

Frequently asked questions

Version 3.0

Roger Touchscreen Mic

Roger Touchscreen Mic		
Topic	Question	Answer
Update	Can I update the firmware of the device.	Yes, use the Roger Upgrader software, which is available for free download in the Phonak.com website.
Small Group mode	Is it correct that Roger DigiMaster cannot be connected to Roger Touchscreen Mic when Small Group is in use.	Yes. If Small Group mode is active in Roger Touchscreen Mic, only receivers can be connected to the Roger Touchscreen Mic.
Small Group mode	Is it correct that Roger DigiMaster loudspeaker is not active in the MTN Roger Network when Small Group mode is activated in Roger Touchscreen Mic.	Yes. Roger DigiMaster loudspeaker is temporarily disabled when Roger Touchscreen Mic is lying horizontally in Small Group mode. As soon as Roger Touchscreen Mic returns to the lanyard position, the Roger DigiMaster loudspeaker is enabled again connection is automatically restored.
Small Group mode	Can I connect another microphone while Roger Touchscreen Mic is in Small Group mode.	No. It is not possible to connect additional microphones into the MTN Roger Network while being in Small Group mode.
Screen saver	Can I change the activation time of the screen saver.	Yes. Tap Settings icon, select Display, select Screen saver and choose appropriate activation time.

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Roger WallPilot - Join Net	Can I use JoinNet on Roger WallPilot with a Roger Touchscreen Mic.	<p>Yes.</p> <p>1) Joining the network by using JoinNet on the WallPilot within 10 cm Roger Touchscreen Mic. <i>NOTE: Housing cover of WallPilot might need to be removed to access the network menu/ JoinNet.</i></p> <p>2. If another Roger Touchscreen Mic has to be added to the MTN Roger Network created in 1) above, click Connect on the Roger Touchscreen Mic mentioned above with 10 cm/ 4'' another Roger Touchscreen Mic.</p> <p>A green icon with Nr 1 will be displayed on top left of the initial Roger Touchscreen Mic.</p> <p>A white icon with Nr 2 will be displayed on top left of the other Roger Touchscreen Mic added to the MTN Roger Network.</p>
Roger DigiMaster - Roger Touchscreen Mic	Can Roger Touchscreen Mic be used out of the box with Roger DigiMaster loudspeaker.	Yes. Simply tap on Connect function.
Reset	How do I reset Roger Touchscreen Mic.	<p>a) To reset/erase the MTN Roger Network, NewNet shall be done on the Roger Touchscreen Mic.</p> <p>b) To reset all parameters in Roger Touchscreen Mic (excepted MTN Roger Network) , on/off button + mute button shall be pressed simultaneously during 8 seconds.</p>
Quick Menu	Is microphone mode locked when activating Quick Menu.	Yes, if Roger Touchscreen Mic is running firmware version 1.2 or higher. The microphone mode (lanyard, or automatic, or group, or pointing) selected before activating Quick Menu will be locked. It will be remained locked until the Quick Menu is disabled.

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Pointing mode	Why is Pointing mode greyed out in the Microphone mode menu.	By default Pointing mode is deactivated. If Pointing mode is required, it can be activated under Settings menu.
MTN Roger Network	What is MTN Roger Network.	For modern teaching, a Roger Network supports MTN - MultiTalker Network. A MTN Roger Network allows up to 35 microphones or transmitters such as Roger Touchscreen Mic or Roger Pass-around or Roger Multimedia Hub to be used in the same MTN Roger Network. A MTN Roger Network can be created by any Roger Touchscreen Mic which will become the Primary for the MTN Roger Network.
MTN Roger Network	How many devices can be connected into the same MTN Roger Network.	Up to 35 microphones or transmitters.
MTN Roger Network	What is the automatic Primary handover feature in Roger Touchscreen Mic	The automatic Primary handover feature allows to keep automatically the Roger network intact when the Roger Touchscreen Mic, which is the Primary of the MTN Roger Network is leaving.
MTN Roger Network	Why to use the automatic Primary handover feature in Roger Touchscreen Mic.	If a MTN Roger Network is running, the Primary might leave the room for some reasons. The replacement of the Primary leaving the room by another Roger Touchscreen Mic available in the MTN Roger Network will done seamlessly and automatically.
MTN Roger Network	How to use the automatic Primary handover feature in Roger Touchscreen Mic.	Simply, use any Roger Touchscreen Mic running firmware v2.0 or higher to create a MTN Roger Network and to be a Primary. All Roger Touchscreen Mic in the MTN Roger Network shall run firmware v2.0 or higher to support the automatic Primary handover.

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Mass Connect	Can Mass Connect connect only receivers	Yes. Mass Connect can only be used to connect receivers. Roger microphones or Roger DigiMaster cannot be connected.
List devices	How can I change the range for List devices menu.	Use Settings menu in Roger Touchscreen Mic. Scroll to List devices menu. Then select either the option Standard (10 m/ 32 ft) or Reduced (20 cm/7.8 ").
List devices	Can I see which devices are connected in the same MTN Roger Network	Yes. Tap List devices on Roger Touchscreen Mic. Connect icon is displayed on the right side and device name is bold if it is connected to the same MTN Roger Network.
Home screen	How can I go back to home screen in Roger Touchscreen Mic.	Short press on On/Off button.
Frowning face	What if 'Frowning face' is displayed on Roger Touchscreen Mic and after 30 seconds the device did not reboot automatically.	Reset manually the device by pressing and holding On/Off button and Mute button simultaneously for at least 8 seconds.

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Roger Touchscreen Mic		
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Compatibility	Can I connect a Roger Pen, Roger Clip-On, Roger Select, Roger On into a MTN Roger Network with a Roger Touchscreen Mic.	No. The Roger Touchscreen Mic can be in a MTN Roger Network with other Roger Touchscreen Mics, Roger Pass-arounds, Roger Multimedia Hub, Roger DigiMasters, Roger Repeaters.
Compatibility to 3rd party soundfield	Can Roger Touchscreen Mic be used with 3rd party soundfield.	Yes. Roger Touchscreen Mic can be used with other soundfield system. A piece of hardware is required – Roger NeckLoop to be wired to the 3rd party soundfield. Afterwards tap Connect on Roger Touchscreen Mic to connect Roger NeckLoop. The voice is then heard in 3rd party soundfield.

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Roger Pass-around

Roger Pass-around		
Topic	Question	Answer
Volume button	If the volume of the Roger Pass-around has been changed via the volume button, does it reset to default settings after turning off.	Yes. No changes are stored after turning off the device.
Settings	Does Roger Pass-around need to be restarted when using a Roger Touchscreen Mic to change settings.	No. Changes are immediately applied.
Push-to-Talk	How do I know if Push-to-Talk function has been activated within the Roger Pass-around.	The indicator lights are orange for the microphones in stand-by and green for the active microphone.

Roger Multimedia Hub

Roger Multimedia Hub		
Topic	Question	Answer
Indicator light	How can I know if Roger Multimedia Hub is broadcasting the audio.	When audio is playing the green indicator light around the Connect button will blink.
How many units	Can several Roger Multimedia Hub be connected in the same MTN Roger Network.	No. Only one.

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Roger DigiMaster SoundField

Roger DigiMaster SoundField		
Topic	Question	Answer
Indicator light	When does the light turn green with Roger DigiMaster V2.	a) Tap the SoundField icon on the screen of the Roger Touchscreen Mic . b) Select mute function accessible via the green bar at the bottom of the screen. c) The light turns green.
Compatibility	Can I use a 5000 with a 7000 simultaneously.	No. Only several 7000 can be used simultaneously.
Bluetooth	How to erase Bluetooth pairings.	To erase the Bluetooth pairings in Roger DigiMaster V2, a long press (env. 10 sec) on the Bluetooth button shall be done.

Roger Repeater

Roger Repeater		
Topic	Question	Answer
Repeater	What is the purpose of Roger Repeater.	The Roger Repeater is a Roger range extender device, which will extend the operating range of any MTN Roger Network.
Connection	How to connect Roger Repeater.	The primary Roger microphone in MTN Roger Network is used to connect one of more Roger Repeater in the MTN Roger Network.