

Performing a Roger™ daily listening check

Reference Sheet



For a child to fully participate and get the most from school, their hearing system should be working properly.

Listening check

1. Listen to the hearing aid. If it is not working, follow the troubleshooting steps below.
2. If the hearing aid is working, ensure it is in the correct Roger program.
3. Turn on the Roger microphone. You should hear your voice clearly through the hearing aid.

Troubleshooting guide

Issue

No sound from the hearing aid

Solution

- Try a fresh hearing aid battery (remove the protective tab on the battery and wait 2 minutes before placing in the battery door).
- Is the tubing cracked or the earmold blocked with moisture/debris/wax?
- Pull the earmold tubing off the ear hook. Does the sound come out now? If so, there is a blockage in the earmold or a tear in the tube.

Roger microphone is not heard through the hearing aid

- Make sure microphone is on and not muted.
- Tap or click **Connect** on the Roger microphone.
 - Hold microphone within 4" (10 cm) from receiver.
- Tap or press **Check** to confirm network connection.
- Roger X usage- reattach audio shoe and Roger X to hearing aid.
 - Remove any stickers, dirt or debris on contacts.
- Try a fresh hearing aid battery.
- Check if the hearing aid is set to correct program.

Should any of the above steps not resolve the problem, please contact your technician for assistance.