

Auditory Outreach Updates

October 6, 2026



Provincial Resource Program





I'm grateful to live, work, and raise my family here in the qathet region, on the traditional territory of the Tla'amin Nation. I recognize that acknowledging this land is also about our responsibility to listen, learn, and build respectful relationships. I'm grateful to the Tla'amin people for their ongoing stewardship of these lands and waters and for the opportunity to call this beautiful place home.



Pop Con Lite October 23



POP
Provincial Outreach Programs
Ministry of Education and Child Care

Different Programs. A Brighter Tomorrow.

POP Con Lite
The POP's Greatest Hits

PRACTICES | STRATEGIES | STORIES | REAL IMPACT

FRIDAY OCTOBER 23, 2026
ALL VIRTUAL (🔊)
Join from anywhere in BC!

Who should attend? 🎵
Classroom teachers, resource staff, inclusion support teachers, learning support teachers, educational assistants or anyone who works with complex and neurodiverse students.

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TIMELESS IDEAS. CURRENT PRACTICES. BRIGHTER FUTURES.

Different Voices. Shared Learning. Greater Impact.

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EXPLORE
proven strategies and innovative ideas.

HEAR
real stories from the field.

TAKE AWAY
practical tools you can use right away.

CONNECT
with colleagues across BC.

Support
COLLABORATE
LEARN
INCLUDE
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Same great content. A little more accessible.

SCAN ME

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Communication with Auditory Outreach

1

Website: [Www.auditoryoutreach.ca](http://www.auditoryoutreach.ca)

Forms, Easysheets, videos, team contacts and more!

2

Rena Jit, Assistant Manager

Info@auditoryoutreach.ca

Send requests or equipment loan questions. Both Lora and Rena get these emails.

3

Lora Baker, Principal and SLP

Lora.baker@sd47.bc.ca

Any administrative, eligibility, policy etc questions

4

Newsletters

Email Lora if you want to be added to the list

5

Troubleshooting Inquiries

6

Fax: 604-485-2759

Toll Free Phone: 1-866-430-4327

Menu with extensions for team



Equipment Troubleshooting Process

- Our Remote Microphone Troubleshooting Guide is a great place to start:

[Remote Microphone Troubleshooting Guide](#)

- Hard Reset – Press and hold mute + power buttons for 10s
- Lanyard Release – lanyard button on the back
- Still stuck? Reach out to Carrie Siu at Carrie.Siu@sd47.bc.ca.
- Some issues undoubtedly need replacing (e.g. won't hold a charge) – send the form asap

[Technical Service Form](#)

- Speech to Text Troubleshooting: Katie Manghillis, TDHH katie.Manghillis@sd47.bc.ca



www.auditoryoutreach.ca

- Forms- make sure it's the newest form and that all sections are complete (e.g. device model for STT)
- Speech to Text Section
- Easysheets
- List of Equipment and Description
- Contact Us
- Videos
- Resources



Thank you!



ROGER ON, MULTI-MIC+ & AUDIOLINK XT

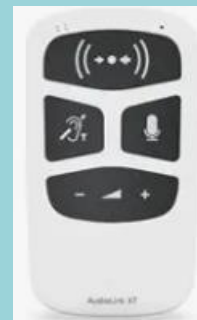
AUDITORY OUTREACH BACK-TO-SCHOOL WEBINAR
October 6, 2026

Presented by Carrie Siu, M.Sc. Aud(C)
Outreach audiologist



AGENDA

- Phonak Roger ON
 - Basic operations, troubleshooting, compatibility
- Cochlear/Resound Multi-Mic Plus
 - Basic operations, compatibility
- Med El AudioLink XT



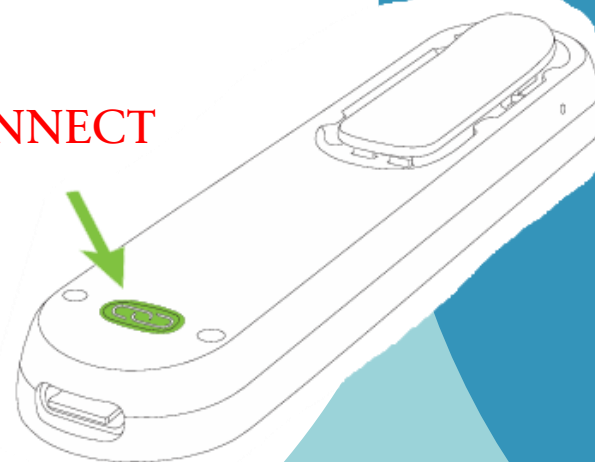
PHONAK ROGER ON

- 1) Mic mode
- 2) Mute/unmute



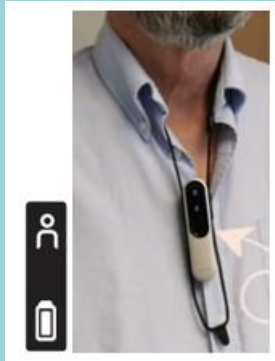
ON/OFF

CONNECT



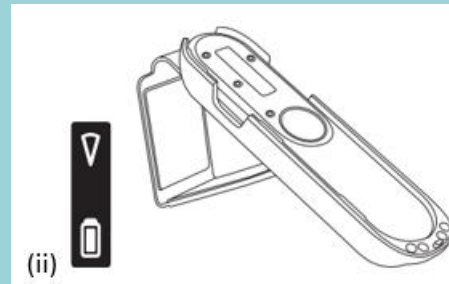
HOW TO USE ROGER ON

1) Lanyard



- Best reception of teacher's voice when instruction comes from ONE teacher
- Top of ON should be 20 cm from mouth

2) Pointing



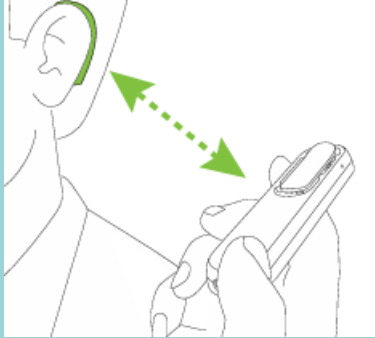
- Helpful when hearing multiple speakers **one at a time**, e.g student presentation
- ON should be 1.5 metres or less from speaker

3) Table

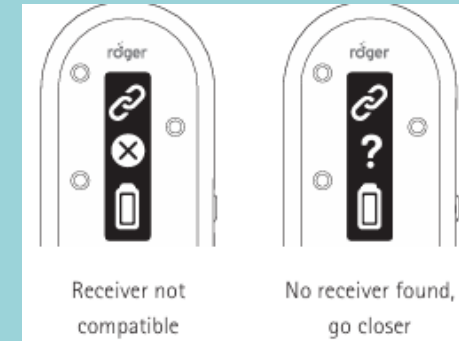
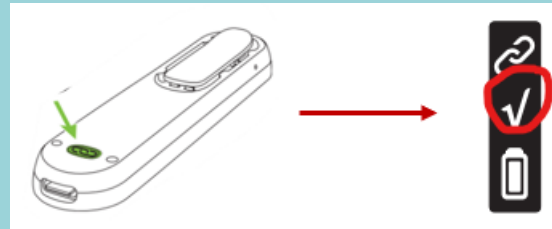


- Ideal for picking up multiple speakers **at the same time**, e.g group work
- ON should be 2 metres or less from speakers

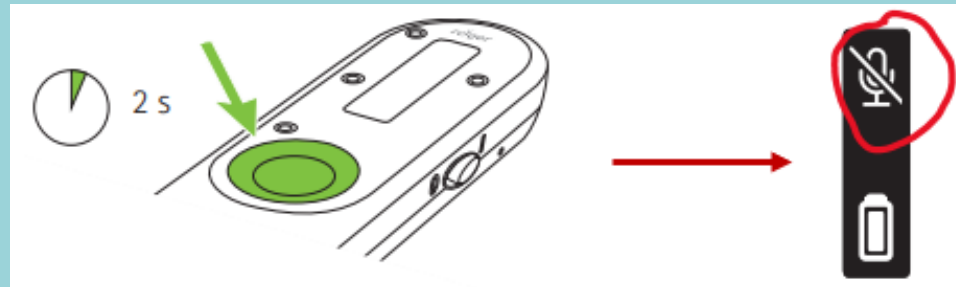
TO CONNECT:



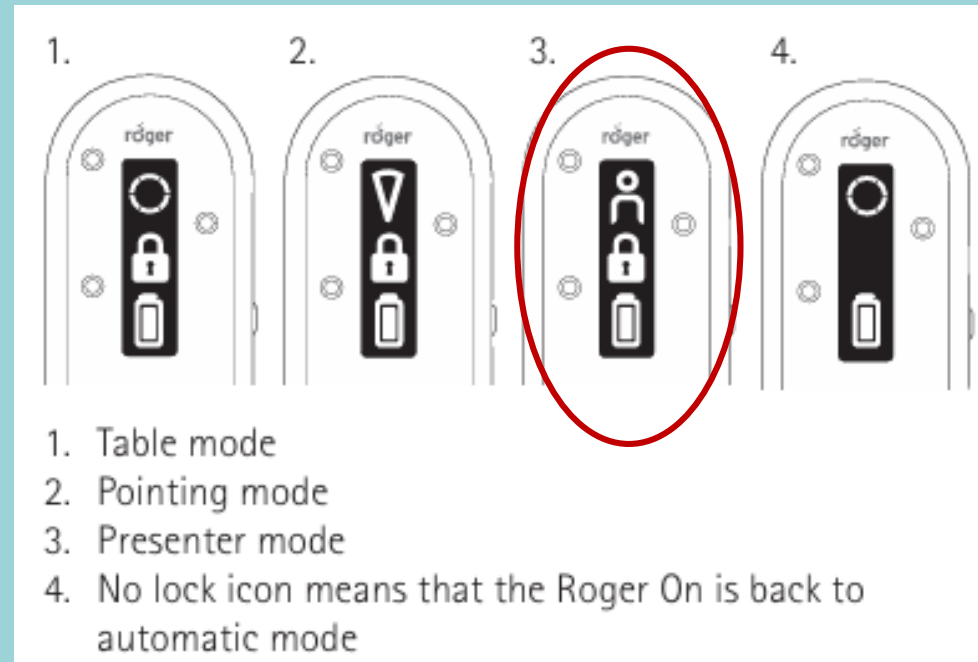
4 inches



TO MUTE/UNMUTE = TWO SECOND HOLD



LOCK MODE



- Applies to microphone **direction** and **range** only
- MUTE button is NOT locked

RANGE

- Specified “25 metre range” in manual is **transmission range**, i.e. between ON microphone and student, NOT **reception range**, i.e. between teacher and ON microphone

Maximum (with line of sight and Phonak hearing aids with Roger Direct) = 25 metres

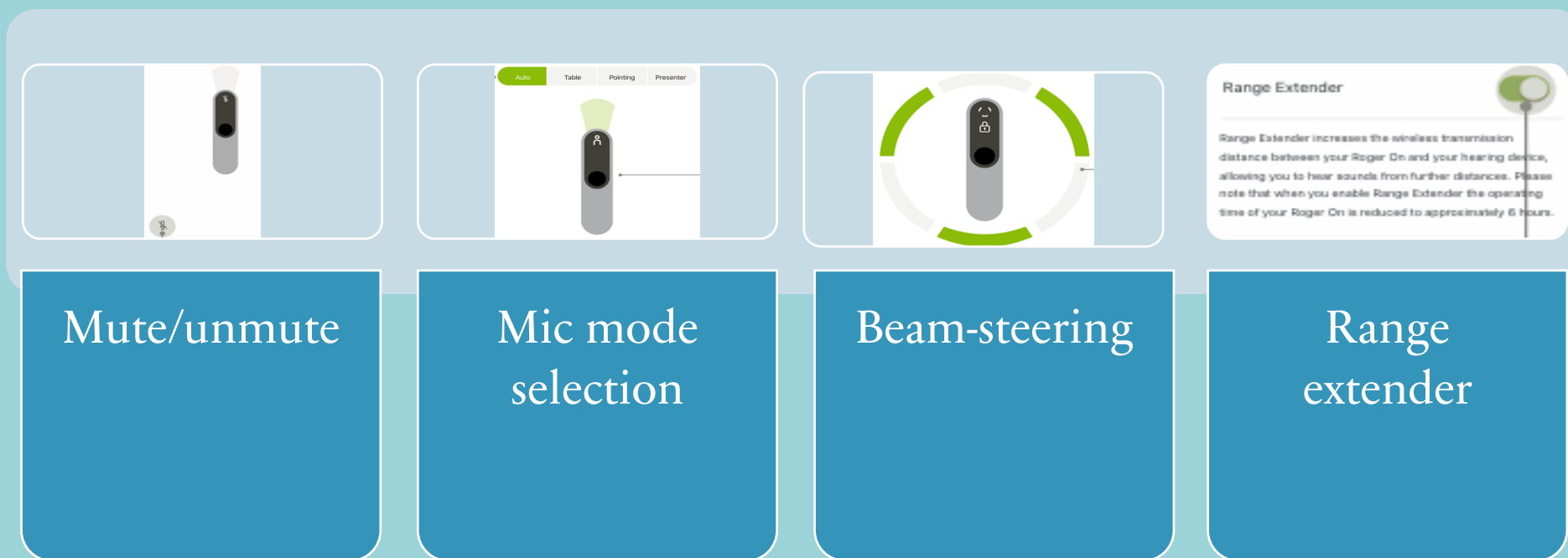
Realistically (in classroom with partial obstruction)
= **8 metres**

- **POINTING** and **TABLE** modes should be used for controlled and intentional peer listening only e.g. group work, interview style



ADVANCED USE WITH MyRogerMic APP

- For hearing devices with *Roger Direct* only, i.e. *Phonak Marvel, Paradise, Lumity, Infinio, Advanced Bionics Marvel CI* and some *Unitron* models
- ON needs to be paired to phone under “Bluetooth” for APP to start controlling ON



ROGER ON COMPATIBILITY

YES		NO (cannot Network together)
Phonak HAs with installed Roger receivers		Touchscreen
Non-Phonak HAs/CIs with Roger X attached via audioshoe (DAI)		Digimaster
Hearing devices with Roger X plugged into an intermediary		Pass-around

ROGER ON TROUBLESHOOTING – *THANK YOU TO AO AUD TECHS & LORA!*

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Issue	Solution
Not charging	- Ensure charging cable is plugged directly into the ON and not docking station - ON transmitter should be off when charging - Try a different electrical outlet
Not muting	- Ensure MUTE button is pressed and held for TWO SECONDS - Button may be stuck in which case please return to AO for replacement - Reboot ON by pressing and holding <i>CONNECT</i> and <i>MUTE</i> buttons together for 10 seconds
Student complains of “too much noise getting picked up”	- Ensure LANYARD mode; during frontal instruction, LOCKED LANYARD is the recommended mode - POINTING is to be used only when student can sit within 1.5 metres of instruction (more applicable when hearing peers around a group)



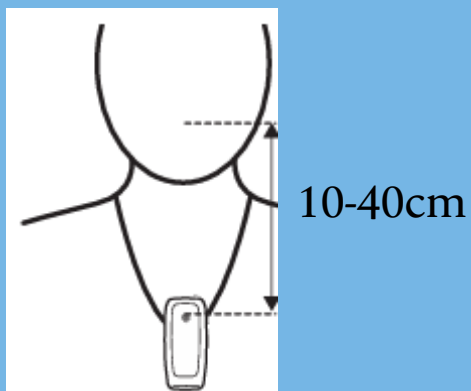
TROUBLESHOOTING CONT'D

Issue	Solution
ON not connecting to MyRogerMic app	- Ensure 1) ON connected to hearing devices, 2) ON connected to phone, 3) app installed on phone - Bluetooth should be activated on the phone - Phone should be within 4 inches of the ON during pairing - ensure other Roger transmitters are powered OFF or 3 metres away - For <i>Android</i> phones, “location services” should be turned on during initial pairing between phone and ON - Try “Forget device” under Bluetooth and repeating pairing process - Ensure software is updated on phone - Try uninstalling and re-installing MyRogerMic app

MULTI-MIC PLUS

- currently compatible with Cochlear **BAHA 7**, **Osia 3** and those Resound HAs with *Bluetooth LE audio*, i.e Vivia, Savi, Enzo IA and Nexia

How to use:



Lanyard/clip-on mode

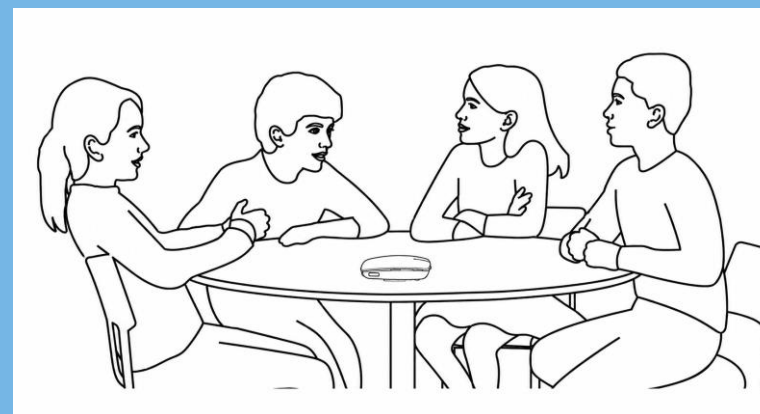


Table mode

AUTOSTREAM

- Older model e.g. Mini Mic 2+ (Resound “Multi Mic”) requires manual streaming activation upon 5 minutes of lost connection

 when MM2+ has been muted or out of range for 5 minutes or longer, student needs to re-activate streaming by pressing HA button or remote

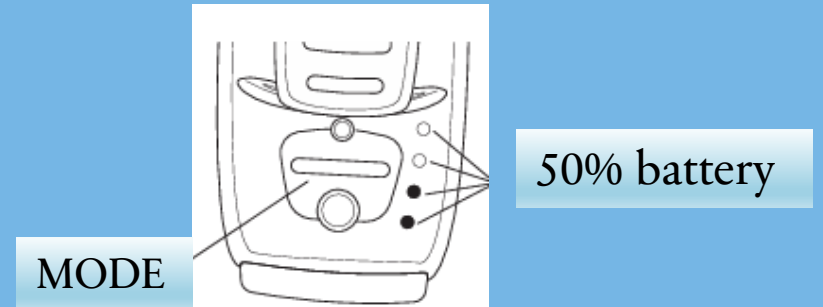
- With “**auto-stream**” on the Multi Mic+, hearing aids/processors automatically re-connect (takes about 10 seconds) when previously paired devices are back in range (25 metres with line of sight) of powered-on Multi Mic+

IMPORTANT TO NOTE:

- NO MUTE button on the Multi-Mic+



- MODE button on the back 1) controls mic input (quick press)
2) checks battery status (press and hold 1 sec)

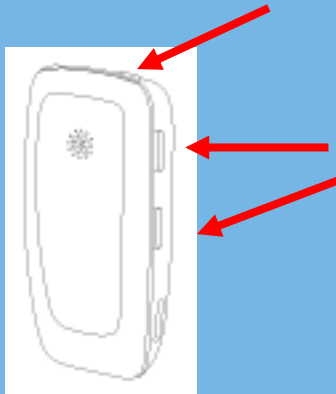


- Range is 25 metres (direct line-of-sight), but reduced to 8-10 metres with partial obstruction (i.e. classroom)

For audiologists:

Test mode:

Multi-Mic + can be set to “test mode” for RM transparency measurements.

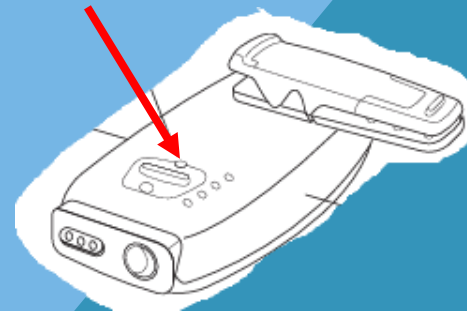


How to enter Test mode:

- Make sure the device is turned OFF and no power cable is attached.
- Press and hold the volume '-' and '+' buttons and the Power ON button for 2 seconds until the status LED turns green and then release the Power button.
- Keep pressing the volume '-' and '+' buttons until the status LED shows constant white after 10 seconds.
- When in Test mode the Status LED will be white.
- When entering Test mode the default volume is applied. If needed, volume can be adjusted on the device until transparency has been verified.

Hard reboot:

Press and hold the pairing button for 10 seconds.



MED EL AUDIOLINK XT

- New DM transmitter from Med El
- Transmits directly to Sonnet processors; for Rondo, via the *Audiostream*
- Compatible with Roger X via FM adaptor



- Range between AudioLink XT and student is 10 metres (the old AudioLink used to be 3 metres)



THANK YOU !

www.auditoryoutreach.ca

Carrie.Siu@sd47.bc.ca

1-866-430-4327 ext.4

