

# Roger EasyPen

User Guide



roger



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# 1. Welcome

Congratulations on choosing the Roger EasyPen from Phonak. This universal, cutting-edge wireless microphone helps people with a hearing loss to understand more speech in loud noise and over distance. Designed with discretion in mind, the Roger EasyPen features adaptive wireless transmission, fully automated settings, TV connectivity, and an audio input for listening to multimedia. It can also be used alongside other Roger microphones in a microphone network.

Your Roger EasyPen is a Swiss premium-quality product developed by Phonak, the world's leading hearing healthcare company.

Please read this User Guide thoroughly to benefit from

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all the possibilities your Roger EasyPen offers.

If you have any questions, please consult your hearing care professional or local Phonak support center.

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



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## 2. Getting to know your Roger EasyPen

### 2.1 In the box



Roger EasyPen



Docking station



Power supply with country adapter and charging cable



Storage pouch



Lanyard



Audio cable for docking station



micro-USB audio cable (suitable for traveling)



RCA/Cinch adapter for TV or HiFi

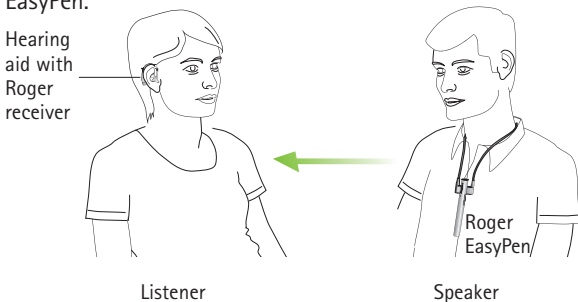


Quick Setup Guide

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## 2.2 How your Roger EasyPen works

Roger EasyPen transmits the speaker's voice directly into your ears. The system consists of three main elements: your hearing aids, Roger receivers and your Roger EasyPen.



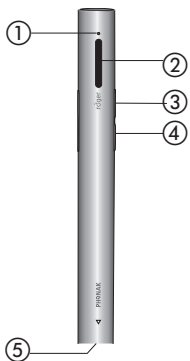
Your Roger EasyPen and your hearing aid typically work within a range of up to 10 meters / 33 feet. Note that human bodies and walls may reduce this distance. The furthest range is possible when you can see your Roger EasyPen (i.e. line of sight).

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## 2. Getting to know your Roger EasyPen

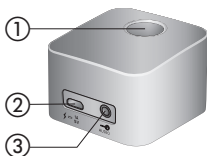
### 2.3 Device descriptions

#### Roger EasyPen



- ① Indicator light (LED)
- ② Microphones
- ③ On/Off/Mute
- ④ Connect
- ⑤ Charging and audio input (micro-USB)

#### Docking station











- ① Slot for Roger EasyPen
- ② Charger input (micro-USB)
- ③ Audio input (3.5 mm / 1/8 inch jack)



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## 2.4 Indicator lights (LED status)

<i>Indicator light</i>	<i>Meaning</i>
	Switched on
	Switching off
	Audio input detected
	Microphone/audio input muted
	Charging
	Fully charged
	Low battery – charge your Roger EasyPen
	Your Roger EasyPen lost the connection to the other microphones. Press the connect button to re-initialize the network.

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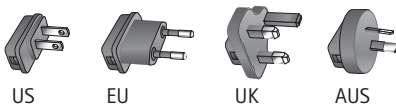
## 3. Getting started

### 3.1 Setting up the docking station

The Roger EasyPen docking station is used to both recharge the microphone and transmit audio from a TV or other audio device to your hearing aids (Roger EasyPen needs to be slotted into the docking station).

#### Setting up the power supply

1. Select the power adapter that corresponds to your country.



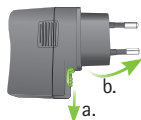
2. Insert the top (round) end of the adapter in the top end of the universal power supply.

3. Click the base of the adapter in to lock it into place.



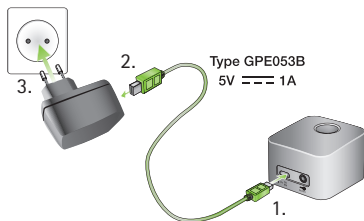
### Remove/Change:

- a. Pull back the tab on the universal power supply.
- b. Gently pull the adapter upwards to remove it.
- c. Start over with step 1 (opposite).



### Connecting the power supply to the docking station


1. Place the docking station next to your TV/audio device and connect the smaller end of the charging cable to the power input of the docking station ⚡  $\frac{1A}{5V}$ .
2. Plug the larger end of the charging cable into the universal power supply.
3. Plug the power supply into an easily accessible power socket.

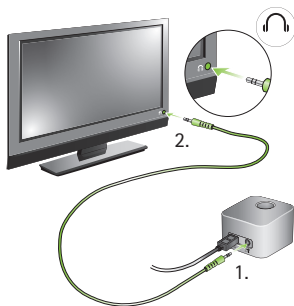


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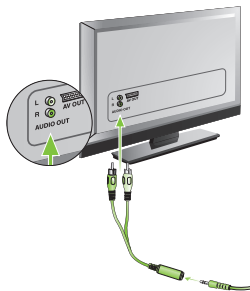
### 3. Getting started

#### Connecting the docking station to a TV/audio device

1. Plug the audio cable into the audio input of the docking station: 
2. Connect the other end of the audio cable to the headphone output of your TV/audio device.



Alternatively, connect the other end of the audio cable to your TV's Cinch / RCA adapter. Connect the red and white plugs to the matching red and white output sockets on your TV.



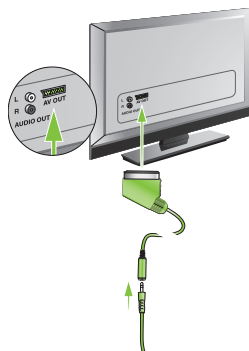
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You can also connect via a SCART adaptor, which can be bought from an electronics store or from your Phonak dealer.

Connect the other end of the audio cable to the SCART adaptor.

Then plug the SCART adaptor into a free SCART output socket on your TV.

If your TV does not include an analog audio output, you need a digital to analog converter. Such converters can be found in electronics stores or may be purchased from your Phonak dealer.



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### 3. Getting started

- ① When the docking station is plugged into the headset socket of your TV, you can adjust the volume via your TV's remote control.
- ① Some TVs will switch off their loudspeakers when you plug the jack into the headset socket – meaning the TV will not be audible for other people. In such cases use the Cinch/RCA or SCART output socket as described overleaf.
- ① The Roger EasyPen docking station can also be connected to any other audio device such as an MP3 player, PC or HiFi system using the audio cable.

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## 3.2 Charging your Roger EasyPen

Roger EasyPen contains a built-in lithium polymer battery with fast-charge capability.

To charge your Roger EasyPen, slot it into the docking station. The indicator light will turn orange to indicate it is charging.



- ❗ Insert the device into the docking station as indicated. Incorrect insertion may damage the device.

An empty battery will reach its maximum charge in approximately 2 hours. Charging is complete when the indicator light turns solid green.

- ❗ When charging your Roger EasyPen for the first time, let it charge for at least two hours, even if the battery indicator light is not lit or turns green earlier.

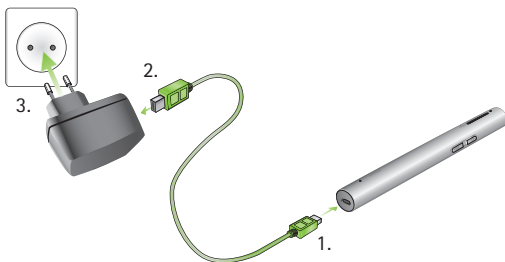
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### 3. Getting started

Alternatively, you can also charge your Roger EasyPen without the docking station. This may be useful when traveling.

Using the micro-USB cable:




1. Plug the smaller end (micro-USB) of the charging cable into your Roger EasyPen.
2. Plug the larger end (USB) of the charging cable into the power supply.
3. Plug the power supply into an easily accessible power socket.





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- ① You can also charge your Roger EasyPen by using the charging cable to connect your Roger EasyPen to one of your computer's USB ports.
  - ① If you connect the charging cable to your computer's USB port and the docking station at the same time, your Roger EasyPen will not charge.


### Indicator lights (battery status)

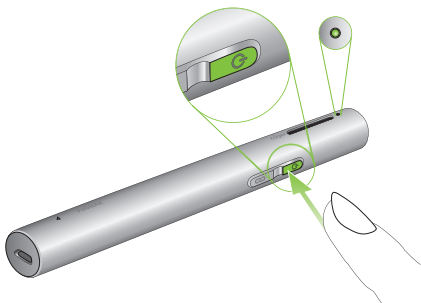
<i>Indicator light</i>	<i>Meaning</i>
	Charging
	Fully charged
	Low battery – charge your Roger EasyPen. In addition, you will hear beeps in your hearing aids.

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### 3. Getting started

#### 3.3 Switching on and off

To switch your Roger EasyPen on, press the on/off  button for one second until the indicator light turns green.



#### Indicator light (Switching on)

<i>Indicator light</i>	<i>Meaning</i>
	Powering on
	Switched on

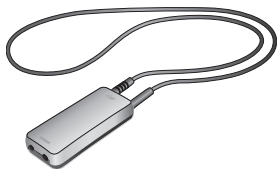
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### 3.4 Using Roger receivers

#### Using Roger MyLink

If your Roger receiver is a Roger MyLink, switch your Roger MyLink on and hang it around your neck.

Make sure your hearing aids are set to T/MT/ T-Coil mode.



The Roger MyLink User Guide provides more detailed information on using Roger MyLink.

#### Using Roger receivers attached to your hearing aids

If you have Roger receivers that attach directly to your hearing aids, make sure these are properly attached and each hearing aid is set to its Roger /FM /DAI /EXT /AUX program.




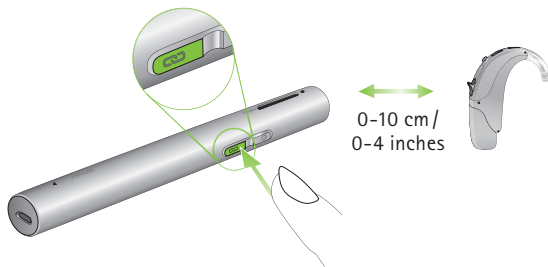
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### 3. Getting started

#### 3.5 Connecting a receiver

Your hearing care professional may already have connected your Roger EasyPen to your hearing aids. If this is not the case, connect your receiver to your Roger EasyPen as follows:


1. Make sure Roger EasyPen and the Roger receiver are both powered on.
2. Hold Roger EasyPen within 10 cm / 4 inches of the Roger receiver.
3. Press the Connect  button on your Roger EasyPen.



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4. The indicator light will turn green for two seconds to confirm a successful connection.

5. Repeat steps 2 & 3 to connect a second receiver.

 You can connect an infinite number of Roger receivers to your Roger EasyPen.

### Indicator light (connection status)

After pressing the Connect button, the following feedback may be given by the indicator light:

<i>Indicator light</i>	<i>Meaning</i>
	Connecting
	Connection was successful – your Roger receiver is connected to your Roger EasyPen.
	Roger EasyPen could not find a Roger receiver. Move Roger EasyPen closer to your Roger receiver and make sure the Roger receiver is powered on. Then try to connect again.
	The Roger receiver is not compatible with your Roger EasyPen.

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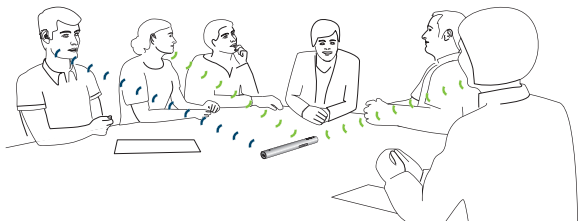
## 4. Using Roger EasyPen

Roger EasyPen is a flexible, intelligent product. It detects which situation you are in and adapts its microphone settings automatically to provide you the best speech understanding possible.

Use Roger EasyPen in either of the following ways:

### Conference style

Place Roger EasyPen in the middle of a table to listen to a group of people.

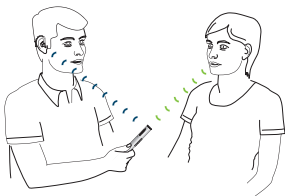


- ❶ In noisy environments such as a restaurant or a loud bar, you will experience more benefit if you point the Roger Pen in the direction of the actual talker you want to hear. See also next chapter for further details.

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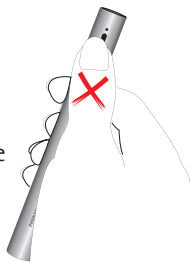
## Interview style

Hold Roger EasyPen in your hand and point it towards the person you want to hear.



- ① Make sure your Roger EasyPen is pointing straight at the mouth of the talker.

- ① When holding Roger EasyPen in the hand, avoid covering the microphone openings.

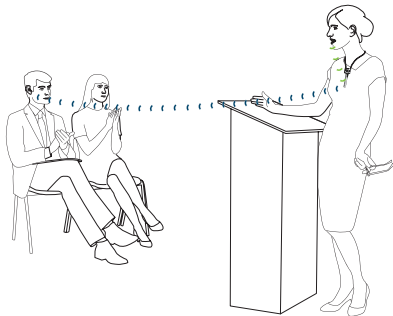


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## 4. Using Roger EasyPen

### Around the neck

Use the lanyard (neckloop) to hang Roger EasyPen around the neck of the speaker you want to hear.

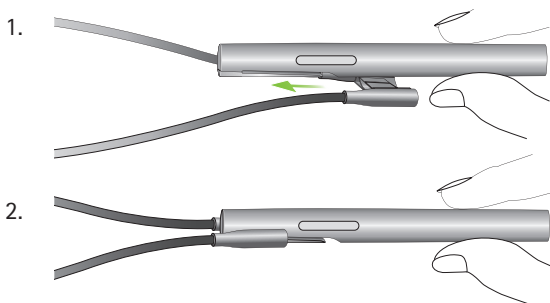




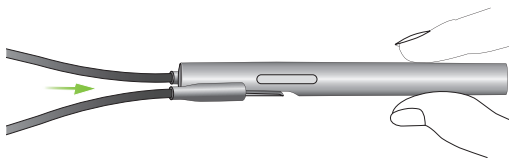
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## 4.1 Attaching the lanyard

Slide the plastic part of the lanyard over the Roger EasyPen's clip (1.) until it is fully inserted (2.).



To remove the lanyard, pull it off the clip.

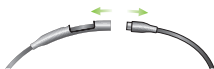


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## 4. Using Roger EasyPen

### Hanging it around the neck

1. Open the lanyard by pulling the magnets apart.



2. Hang the Roger EasyPen around the neck of the speaker and close the lanyard.



3. Adjust the length of the lanyard to bring Roger EasyPen closer to the mouth. The distance between Roger EasyPen and the mouth should not be more than 20 cm / 8 inches.



4. Secure the wire by pulling the cable into the gap.



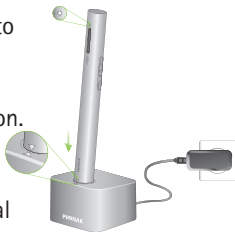
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## 4.2 Connecting to multimedia devices

You can connect your Roger EasyPen to an audio source – such as your TV, tablet or HiFi – to hear its audio signal directly in your hearing aids.

### Via docking station

Make sure the docking station is powered on and properly connected to your audio source, as described in 'Getting started' (page 12). Slot your Roger EasyPen into the docking station. After turning on your audio source, Roger EasyPen will automatically detect the presence of an audio signal and start transmitting it.



- ❶ If the docking station is not powered on, Roger EasyPen can still detect and transmit an external audio signal. Simply switch Roger EasyPen on.
- ❷ When Roger EasyPen transmits an audio signal its microphone is muted.

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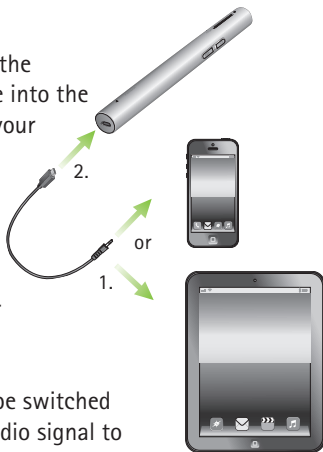
## 4. Using Roger EasyPen

### Via micro-USB audio cable

Alternatively, you can use the short micro-USB audio cable to connect your multimedia device directly to your Roger EasyPen.

1. Plug the round end of the micro-USB audio cable into the headphone output of your multimedia device.

2. Plug the rectangular end (micro-USB) of the micro-USB cable into the socket of your Roger EasyPen.




- ⓘ Roger EasyPen must be switched on to transmit the audio signal to your hearing aids. After you have activated your multimedia device's audio signal, Roger EasyPen will detect this signal and will automatically mute its own microphone.

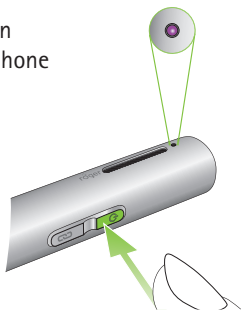
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## 5. Special functions

### 5.1 Mute

Firmly press the on/off  button to mute Roger EasyPen's microphone or audio input.

When muted, the indicator light will turn solid violet.



Press the on/off button again to re-activate Roger EasyPen's microphones or audio input.

### Indicator light (Mute)

<i>Indicator light</i>	<i>Meaning</i>
------------------------	----------------




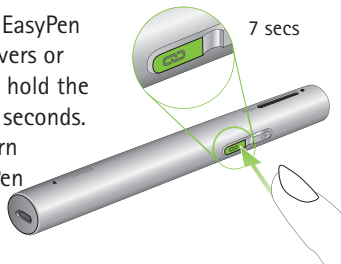
	Microphone / audio input muted
--	--------------------------------

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## 5. Special functions

### 5.2 Disconnecting Roger devices (NewNet)


To disconnect your Roger EasyPen from any connected receivers or other Roger microphones, hold the Connect  button for 7 seconds. The indicator light will turn orange when Roger EasyPen has been disconnected from all connected devices.



You can now start to re-connect Roger receivers or Roger microphones with your Roger EasyPen.

### 5.3 Verification mode (for hearing care professionals only)

Verification mode is used by hearing care professionals to verify a device according to the Roger POP (Roger Phonak Offset Protocol).

To activate verification mode, press the Connect  button 5 times in a row.

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## Indicator light (Verification mode)

### *Indicator light*   *Meaning*



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●●●●●●   Verification mode activated

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- ① Verification mode can only be activated during the 60 seconds after Roger EasyPen is switched on.
- ① When Roger EasyPen is switched off, Verification mode is automatically deactivated.

### Reset

If your Roger EasyPen stops responding to commands, you can reset it by pressing the on/off  and Connect  buttons together for 10 seconds.


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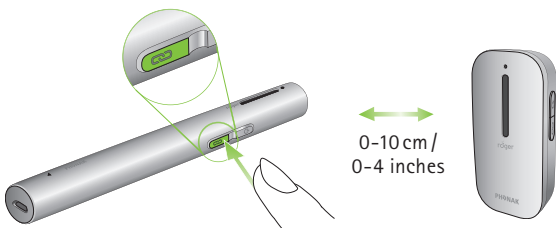
## 6. Adding additional microphones

Roger technology allows you to use multiple microphones in parallel by connecting additional Roger microphones.

### 6.1 Connect

To connect another microphone to your Roger EasyPen, follow these steps:

1. Turn on both microphones.
2. Hold the two microphones close together (within 10 cm / 4 inches).
3. Press the Roger EasyPen's Connect  button.



4. The indicator lights of both microphones will turn green for two seconds to indicate successful connection.



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- ① It's possible to add up to 10 other Roger microphones to your Roger EasyPen. Note that any second Roger EasyPen will be locked in lanyard mode and will need to be within 20cm / 8 inches to the speaker's mouth.
  
  - ① If you want to disconnect your Roger EasyPen from other microphones, use the NewNet function (see 'Special Functions' on page 30).

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## 6. Adding additional microphones

### Indicator light (Connection status)

After pressing the Connect button, the following feedback may be given by the indicator light:


<i>Indicator light</i>	<i>Meaning</i>
	Connection was successful - the other Roger microphone is now connected to your Roger EasyPen.
	Roger EasyPen could not find another Roger microphone. Move Roger EasyPen closer to the other Roger microphone and make sure both microphones are switched on. Then try Connect again.
	The other Roger microphone is not compatible with your Roger EasyPen. Please update the software of your Roger microphones.

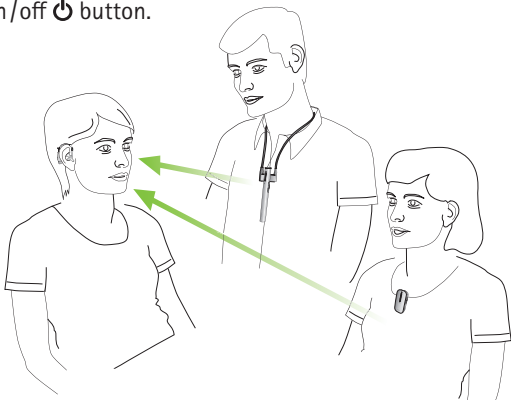
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## 6.2 Using additional microphones

Hand over the Roger microphones to your speakers. Make sure they are worn properly (pointing to the mouth and within 20 cm / 8 inches). Your Roger EasyPen can also be placed on the table or held in hand to point at someone.

The Roger microphones automatically detect when your friend or partner talks, before instantly transmitting his/her voice to your hearing aids.

If a speaker wants to temporarily leave the group, they should mute their microphone by firmly pressing the on/off  button.



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## 6. Adding additional microphones

- ① Only one speaker can be heard at a time. When two people speak at the same time, the person who talked first will be heard. When they stop talking, the other speaker will be heard.
- ① If there is an issue with the network, press connect button on one of the microphones to re-initialize the network.

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## Indicator light (multiple microphone status)

When using multiple Roger microphones, the following feedback may be given by the indicator light:

### *Indicator light*    *Meaning*

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Automatic mode



Roger Easy Pen is locked in lanyard mode. It's best for the speaker to wear the Roger Easy Pen around the neck. They should wear it within 20 cm / 8 inches of their mouth.



Your Roger microphone is muted. Unmute it by pressing the on/off  button.



Your Roger Pen lost the connection to the other microphones, press the connect button to re-initialize the network.

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## 7. Troubleshooting

<i>Most probable cause(s)</i>	<i>Solution(s)</i>
<b>I cannot switch Roger EasyPen on</b>	
■ The battery is empty	■ Charge Roger EasyPen for at least two hours
<b>I cannot understand the speaker</b>	
■ The microphone is not positioned correctly	■ Move Roger EasyPen closer to the speaker's mouth ■ Make sure Roger EasyPen is pointing towards the speaker's mouth
■ The microphone openings are covered by fingers or clothing	■ Make sure the microphone openings are not covered by fingers, clothing or dirt
<b>I cannot hear the speaker's voice even though Roger EasyPen is switched on</b>	
■ The microphone has been muted	■ Check the indicator light – if it is violet, briefly press the on/off button to activate the microphones
■ 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/AUX)
■ Your Roger receivers are not connected to Roger EasyPen	■ Hold Roger EasyPen close to each Roger receiver in turn and press the Connect button

<i>Most probable cause(s)</i>	<i>Solution(s)</i>
<ul style="list-style-type: none"> <li>■ Your Roger EasyPen was part of a network</li> </ul>	<ul style="list-style-type: none"> <li>■ Press the Connect button on your Roger EasyPen.</li> </ul>
<b>I keep losing the audio signal</b>	
<ul style="list-style-type: none"> <li>■ Distance between Roger EasyPen and Roger receiver is too large</li> <li>■ There are obstacles between you and Roger EasyPen</li> </ul>	<ul style="list-style-type: none"> <li>■ Go closer to your Roger EasyPen</li> <li>■ Make sure you can see the Roger EasyPen (line of sight)</li> </ul>
<b>The volume of my multimedia device is too low</b>	
<ul style="list-style-type: none"> <li>■ Incorrect volume settings</li> </ul>	<ul style="list-style-type: none"> <li>■ Increase volume of your audio source</li> </ul>
<b>I cannot hear my multimedia device</b>	
<ul style="list-style-type: none"> <li>■ The audio source is muted</li> <li>■ Roger EasyPen is using the micro-USB audio cable but is not switched on</li> </ul>	<ul style="list-style-type: none"> <li>■ Unmute the audio source</li> <li>■ Switch on Roger EasyPen to listen to the audio source via the micro-USB audio cable</li> </ul>
<b>Roger EasyPen is switched on but it's light is blinking blue</b>	
<ul style="list-style-type: none"> <li>■ Your Roger EasyPen was part of a network</li> </ul>	<ul style="list-style-type: none"> <li>■ Press the Connect button on your Roger EasyPen.</li> </ul>

## 7. Troubleshooting

<i>Most probable cause(s)</i>	<i>Solution(s)</i>
<b>Roger EasyPen's light is blinking red (double flash)</b>	
■ Its battery charge is low	■ Charge Roger EasyPen as soon as possible
<b>Roger EasyPen has stopped working</b>	
■ Software issue	■ Reboot Roger EasyPen by simultaneously pressing the on/off and connect button
<b>I am not able to connect my Roger Easy Pen with another Roger microphone</b>	
■ There is a software incompatibility	■ Upgrade all your Roger microphones using the Roger Upgrader available on the Phonak website or contact your local Phonak dealer.
<b>I cannot hear the signal from one or multiple additional microphone(s)</b>	
■ The microphone is switched off	■ Switch on all microphones
■ The microphone is not well placed	■ Make sure the Roger microphone is held / worn correctly near the mouth
■ The microphone network is broken	■ Firmly press the connect button on one microphone to re-initialize the network



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*Most probable cause(s)*

*Solution(s)*

**Roger Easy Pen is near a computer / TV box and WiFi signal connection seems to be slower.**


■ WiFi router is far away from computer with Roger Pen too close to computer / TV.


■ Change Roger Pen position at least 1 meter away from computer / TV.

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## 8. Important information

### 8.1 Important Safety Information

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

 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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## 8.2 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 this User Guide, consult your hearing care professional.
- ⚠ Your device should only be repaired by an authorized service center. Changes or modifications to this device that were not explicitly approved by Phonak 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.

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## 8. Important information

- ⚠ External devices should only be connected if they have been tested in accordance with corresponding IEC standards.
- ⚠ Only use accessories that are approved by Sonova 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.
- ⚠ When operating machinery, ensure that no parts of your device can get caught in the machine.
- ⚠ Do not charge device while it is on your body.
- ⚠ Caution: electric shock. Do not insert plug alone into electrical outlets.
- ⚠ Do not use the hearing aids in explosive area (oxygen-rich environments, mines or industrial areas with danger of explosions).

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### 8.3 Product safety information

- ① Protect the device from excessive shock and vibration.
- ① Do not expose your device to temperatures and humidity outside of the recommended conditions stated in this User Guide.
- ① Never use a microwave or other heating devices to dry the device.
- ① Clean the device using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean the device.
- ① Only recharge your device using chargers supplied by Phonak or by stabilized chargers providing 5VDC and  $\geq 500$  mA.
- ① Do not connect an USB or audio cable to your device that exceeds 3 meters (9 ft) in length.
- ① When the device is not in use, turn it OFF and store it safely.

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## 8. Important information

- ❗ Protect the device from excessive moisture (bathing, swimming), heat (radiator, car dashboard), and direct contact with skin when sweating (workout, fitness, sport).
- ❗ 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.
- ❗ Insert the device into the docking station as indicated. Incorrect insertion may damage the device.
- ❗ Protect all openings (microphones, audio input and charger) from dirt and debris.
- ❗ If the device has been dropped or damaged, if it overheats during charging, has a damaged cord or plug, or has been dropped into liquid, stop using your device and contact your hearing care professional.

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- ❗ The device has a built-in rechargeable battery. This battery can be charged and discharged hundreds of times but may eventually wear out. The battery may then only be replaced by authorized personnel.

## 8.4 Other important information

- Persons with pacemakers or other medical devices should ALWAYS consult their physician or the manufacturer of their device BEFORE using the device. The use of the device with a pacemaker or other medical devices should ALWAYS be in accordance with the safety recommendations of the physician responsible for your pacemaker or the pacemaker manufacturer.
- Device collects and stores internal technical data. This data may be read by a hearing care professional 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 microphone's network.

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## 9. Service and warranty

### 9.1 Local warranty

Please ask the hearing care professional, where you purchased your device, about the terms of the local warranty.

### 9.2 International warranty

Phonak offers a one year 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.



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### 9.3 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. This warranty does not cover any services performed by a hearing care professional in his/her office.

Serial number:

\_\_\_\_\_

Authorized hearing  
care professional  
(stamp/signature):

Date of purchase:

\_\_\_\_\_

\_\_\_\_\_

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## 10. Information and explanation of symbols



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



This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.



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



Important information for handling and product safety.

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## Operating conditions

This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

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**R-NZ**

Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia.

The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

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Temperature:  $-20^{\circ}$  to  $+60^{\circ}$  Celsius  
( $-4^{\circ}$  to  $+140^{\circ}$  Fahrenheit).

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Humidity transportation: Up to 90% (non condensing).  
Humidity storage: 0% to 70%, if not in use.

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Atmospheric pressure: 500 hPa to 1100 hPa.

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## 10. Information and explanation of symbols



The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused device, at waste disposal sites intended for electronic waste, or give your device to your hearing care professional for disposal. Proper disposal protects the environment and health.

This product has an embedded, non-replaceable battery. Do not attempt to open the product or remove the battery as this may cause injury and damage the product.

Please contact the local recycling facility for removal of the battery.







**Manufacturer:**

Sonova Communications AG  
Herrenschwandweg 4  
CH-3280 Murten  
Switzerland

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



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