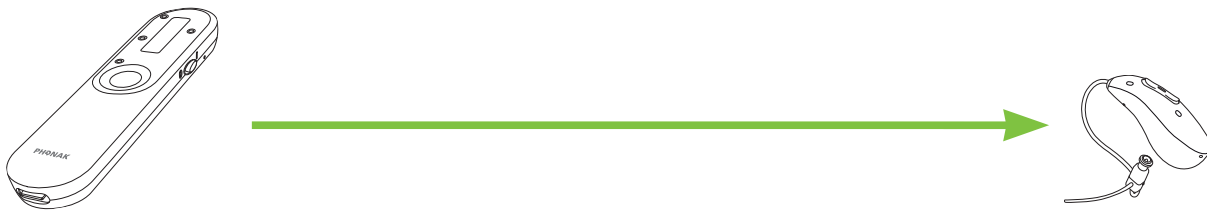


# Roger compatibility guide

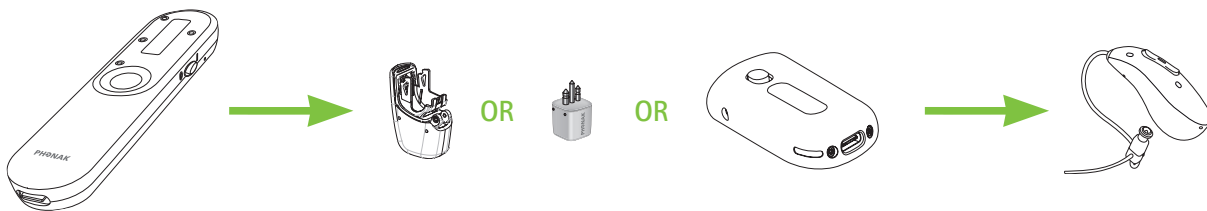
Roger offers advanced technology that can benefit your clients no matter the manufacturer of their hearing aids. Why? Because Roger is compatible with virtually every hearing aid and cochlear implant that has a direct audio input or t-coil.

There are multiple options to connect to Roger:

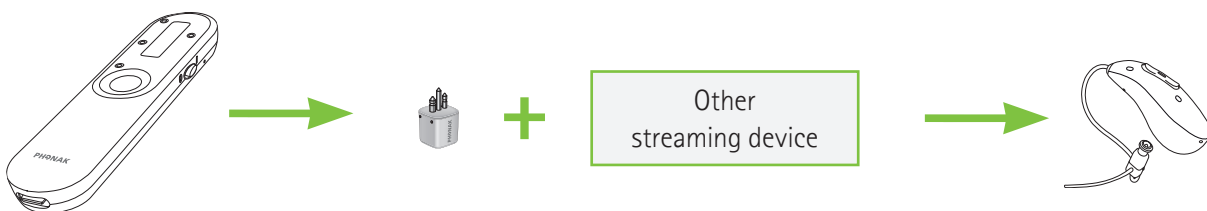
1. **With RogerDirect:** Microphones with the unlimited\*\* or iN<sup>+</sup> feature can install receivers directly into hearing aids which are RogerDirect capable. Alternatively, a receiver can also be installed using a Roger X and a Roger Installer.



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










\*\* Roger On 3, Roger Select 3, Roger Table Mic 3, Roger Touchscreen Mic 3

† Roger On iN, Roger Select iN, Roger Table Mic II iN

# 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 <sup>1</sup>	Roger 14	Roger 17	Roger 20	Roger 21	Roger X	Roger X interface	Roger NeckLoop
									
Implants	AB	Naida CI M	•						•
		Naida CI Q		•			• <sup>4</sup>		•
		Sky CI M	•						•
		Harmony / Auria					•	iConnect	•
		Neptune					• <sup>2</sup>	Neptune Connect	
	Cochlear	Osia 2					•	Mini Microphone 2+	
		Nucleus 7 / Nucleus 8			•		•	Mini Microphone 2+	•
		Kanso / Kanso 2					•	Mini Microphone 2+	•
		Nucleus 5	•				• <sup>3</sup>	Euro accessory adapter	•
		Nucleus 6	•				• <sup>3</sup>	Euro accessory adapter	•
		Baha 5 / Baha 6					•	Mini Microphone 2+	
		Baha 4					•		•
		Baha 3					•		•
		Freedom							•
	MED-EL	SONNET / SONNET 2				•	•	FM battery pack cover	•
		RONDO					•	Mini battery pack	•
		RONDO 2 / RONDO 3					•	Mini battery pack	•
		ADHEAR					•	Adapter cable	
		SAMBA					•	miniTek	
		SAMBA 2					•	SAMBA 2 GO	
	Oticon Medical	OPUS 2					•	FM battery pack cover	•
		Neuro 2					•	Oticon Medical Streamer	•
		Neuro One					•		•
		Ponto 4					•	EduMic	
		Ponto 3 / Ponto 3 Power / Ponto 3 SuperPower					•	Oticon Medical Streamer	
		Ponto Plus / Plus Power					•	Oticon Medical Streamer	
		Ponto Pro / Ponto Pro Power							•




<sup>1</sup> RogerDirect requires Roger installation

<sup>2</sup> Recommended CI profile 4 / CI setting 4 and EasyGain +8dB

<sup>3</sup> Recommended CI profile 9 / CI Setting 9

<sup>4</sup> Roger X must be used with a ComPilot

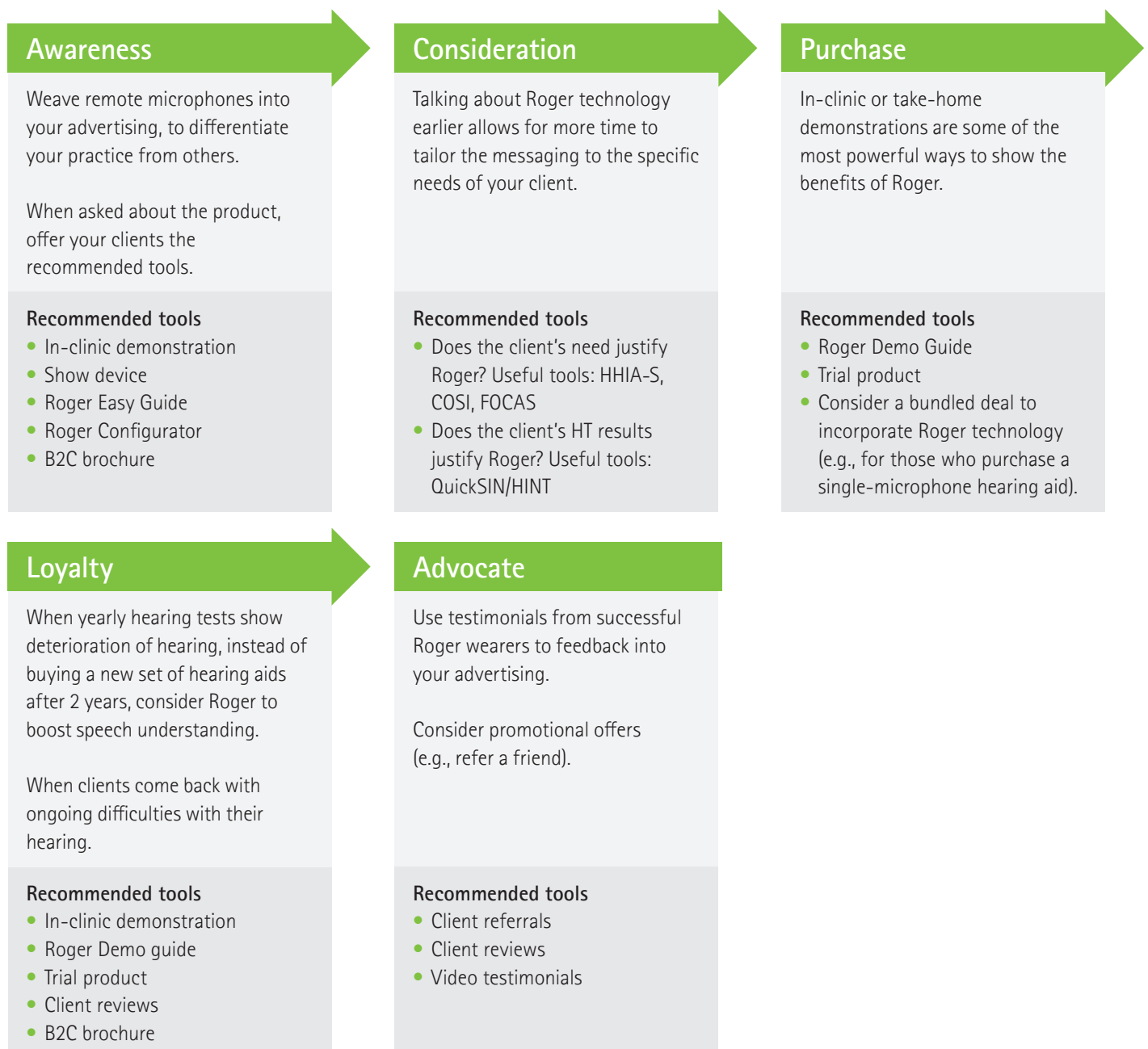
# Phonak Naída Link and Sky Link compatibility

	Universal			
	RogerDirect	Roger X	Roger X interface	Roger NeckLoop
				
Phonak Sky Link M	•	•		•
Phonak Naída Link M	•	•		•
Phonak Naída Link RIC		•	AS15	•
Phonak Naída Link UP		•	AS10	•



# Roger client journey

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



# Useful tools

Everyone's life and needs are different, which is why Roger offers a range of hearing solutions to find the right one for your clients. Use the Roger dedicated tools for a more personalized approach.



## **Roger Configurator**

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



## **Roger Easy Guide**

Find the right Roger device based on your client's lifestyle.

# myRogerMic app

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

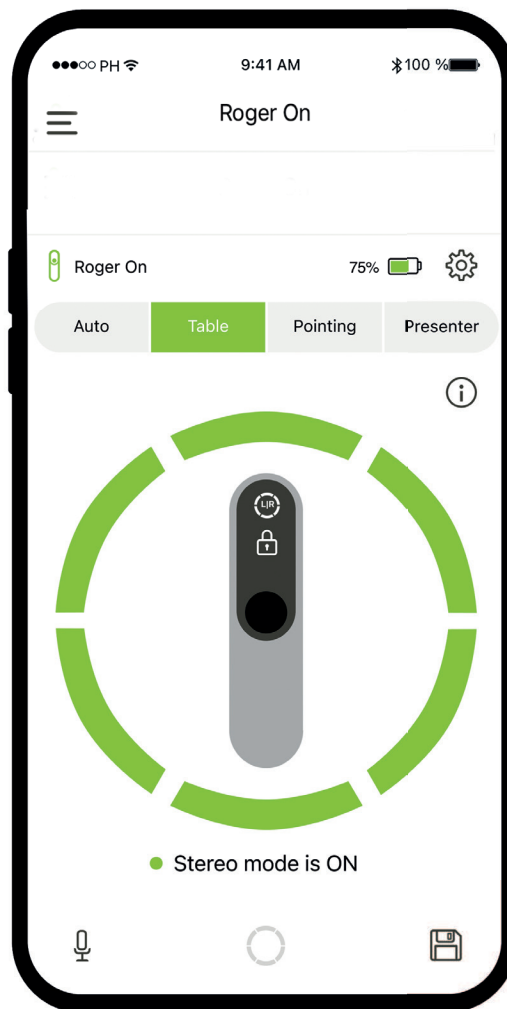
Steer one or multiple beams to avoid distracting side conversations. No need to touch the microphone just select and enjoy.

## Custom mode selection

Two custom configurations can be saved for flexibility.

## 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.



## Gearwheel on main screen

Allows easy access to the "settings" section for faster optimization.

## Status and functionality

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



Google Play



App Store

# 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 (red LED)**

Unmute your Roger microphone by pressing the center touch key

**Wrong direction is selected**

Tap on the segment that is in the direction of the talker

**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)



### 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 mode (for Roger On).



### 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 be line of sight to your Roger microphone or go closer to your Roger microphone



### I hear too much noise

**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

**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, deactivate the beam that points in your direction (for Roger On)



### 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.



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# life is on

Since 1947, Phonak is dedicated to preserving life quality by opening new acoustic worlds. Already back then, in the days of our foundation, our company was driven by a formative conviction: We believe that well-hearing equates to well-being and thus is essential for living life to the fullest. In fact, the sense of hearing is directly linked to social, emotional, cognitive and physical well-being. Today as in future, we thrive to offer the broadest portfolio of innovative hearing solutions. And, together with our hearing care professionals, we keep on focusing on what matters most: improving speech understanding, changing people's lives and having a positive effect on society as a whole.

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