

# Phonak

# Roger™ demo guide

## Roger Select™

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### Preparation

#### Purpose

To support Hearing care professionals explaining Roger to potential clients and their significant others

#### When to use

- Roger Open Days / Roger Open Houses
- Client that shows interest in Roger products
- Roger candidate

#### Duration

Approximately 10 - 15 minutes

#### Equipment needed

- Roger Select demo instrument
- 2 Roger X demo instruments
- Roger MyLink demo instrument
- Roger Installer
- Loudspeaker to create noise, connected to a computer. Suggested noise sound file: Party noise file from Phonak Target media software, copy Party2 noise file out of Phonak Target as separate file and store it on your computer)
- TV
- Smartphone

## Optional equipment

- Roger MyLink demo instrument with headphones for significant others

## Place

- Round or rectangular table, size approx.. 1 meter / 3 feet in diameter/length

## Preparation

1. Make sure the equipment is well charged and it is switched on
2. Place the noise speaker approximately 2 meter / 6 feet away from the center of the table and calibrate the noise level to around 70 dBA at the center of the table.
3. Have your smartphone ready with a short music movie
4. Plug the audio cable into your smartphone and into Roger Select and play the music movie
5. On the TV, make sure a news program is available
6. Place the docking station next to the TV screen and connect it to the power outlet and the TV's digital output

Optional: Pair Roger Select / Roger Pen with your smartphone using Bluetooth® wireless technology

## Tips

- *PRACTICE – PRACTICE – PRACTICE*

The more confident and comfortable you are with your demonstration, the more likely you will be successful.

You should also wear a Roger MyLink with headphones to verify the sound during the whole demo and pace your instructions.

## Choose the right receiver for your client

Your client has:	Receiver to choose	Steps before demo	Steps after demo
Hearing device with RogerDirect™ (e.g. Phonak Audéo™ M-312)	2 Roger X	Install Roger X into both hearing devices using Roger Installer	Uninstall Roger from both hearing devices using Roger Installer back into Roger X
Hearing device with T-Coil	Roger MyLink	Let client wear the Roger MyLink around the neck and make sure the hearing device is switched to T-Coil program.	Take Roger MyLink back and restart hearing device
Hearing aid plus streaming device with euro plug (e.g. ComPilot II, GN ReSound MultiMic)	1 Roger X	Plug Roger X into streaming device and make sure hearing aid is in streaming program	Unplug Roger X from the streamer and restart the hearing device

## Getting started

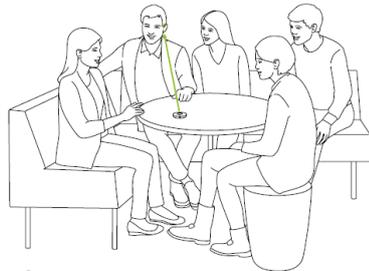
1. Switch on the equipment
2. Let the participants sit around the table
3. Make sure the hearing device is switched on and in the correct program (see table above)
4. Connect Roger Select with the Roger MyLink(s)

Note: Hold Roger Select close to Roger MyLink and press Connect button

Optional: Give the Roger MyLink with headphones to significant others and make sure everybody can hear the music

## Demo protocol

#	What	Do	Say
1	Table mode	Switch Roger Select on and place it in the center of the table.	<p>This is Roger Select, a versatile microphone ideal for stationary situations where background noise is present. When placed on a table, it automatically selects the person who is talking and seamlessly switches from one talker to another.</p> <p>How often do you eat out at restaurants?  <i>Client speaks</i></p> <p>Would you like to hear better at restaurants?  <i>Client speaks</i></p> <p>As you can see, Roger Select picks up each speaker's voice around the table.</p> <p>Let's experience how Roger Select performs in noise. I am going to add some noise</p>
2	Table mode with noise	Switch the noise on and wait 10 seconds before you continue	<p><i>After switching on the noise, wait 10 seconds for the Roger Select to adapt to the noise.</i></p> <p>Roger Select creates a beam in the direction of the speaker and reduces the noise. Currently, the beam is directed in my direction.</p> <p><i>Ask the client a question: i.e. What did you have for breakfast?</i></p> <p><i>Client speaks. Ask another question.</i></p> <p>As you have heard, Roger Select immediately switches the beam in the direction of the current speaker. Roger Select reacts very fast to changing speakers, making you feel at the heart of the conversation.</p> <p><i>If significant others are present, ask them to say something too.</i></p>
3	Selection mode with noise	Tap the segment that points in your direction	<p>Would you (<i>client or significant other</i>) please count to 20.</p> <p><i>While client / significant other counts, you continue:</i></p> <p><i>After tapping:</i> In case of a side conversation, you can select who you want to hear. I have now activated the segment that points in my direction, so you can hear me clearly but not the person counting (<i>point in direction of client / significant other</i>)</p>
		Tap on another segment	<p>You can add and remove segments as you want, this allows you to control whom you want to listen to.</p>



Tap on another segment



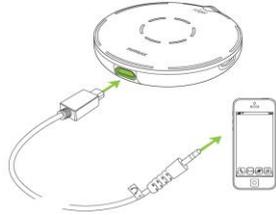
#	What	Do	Say
		<p>Tap the center</p> 	<p>When you tap the center, Roger Select will reactivate the all-around microphone and you can hear again everybody at the table. Please try it out yourself.</p> <p><i>Let client play with the steering functionality</i></p>
		<p>Tap the center one or twice to mute Roger Select</p> 	<p>I am now muting the device so you hear me without the Roger Select.</p> <p>I continue talking and while I talk I mute an unmute the microphone several times</p> <p><i>Continue talking and mute / unmute Roger Select, 2 – 3 times.</i></p>
		<p>Tap the center to unmute the Roger Select</p>	<p>You should clearly hear a difference.</p>
4	<p>Lapel mode with noise</p> 	<p>Add clip and place Roger Select on your chest</p> 	<p>When you communicate with a single person, then you can clip Roger Select on the chest of your conversation partner. This allows you to move freely as you go shopping or driving in the car. Roger Select detects that it is worn by a speaker and automatically activates the beam that points upward.</p>
		<p>Give Roger Select to the significant other</p> 	<p>I will now give Roger Select to &lt;name of significant other&gt;.</p> <p><i>Ask the significant other to walk away 10 - 15 steps and keep on talking into the mic. When the significant other returns, take back the Roger Select and say:</i></p> <p>Roger Select lets you hear your loved one over distance. So you could sit in your living room while another person talks to you from the kitchen without the need to shout.</p>
5	<p>TV</p> 	<p>Switch off the noise.</p> <p>Remove the clip and place Roger Select into the docking station and switch on the TV</p> 	<p>Roger Select can also be used to listen to TV.</p> <p><i>Let participants listen to the TV program for a few seconds.</i></p>

Unplug Roger Select and place it on the table.

Roger Select allows you to hear the TV crystal clear without the volume being too loud for the other viewers.

#	What	Do	Say
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6	Music	Take your smartphone or another mobile audio device and plug the audio cable and play some music
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*Before you plug the cable:*  
You can also listen to music on the go. Simply plug the cable into the headphone output of your Smartphone.

*Let client listen to the music for a few seconds*

Unplug the audio cable

9	Final words	Place Roger Select in the center of the table again.
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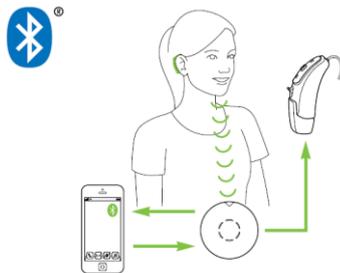
You have now seen the key benefits of Roger Select. summarize, you can use it to better understand:

- In a restaurant
- during small meetings
- during one-on-one conversations
- a distant talker
- TV programs, movies and music
- Phone calls

### Optional Bluetooth demo if client has no other Bluetooth device

#	What	Do	Say
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11	Bluetooth	Place Roger Select on the table and call a relative of the client from your Smartphone
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Please give me the number of someone that you wish to call now, someone you know well.

*Dial the number and let end user speak with the relative.*

Roger Select can be paired with your Smartphone or computer and allows you to make handsfree phone calls over the mobile phone network or internet. Some desk phones also feature Bluetooth and can be paired with the phone.

If the computer or phone does not support Bluetooth, you may need to use an adapter. *Hand out the 'phone calls made easy with Roger guidebook'*. This guide shows you all the options how to make phone calls easier with Roger Select.

## Introduction to other Roger microphone

Briefly explain the other Roger microphones to your client. If needed, also demo the key functionalities of the other microphones.

### Roger Table Mic II



Roger Table Mic II is a microphone dedicated for working adults who participate in various meetings. It selects the person who's talking and switches automatically between the meeting participants.

### Roger Pen™



Handy microphone for various listening situations. Roger Pen can be conveniently used where additional support is needed over distance and in noise and features Bluetooth connectivity.

## End of demo

Inform your client about trial period, cost and funding options.

Then take back all the equipment and charge it to have it ready for the next demo.

When your client has hearing devices with RogerDirect, do not forget to uninstall Roger from both hearing devices.