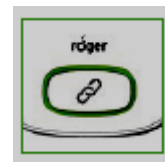


# ROGER MEDIA HUB

## TROUBLE SHOOTING GUIDE

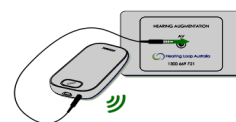
### Roger Media Hub won't turn On.

1. Check that the Media Hub has charge.
2. Press and hold the power button for 3 seconds.
3. A solid green light indicates that the Media Hub is fully charged.
4. If the Media Hub still will not turn on, do a hard reset by holding down the power button and connect button simultaneously for 7 seconds.
5. If the Media Hub will not turn on after hard reset, return to Hearing Loop with a completed repair form <https://www.hearingloop.com.au/contact-us/request-warranty/>



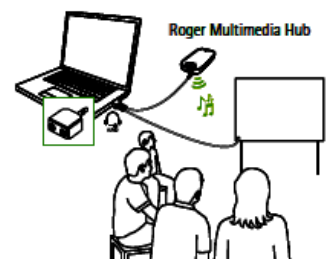
### Roger Media Hub won't connect to a Roger Receiver.

1. Make sure the Media Hub is turned on.
2. Hold the Media Hub within 10cm of the receiver and press the connect button.
3. Repeat for additional receivers.
4. The Media Hub will **not** connect directly to the Digimaster 5000 or 7000 Soundfield Speakers.



### How to connect Media Hub to AV input.

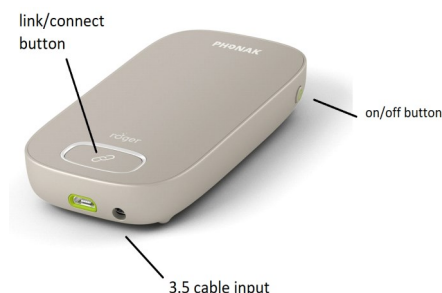
1. The Media Hub requires an analogue audio signal from any audio source 3.5mm input plug.
2. Using a 3.5mm input plug, connect the Media Hub into the audio out jack of the computer, wall plate or other audio source.
3. A digital to analogue converter may be required for audio sources with only an optical digital audio out connection.



USERS CAN CONNECT DIRECTLY WITH ROGER COMPATIBLE HEARING AIDS OR RECEIVERS.  
HEARING AID USERS WITH T-SWITCHES WILL REQUIRE A ROGER NECKLOOP (OR ROGER MYLINK).  
REFER TO "[HOW TO USE ROGER NECKLOOP RECEIVER](#)".

## TIPS

- Ensure that cables are connected to equipment with 3.5mm cables from either the computer, projector or TV.
- Check cable is connected at the wall plate front and back.
- Ensure volume is up on all equipment that is being used.
- Refer "Hearing Loop DAC Connection Guide" for further tips.



**Hearing Loop Australia**  
Keeping your audience in the loop

[www.hearingloop.com.au](http://www.hearingloop.com.au)  
[info@hearingloop.com.au](mailto:info@hearingloop.com.au)  
1300 669 721