

## Roger Earpiece – FAQ

Most probable cause(s)	Solution(s)
<b>The Roger Earpiece doesn't switch on</b>	
The battery is empty	Change the battery
The battery compartment is open	Gently push on the battery compartment to close it
<b>I cannot hear anything</b>	
The Roger BaseStation is off	Turn the Roger BaseStation on
No audio source is connected	Check the connections on the Roger BaseStation rear panel
<b>I cannot hear anything, even when devices are switched on and all connections made</b>	
The signal is on the balanced input but there is a connection on Line-IN (unbalanced input)	Disconnect the Line-IN source. Line-IN has 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 unmute the transmitter
If you are using a network with Roger Touchscreen Mic microphones, the Roger BaseStation may not be switched on or may be out of range	Turn the Roger BaseStation on, or move closer to the Roger BaseStation
<b>I keep losing the audio signal</b>	
Distance between Roger Earpiece and Roger BaseStation is too large	Move closer to Roger BaseStation
There are obstacles between you and the Roger BaseStation	Make sure you can see the Roger BaseStation (line of sight)
<b>The volume is too low</b>	
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
<b>The volume is too high and/or saturated</b>	
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
<b>The Roger Earpiece is continuously beeping</b>	
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
<b>The Roger Earpiece beeped and suddenly stopped working</b>	
The battery is empty	Change the battery