

Remote Microphone for School Use - Troubleshooting Guide

Symptom	Possible Causes	Solutions
Receiver won't connect	Out of connection range	Bring powered-on receiver (attached or installed in hearing device with good battery) within 4 inches (but the closer the better) of powered-on transmitter when trying to connect.
	Interference from other transmitters or wireless device	Ensure no other DM transmitters are powered on and within 3 meters of the receiver except for the transmitter you are trying to connect. Move away from or power off devices with <i>Bluetooth</i> and <i>WIFI</i> routers when trying to connect.
	Insufficient power in receiver	Insert a new battery in hearing device and wait 10 seconds before attempting to connect. Disposable batteries need to "air" for one minute (5 min for size 675 batteries) after sticker is removed. Ensure battery door is fully closed on hearing aid.
	Insufficient power in transmitter	Check battery status on transmitter. If low, power transmitter off and charge it to at least 40% before attempting to connect.
	Hearing device not in FM/DAI/streaming program	Press hearing aid button to change program, then connect again. Check with hearing aid audiologist regarding compatible program for FM use. Devices that stream directly from the transmitter (no receiver) need to be toggled to <i>streaming</i> .
	Rust/dirt build up on receiver contacts	Clean contacts with an alcohol wipe and allow to air dry completely before reattaching.
	Receiver not installed in hearing device	For hearing aids that take installed receivers, check with clinic audiologist that receiver has been installed.
	Sticker remained on hearing aid contacts	For Phonak hearing aids that are attached to a receiver via an audioshoe, check that the gold contacts on the battery door are exposed.
Intermittent signal	Transmitter microphone is too far from speaker's mouth	Ensure transmitter microphone is worn in a steady position about 20 cm from the speaker's mouth for consistent reception.
	Transmitter and receiver are out of range	Ensure the transmitter and receivers are within 15 metres of each other and not blocked by a wall or window.
	Transmitter does not provide sufficient range	For Roger On transmitters and Phonak Roger Direct receivers, range can be extended using the MyRogerMic app. When operating on extended range, battery life is reduced from 8 to 6 hours on Roger On.

	Loose physical connection between hearing device and audioshoe/receiver	Reattach audioshoe and receiver to ensure secure attachment. Replace audioshoe and/or receiver if needed.
	Wrong microphone mode	Ensure correct mode is chosen for current style of instruction, i.e. <i>Lanyard/Automatic</i> for teacher wearing and <i>Small group/Table</i> for horizontal placement at centre of group.
	Interference with Bluetooth connections	Ensure any previously paired devices, e.g. phones, tablets, computers, are either powered off, out of range or have Bluetooth disabled. Delete Bluetooth pairing on device if necessary.

Symptom	Possible Causes	Solutions
Transmitter won't turn on	Did not charge properly	Check that the physical connections between the charging cable and port on transmitter, and that between plug and outlet are secure. Try a different electrical outlet. Ensure transmitter is powered off before charging. Check that the charging block and cable are for the correct device.
	Hardware issue	Reboot transmitter. Touchscreen: press and hold MUTE and POWER buttons simultaneously for 10 sec then release. Roger On: Press and hold the centre and <i>connect</i> button simultaneously for 10 sec then release.
Scratchy noise	Transmitter mic brushing against clothing	Transmitter should be worn in an upright position with screen side facing out using the manufacturer's lanyard during group instruction. If a boom mic is worn, ensure the microphone side faces the mouth.
Hearing too much ambient sounds in <i>Table/Small group</i> mode	For Roger On, <i>beam</i> not directed in the right direction	Using the MyRogerMic app, direct the <i>beam</i> towards the speakers.
	Too many groups talking at once	For the Touchscreen transmitter, use <i>Pointing</i> mode by tapping on <i>Settings</i> -> <i>Pointing</i> -> <i>Activate</i> , then point the Touchscreen at a 45 degree angle, screen side up, at the speaker(s).
Hearing another teacher's voice in RM	Transmitter remained connected on a previous Network	Go to NewNet by swiping left twice on Touchscreen. Tap <i>NewNet</i> -> Yes, then swipe back to home screen and <i>Connect</i> student's receiver(s). For a Roger ON transmitter, unpair previously connected receivers by pressing and holding the <i>Connect</i> button for 8-10 seconds until the light turns green. Re-pair each of your student's receivers.
Hearing device lost pairing to app (on tablet or phone for streaming)	Lost <i>Bluetooth</i> pairing between hearing device and tablet/phone	1) Unpair all previously paired <i>Bluetooth</i> devices and re-pair. On <i>Apple</i> devices, go to <i>Settings</i> -> <i>Bluetooth</i> . Tap on ⓘ beside each item under <i>My Devices</i> and " <i>Forget This Device</i> ". On <i>Android</i> devices, go to <i>Settings</i> -> <i>Connected devices</i> -> <i>Bluetooth</i> and <i>Forget</i> each previously connected device. 2) Re-pair your hearing device to the phone/tablet by going to <i>Bluetooth</i> and powering your hearing device off and on.
	App (e.g. <i>Nucleus Smart, MyRogerMic</i>) requires updating	Ensure latest version of app is installed. Re-start tablet/phone before re-pairing to hearing device.
	Tablet/phone requires updated software	Ensure latest software version is installed on tablet/phone.
My student has binaural hearing aids but only one can be connected under <i>Bluetooth</i> on phone/tablet	Hearing aids have <i>Binaural stream</i> feature	Check with the clinic audiologist whether your student's hearing aids have <i>Binaural stream</i> , in which case only one side needs to connect to tablet/phone for binaural streaming.

