

ROGER TOUCHSCREEN V3

Troubleshooting

Touchscreen V3 won't turn on.

1. The battery is empty - check connection of charging cable - green light should flash when recharging.
2. Press and hold on/off button for at least 3 seconds until you get green flashing light on device.
3. Still no power - return for repair with a completed repair form <https://www.hearingloop.com.au/contact-us/request-warranty/>.



Touchscreen V3 is not responding.

1. Reset device by holding down the power and microphone/mute buttons simultaneously for 8 seconds
2. Once restarted create a new network (refer below).



I cannot hear the Roger Touchscreen V3 Mic through my hearing aids and Roger receivers.

1. Check the mute indicator light - the light should be green, if it is red, briefly press the mute button to re-activate the microphone.
2. Check the receivers are connected to the network by holding the Touchscreen V3 next to the receivers and selecting List Devices.

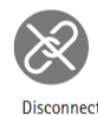


Touchscreen V3 mute button is flashing Yellow.

1. Reset the device by holding down the power and mute button simultaneously for 8 seconds.

Touchscreen V3 mute button is flashing Blue and the voice cannot be heard through receivers or speaker

1. The Touchscreen V3 is a secondary microphone and is seeking the primary microphone. Hold the secondary Touchscreen V3 next to the primary Touchscreen V3 and select "Disconnect" on the primary Touchscreen V3

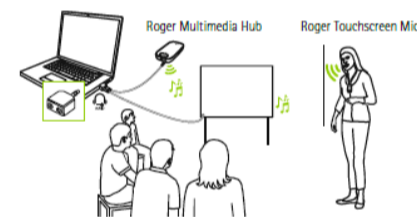
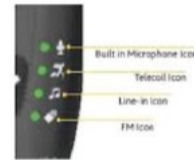


A "Frowning face" 😞 is displayed on the Roger Touchscreen Mic screen.

1. Wait 30 seconds, if the "frown" does not disappear, reset the Touchscreen V3.
2. If number 1 doesn't work, the Device has suffered an internal error - return for repair with a completed repair form <https://www.hearingloop.com.au/contact-us/request-warranty/>.

Roger Touchscreen V3 is turned on, but I cannot understand the talker.

1. Make sure the Roger Touchscreen V3 is upright and pointing towards and within 10cm of the talker's mouth.
2. Make sure the microphone openings are not covered by fingers, clothing or dirt.





Roger Touchscreen V3 is not connecting to Multi Mic.

1. Turn on the Roger Touchscreen V3 transmitter and the Multi Mic.
2. Plug the Roger X receiver into the bottom of the Multi Mic.

The Listed Devices are greyed out and not connecting


1. Go to Settings, then Connect, ensure setting is "connect", not "mass connect".

Tips:

- Wall Pilots should be connected prior to other devices as they may reset existing connections. Refer Wall Pilot Cheat Sheet.
- When connecting to a telephone or digital TV, a digital to analogue converter or other adaptor may be required.
- The Touchscreen V3 must be upright to activate the directional microphone — "Lanyard Mode"  - for individual and pass-around microphone audio to be heard through the Speaker. When the Touchscreen V3 microphone is laid flat, the "Group Mode"  is activated, changing the microphone to omnidirectional and stopping the audio from coming out of the speaker.


Touchscreen V3 Menus

Swipe the screen to the left or right to select Touchscreen menus



List Devices

Will list Connected Devices that are in connection range. i.e. 5cm. **Connections will remain if powered off until "New Net" is selected. Use "List Devices" to check connections.**




1. Locate "List Devices" icon
2. Tap "List Devices"

The time taken to list devices may vary. The Model & Serial numbers of connected devices will be listed.

Reset Connections—Create NewNet

Erases the microphone's current network (including SubNets). All required devices, e.g. receivers and additional microphones, will need reconnecting.



1. Locate "NewNet" icon
2. Tap "NewNet"
3. Tap Yes to confirm
4. Reconnect devices by tapping "Connect"

Non Hearing Aid users can use Soundfields & MyLinks/Neckloops with Headphones to listen and adjust volume settings.