

# ROGER PASSAROUND MIC

## TROUBLE SHOOTING GUIDE

### Roger Passaround Mic won't turn on.

1. Check that the Passaround Mic has charge.
2. Press and hold the power button for 3 seconds.
3. A solid green light indicates that the Passaround Mic is fully charged.



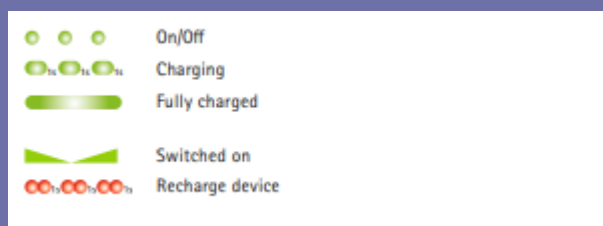
### No Sound from Roger Passaround Mic.

1. Make sure the Passaround Mic is turned on.
2. Ensure the Passaround Mic connected to the Touchscreen. To connect, hold the Passaround Mic within 10cm of the Touchscreen and press the connect button on the touchscreen.
3. On the Touchscreen, go to "Settings / Roger Pass-around" to check microphone settings.
4. Check volume control has been turned up on Passaround Mic.
5. If the Passaround Mic is not responding , perform a hard reset by pressing the mute button and power button simultaneously for 8 seconds.



### Passaround Mic still not responding.

1. Check firmware through Roger upgrader software.
2. Download Roger upgrader from [www.hearingloop.com.au/news-updates/useful-links/](http://www.hearingloop.com.au/news-updates/useful-links/)
3. Either upgrade firmware or reinstall latest firmware.
4. If the Passaround Mic still won't respond, return it to Hearing Loop with a completed repair form found at [https:// www.hearingloop.com.au/contact-us/request-warranty/](https://www.hearingloop.com.au/contact-us/request-warranty/)



## TIPS

- Ensure the volume is up on all equipment that is being used.
- Refer to "Hearing Loop DAC Connection Guide" for further tips.
- Ensure the Passaround Mic is connected to the Touchscreen Microphone
- Ensure Passaround Mic is in within range of the Touchscreen(20m)