

Roger Touchscreen Mic – FAQ

Most probable cause(s)	Solution(s)
I cannot switch the Roger Touchscreen on	
The battery is empty	Recharge the battery (section 4.1)
Roger Touchscreen Mic is turned on but I cannot hear the person speaking	
The Roger Earpiece is not connected to the Roger Touchscreen Mic	Hold Roger Earpiece close to the Roger Touchscreen Mic and press the Connect button
The Roger Touchscreen Mic is muted	Check the indicator light – if it is red, briefly press the mute button to activate the microphone
The microphone is not positioned correctly	Make sure Roger Touchscreen Mic is pointing towards the speaker's mouth
The microphone openings might be covered by fingers or clothing	Make sure the microphone openings are not covered by fingers, clothing or dirt
In case of multiple microphones, the primary microphone may not be switched on or may be out of range	Check the indicator light – if it is blinking blue, switch on the primary transmitter and check that it is within range
I cannot hear the signal from the multimedia device	
The volume of the multimedia device is too low	Adjust the volume on the multimedia device
The transmitted audio signal is interrupted	
Distance between Roger Earpiece and Roger Touchscreen Mic is too large	Move closer to Roger Touchscreen Mic or change orientation (avoid body absorption)
There are obstacle between Roger Earpiece and the Roger Touchscreen Mic	Make sure there are no obstacles between the two devices (line of sight)
I cannot record my voice	
Audio settings are not correct	Select Output (computer) in audio setting after tapping Settings button on the screen
"Frowning face" is displayed on Roger Touchscreen Mic	
Device has suffered an internal error	Wait 30 seconds until the "frown" disappears. Device will reboot automatically
Roger Touchscreen Mic is near a computer, and computer Wi-Fi connection seems to be slow	
The Roger Touchscreen Mic and computer are too close	Move Roger Touchscreen Mic at least 1 meter away from the computer
Roger Touchscreen Mic has stopped working	
There is a software issue	Reboot Roger Touchscreen Mic by simultaneously pressing the On/Off and mute button for at least 8 seconds
Roger Touchscreen Mic's light is blinking red (double flash)	
Its battery level is low	Charge Roger Touchscreen Mic as soon as possible