

## Roger Earpiece – FAQ

Most probable cause(s)	Solution(s)
The Roger Earpiece doesn't switch on	
The battery is empty	Change the battery
The battery compartment is open	Gently push on the battery compartment to close
	it
I cannot hear anything	
The Roger BaseStation is off	Turn the Roger BaseStation on
No audio source is connected	Check the connections on the Roger BaseStation
	rear panel
I cannot hear anything, even when devices are switched on and all connections made	
The signal is on the balanced input but there is a	Disconnect the Line-IN source. Line-IN has
connection on Line-IN (unbalanced input)	priority on to the balanced input
The Roger Earpiece is not connected to the Roger BaseStation	Hold Roger Earpiece close to the Roger BaseStation and press the Connect button
The Roger BaseStation is muted	Turn the volume control knob clockwise to
The Hoger basestation is muteu	unmute the transmitter
If you are using a network with Roger	Turn the Roger BaseStation on, or move closer to
Touchscreen Mic microphones, the Roger	the Roger BaseStation
BaseStation may not be switched on or may be	
out of range	
I keep losing the audio signal	
Distance between Roger Earpiece and Roger	Move closer to Roger BaseStation
BaseStation is too large	
There are obstacles between you and the Roger	Make sure you can see the Roger BaseStation
BaseStation	(line of sight)
The Power Formings output is shot worted with ways. Close the Power Formings with the dedicated tool.	
The Roger Earpiece output is obstructed with wax	Clean the Roger Earpiece with the dedicated tool and change the wax filter
The Roger BaseStation source volume is too low	Check the input meter level: if only a few LEDs blink, increase the source volume
The Roger BaseStation output volume is too low	Increase the output volume of the Roger
,	BaseStation by turning the volume control knob
	clockwise
The volume is too high and/or saturated	
The Roger BaseStation source volume is distorted/saturated	Check the input meter level: if the red LEDs always light, decrease the source volume
The Roger BaseStation output volume is too high	Decrease the output volume of the Roger
	BaseStation by turning the volume control knob
	counterclockwise
The Roger Earpiece is continuously beeping	
The Roger Earpiece is out of range of Roger BaseStation	Move closer to Roger BaseStation
The Roger BaseStation was turned off	Turn the Roger BaseStation on
The Roger Earpiece beeped and suddenly stopped working	
The battery is empty	Change the battery