

# FAQs: RogerDirect™

## What is RogerDirect?

RogerDirect is a Sonova feature now available for Discover Next products which allows Roger™ microphones to transmit directly to the hearing instruments. RogerDirect offers a solution for situations with high noise and/or distance which is significantly smaller and easier to implement without any additional streaming accessory, audio-shoes or additional receiver attached and no pins and stickers to remove.

There are two options available for products with RogerDirect capability, Roger X installation using the Roger Installer and Roger iN which lets you install two Roger receivers into the hearing device directly from the Roger iN microphone without the need for the separate Roger Installer.

## When will Unitron offer RogerDirect and for which products?

RogerDirect is a feature available for all Discover Next products available from April 1, 2020 (depending on the market).

## FAQs about the Roger X Installer option:

### What do I need for RogerDirect with the Roger X Installer to work?

- a. First, you need a Discover Next hearing instrument (or pair).
- b. Next, the Roger X receiver needs to be installed into the Discover Next hearing instrument(s) using the Roger Installer (see instructions).
- c. Finally, the Roger microphone must be paired with only one Discover Next hearing instrument using the connect button on the Roger microphone. The second hearing instrument (in binaural fitting) will be paired automatically using Shared ID Pairing.

(See Roger Direct reference sheet for detailed instructions.)

## What is Shared ID Pairing?

In a binaural fitting, with Roger X receivers installed into both instruments, only one of the two devices needs to be connected/paired with the Roger microphone. The connection will automatically be forwarded to the other hearing instrument to complete the binaural pairing. The connection notification will be heard in both instruments when the pairing is complete.

## Why do I need the Roger Installer?

Roger Installer is required to install the Roger X receivers into the Discover Next hearing instrument.

## Do the Discover Next instruments already have RogerDirect?

Discover Next has the capability for installation of the Roger X receiver firmware directly in the hearing instrument itself. However, a Roger X receiver must first be purchased and installed in the Discover Next hearing instrument(s).

## Will I still need to purchase Roger receivers or will they be included with the hearing instruments?

You will still need to purchase a separate receiver for each Discover Next hearing aid, so one receiver for a monaural fitting and two receivers for a binaural fitting.

## Can I make earlier generation Unitron products (Discover, Tempus) or a competitor brand hearing instrument compatible with RogerDirect.

No, Roger Direct compatibility varies across Sonova brands. While a firmware upgrade is available for Phonak Marvel devices to enable RogerDirect for the first generation Marvels, in Unitron it is only available for Discover Next instruments.

### **What do I do with the 'empty' Roger X receiver after it is installed in the Discover Next instrument?**

You can give it to the client to take home or you can keep it with the client file for future use. It can be used again to uninstall the receivers from the hearing instruments, return them to the Roger X receiver with the installer, to be installed in a new set of instruments. (See Roger Direct reference sheet for detailed instructions.)

### **Will older Roger receivers work with the new Discover Next instruments?**

The champagne colored Roger X receivers with serial # 1744xxxxx and higher can be used for installation. Silver Roger X receivers and other design-integrated receivers do not support the installation option.

## **FAQs about the Roger iN option:**

### **What differentiates the Roger iN from Roger X?**

Roger iN are Roger microphones that contain two Roger (03) receivers. Each Roger iN microphone contains two Roger (03) receivers to be installed into compatible Sonova hearing instruments, which includes all Unitron Discover Next products.

### **When should I choose a Roger iN microphone?**

When your client has one or two hearing devices with RogerDirect capability, the iN microphone lets you directly install Roger receivers into the hearing device(s). After the installation, your client will instantly be ready to benefit from Roger technology.

### **Which Roger microphones offer Roger receiver installation?**

Roger Select™ iN

Roger Pen™ iN

Roger Table Mic II iN

### **In what hearing devices can I install Roger receivers using iN microphones?**

Roger receivers can be installed into any hearing devices with RogerDirect which includes all of the Discover Next products.

### **How many Roger receivers can be installed using a Roger iN microphone?**

Two receivers can be installed, so one Roger iN microphone will provide receiver installation for both instruments in a binaural fitting.

### **Which Roger receiver option is installed using Roger iN microphone?**

Roger receiver option (03) will be installed.

### **How can I check the number of remaining Roger receivers in a Roger iN microphone?**

Briefly press the install button using the pin tool.

Two green LED = two receivers

One green and one red LED = one receiver

Two red LED = no receivers

### **Can I connect the Roger iN microphone which I used to install the Roger receivers in one set of hearing devices also with other Roger receivers?**

Yes, a Roger iN microphone can connect to all other compatible Roger receivers.

### **Can I use Roger iN microphone with non-iN Roger microphone in a MultiTalker Network, e.g. Roger EasyPen?**

Yes.

### **After installation in hearing device, can I uninstall the receiver from the hearing device using an iN microphone?**

Yes, as long as the Roger iN microphone has an empty space, you can uninstall the Roger receiver using the same procedure as for installation.

### **How do I know if the Roger iN microphone has an empty slot?**

Briefly press the install button on the Roger iN microphone. One red indicator light flash means at least one empty slot available.

**After installation in a hearing device using Roger iN microphone, can I uninstall the receiver from the hearing device into an empty Roger X?**

Yes, the Roger receiver can be uninstalled into an empty Roger X (03).

**How can I differentiate a Roger iN microphone from a non iN microphone?**

By the product name that is printed on the product, iN microphones have the extension 'iN'.

**FAQs relevant for both installation options:**

**Who can install Roger in hearing device with RogerDirect?**

Only a hearing care professional is able to install Roger.

**Is there a time limit after which uninstallation is no longer possible?**

No, Roger receivers can be uninstalled at any time.

**How many times can I install and uninstall Roger receiver?**

As many times as you want.

**How can I check if Roger is installed in a hearing device with RogerDirect?**

There are three options to check if Roger is installed in a hearing device:

Option A, Using a Roger microphone:

Hold the Roger microphone close to the hearing device and press the Connect button. When Connect is successful (green LED) then Roger is installed in the hearing device.

Option B, Using Unitron TrueFit™:

After connecting the hearing device to fitting software, hover the mouse over the hearing aid. A pop-up appears that shows Roger installation status.

Option C, With Remote Plus App:

1. Select 'MyPrograms' in the list.
2. Select 'MyRoger' in the list.
3. Roger installation status for left and right hearing device with RogerDirect will be displayed.