Roger NeckLoop

User Guide



röger

A Sonova brand

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This user guide is valid for:

Wireless models	CE mark applied
Roger NeckLoop (02)	2020
Roger NeckLoop (03)	2020



1. Welcome

Congratulations on choosing Roger NeckLoop from Phonak.

Roger NeckLoop is an easy-to-use and affordable Roger™ receiver suitable for use with any hearing aid or sound processor featuring a T-coil (from Phonak or any other manufacturer). Roger NeckLoop is compatible with Roger microphones from Phonak.

Please read this User Guide carefully to make sure that you understand and get the best out of your device. If you have any questions, please consult your hearing care professional or sales representative.

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www.phonak.com

2. Getting to know your Roger NeckLoop

Your hearing solution consists of three main elements: Roger NeckLoop, your hearing aid/sound processor and a Roger microphone.

The Roger microphone transmits the talker's voice wirelessly to your hearing aid/sound processor via the Roger NeckLoop. You only need to activate the T-coil in your hearing aid/sound processor to hear the talker's voice loud and clear.

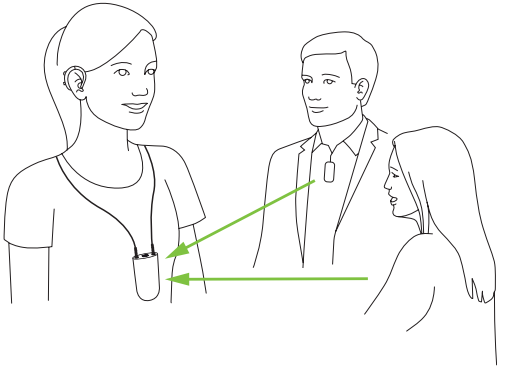
2.1 Compatibility

Your hearing aid/sound processor must feature a T-coil to receive speech signals from Roger NeckLoop. Please ask your hearing care professional if you are unsure whether or not your hearing aids have a T-coil.

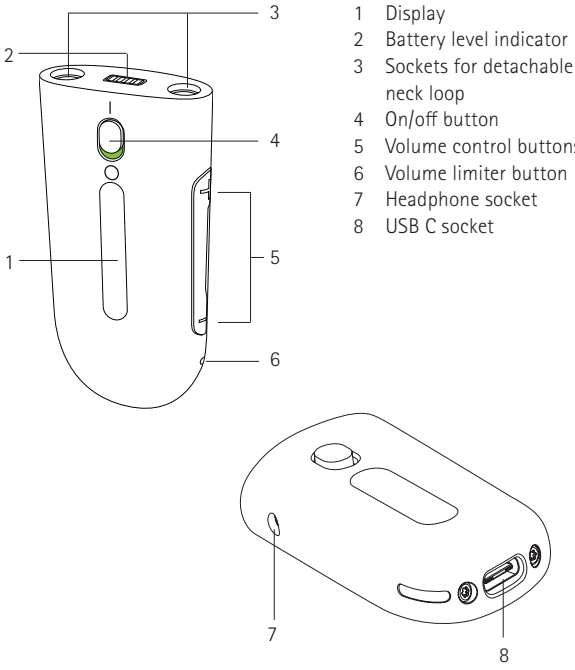
A compatible Roger microphone is also required to pick up the voice of the talker.

Listener
Using hearing aids and Roger NeckLoop

Talker
Using Roger microphone

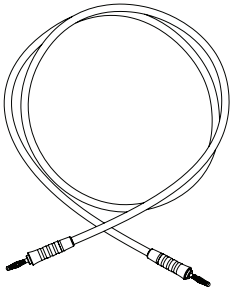


2.2 Device description

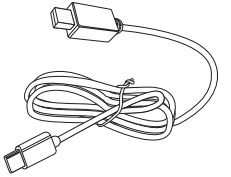


1 Display
2 Battery level indicator
3 Sockets for detachable neck loop
4 On/off button
5 Volume control buttons
6 Volume limiter button
7 Headphone socket
8 USB C socket

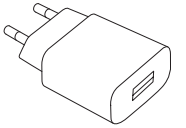
2.3 Accessories included



Inductive neck loop



USB cable



External power supply

2.4 LED and display icons

Operation

	Display and battery level indicator are lit for a few seconds.	Roger NeckLoop has been switched on and is ready for use.
	Connect icon shows in display.	Roger microphone is successfully connected to Roger NeckLoop.
	Disconnect icon shows in display.	No transmitter is connected, or the microphone is turned off/out of range.

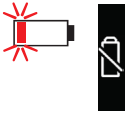
Volume

	Volume level is shown from minimum to maximum (filled bar)	Press volume button (+/-) to adjust volume step by step up or down.
	The volume limiter is active.	Volume cannot be increased beyond the horizontal line.

USB port

	Note icon shows in the display.	Roger NeckLoop is connected as an audio interface to a USB device.

Battery status

	4 of 4 LED bars solid green.	Battery capacity is 81-100%.
	1 of 4 LED bars solid green.	Battery capacity is 5-20%.
	1 red LED bar blinking. + crossed battery icon blinking in display.	Battery capacity is < 5%. Charge the device.

Charging

	Icon appears in display for 3 seconds, and then disappears.	Roger NeckLoop is connected to the charger and is being charged.
	1 LED bar blinking green.	The battery is <20% charged.
	2 LED bars solid green + 1 blinking green.	The battery is 56-80% charged.
	4 LED bars solid green.	The battery is fully charged.

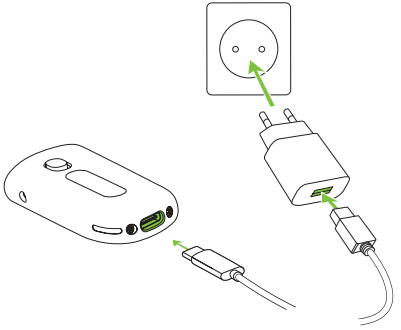
3. Getting started

3.1 Charging

Fully charge Roger NeckLoop before using it the first time.

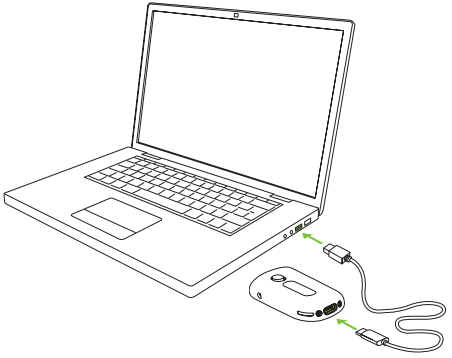
Using the charger

1. Plug the smaller end (USB C) of the charging cable into your Roger NeckLoop.
2. Plug the larger end (USB A) of the charging cable into the external power supply.
3. Plug the external power supply into an easily accessible power socket.



Charging via computer

1. Plug the smaller end (USB C) of the charging cable into your Roger NeckLoop.
2. Plug the larger end (USB A) of the charging cable into the USB port on your computer.



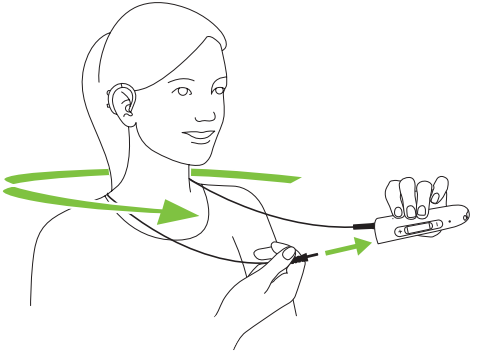
With the supplied charger, Roger NeckLoop is:

- 80% charged after 1 hour
- 100% charged after 3 hours
- Once fully charged, Roger NeckLoop can be used for 10 hours or more.

3.2 Wearing

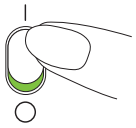
1. Attach one end of the inductive neck loop in the socket on top of the Roger NeckLoop.

2. Place the loop around your neck and attach the other end of the loop to the other socket.

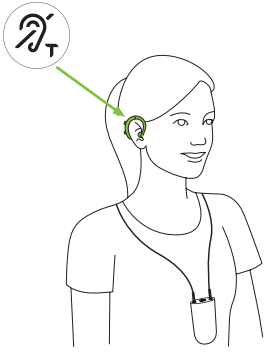


3.3 Connecting to a Roger microphone

1. Turn on your Roger microphone.



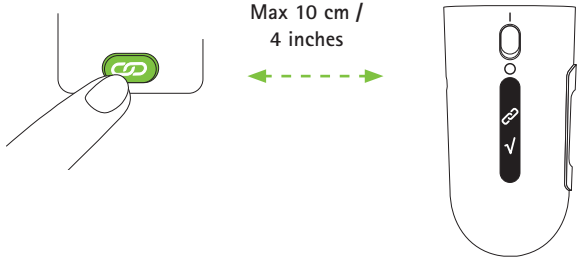
2. Switch your hearing aid/sound processor to the T-coil program.



ⓘ It may be necessary to contact your hearing care professional to enable the T-coil program in your hearing aid/sound processor.

3. Hold Roger NeckLoop within 10 cm / 4 inches of your Roger microphone.

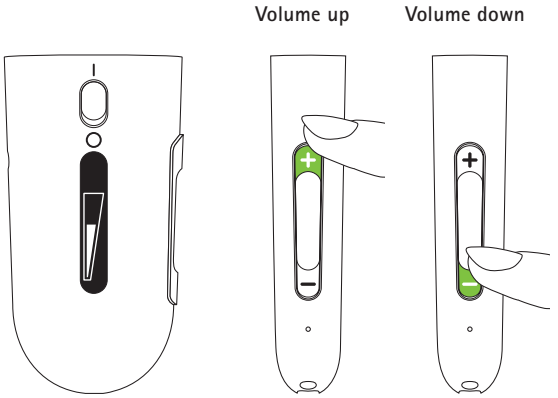
4. Press briefly the 'Connect' button on the Roger microphone. See the user guide for your Roger microphone.
Successful connection is indicated in the display.



ⓘ Connecting is only required the first time you use Roger NeckLoop. Roger NeckLoop will remain connected with your microphone even after Roger NeckLoop has been restarted.

3.4 Adjusting the volume

Use the volume buttons to adjust the volume to a comfortable level.



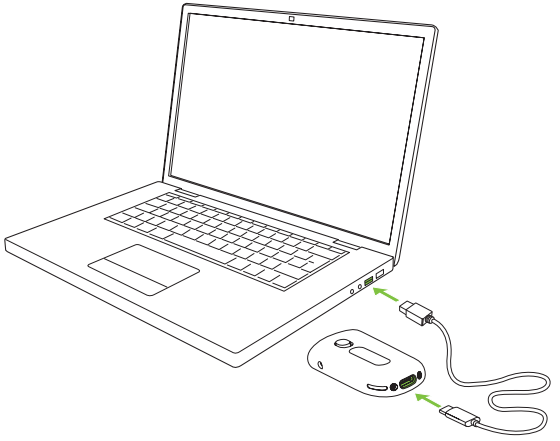
4. Using USB for audio

Roger NeckLoop can be connected to a compatible computer or smart device with USB cable to listen to, or record audio transmitted from a Roger microphone.

1. Connect Roger NeckLoop to the smart device or computer with a USB cable. A battery icon will appear for 3 seconds in the display.

2. Turn Roger NeckLoop on. Roger NeckLoop will display a note icon.

3. Select Roger NeckLoop as the audio device on the smart device or computer.



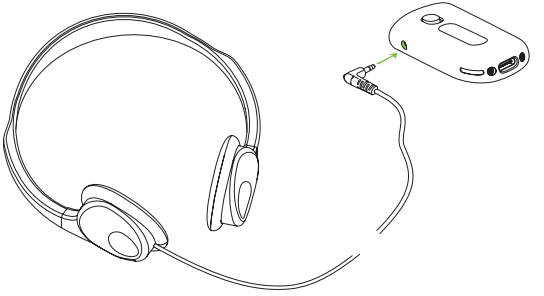
ⓘ Please refer to the user guide for the smart device or computer for correct settings and compatiblity information.

5. Checking receiver functionality

(for hearing care professionals)

5.1 Connecting headphones

Headphones can be used to monitor the audio. To benefit from maximum hearing comfort, use the official Roger NeckLoop headphones.



1. Plug the headphones into the headphone socket.
2. Turn Roger NeckLoop on.
3. Put on the headphones.

- The neck loop output is automatically switched off when the headphones are attached (to save battery power).

- The volume will always start at a safe level. Use the volume control to increase or decrease the volume (see page 20) if needed.

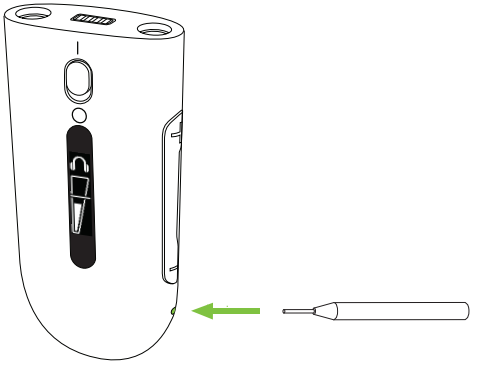
5.2 Setting maximum volume

To ensure a comfortable listening level with headphones at all times, the maximum allowable volume position can be adjusted by activating the volume limiter.

Within 30 sec of startup:

1. Adjust the volume to your liking.

2. Use a pin tool to press the volume limiter button.



The volume can now not be increased beyond the vertical bar in the display.

To remove the volume limit repeat step 2.

6. Troubleshooting

Problem	Causes	Solutions
I cannot switch on the Roger NeckLoop.	The battery is empty.	Charge your Roger receiver for at least four hours.
I cannot hear sound from the Roger microphone.	One or all devices are switched off.	Make sure all devices (Roger NeckLoop, Roger microphone, hearing aids) are turned on and fully operational.
	The T-coil in the hearing instrument is not activated.	Switch your hearing aids to the T-coil program.
	Roger NeckLoop is not connected to your Roger microphone.	Connect Roger NeckLoop with your Roger microphone by pressing 'Connect' on your microphone. Note that Roger NeckLoop needs to be within 10 cm/4 inches of your Roger microphone.
	The volume is too low.	Press the '+' button on Roger NeckLoop to increase the volume.
	The Roger microphone is muted.	Unmute the Roger microphone (refer to its User Guide).
A crossed out 'Connect' icon is visible in the display.	One or all Roger microphones are switched off.	Make sure all Roger microphones are turned on and fully operational.
	Roger NeckLoop is out of range of the Roger microphone.	Move closer to the Roger microphone to be within its operating range.

Problem	Causes	Solutions
The signal is interrupted during audio streaming.	Roger NeckLoop is too far away from the Roger microphone.	Move closer to the Roger microphone to be within its operating range.
	Roger NeckLoop is shielded by an obstacle (e.g. human body)	Adjust the device orientation and make sure you are in line of sight to the Roger microphone.
The sound of Roger NeckLoop is bad.	Electromagnetic fields from other equipment may create an audible hum through the T-coil of your hearing instruments.	Move away from electronic equipment until the hum stops.
	Roger microphone is not worn correctly.	Make sure the Roger microphone is worn as indicated in its User Guide.
The volume is too loud or too soft.	Volume is not set correctly.	Adjust the volume until it suits your preference.

7. Compliance information

Europe:
Declaration of Conformity
Hereby Sonova AG declares that this product meets the requirements of the Medical Device Regulation 2017/745 as well as the Radio Equipment Directive 2014/53/EU. The full text of the EU Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on https://www.phonak.com/com/en/certificates.html (Phonak worldwide locations).

Australia/New Zealand:

R-NZ

Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia.
The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

FCC ID: KWCRX23
IC: 2262A-RX23
R202-SMI050

In compliance with Regulation (EU) 2017/1354, authorization for frequency use requirements in the countries as shown on the pictogram below:

	BE	DK	FR	IE	LT	MT	PT	SK	SI

Notice 1:

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:
1) this device may not cause interference, and
2) this device must accept any interference, including interference that may cause undesired operation of the device.

Notice 2:
Changes or modifications made to this device not expressly approved by Sonova AG may void the FCC authorization to operate this device.

Notice 3:
The device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. The device generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the device does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Notice 4:

Japanese Radio Law Compliance. This device is granted pursuant to the Japanese Radio Law (電波法). This device should not be modified (otherwise the granted designation number will become invalid).

Notice 5:
FCC / Industry Canada RF Radiation Exposure Statement
This device complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Any serious incident that has occurred in relation to the device should be reported to the manufacturer representative and the competent authority of the state of residence. The serious incident is described as any incident that directly or indirectly led, might have led or might lead to any of the following:
the death of a patient, user or other person, the temporary or permanent serious deterioration of a patient's, user's or other person's state of health, a serious public health threat.

To report an unexpected operation or event, please contact the manufacturer or a representative.

Diligent and routine care of your device contributes to outstanding performance and a long service life. To ensure a long service life, Sonova AG provides a minimum of a five year service period after phase out of the respective product.

For more information regarding features, benefits, setup, use and maintenance or repairs of your accessories – contact your hearing care professional or manufacturer representative. Additional information can be found in the Data Sheet of your product.

For any information regarding the repair service of the hearing aid accessories please contact the hearing care professional.

Intended use:
Neck loop receivers are intended to provide access to an external sound source.

Indication: Neck loop receivers do not provide a therapeutic or diagnostic function. The therapeutic function is solely provided by the parent medical device (e.g. hearing aid or cochlea implant), which receives and further processes the inductive signal provided by the neck loop. Therefore, the neck loop itself has no own clinical indication.

Contra indications: Neck loop receivers do not provide a therapeutic or diagnostic function. The therapeutic function is solely provided by the parent medical device (e.g. hearing aid or cochlea implant), which receives and further processes the inductive signal provided by the neck loop. Therefore, the neck loop itself has no own clinical indication.

Target Population: The target population are all persons from 6 years of age and above who own a hearing aid or cochlea implant or any other device with an integrated T-coil.

Technical specifications

RF parameters		
Operating frequency	<9 kHz	2.4 GHz
Max. output power	120 dBuA/m at 10 m	2 mW
Compliance with emission and immunity standards		
Emission standards		
Interference voltage and radiated RF emissions	EN 55011:2016 (CISPR11:2016/AMD1:2016) Group 1, Class B	
Immunity standards		
Electrostatic discharges	EN 61000-4-2:2009 (IEC 61000-4-2:2008) (Test Levels: ±15 kV Air/ ±8 kV Contact)	
Electromagnetic fields	EN 61000-4-3:2006+A1+A2 (IEC 61000-4-3:2006+A1+ A2) (Frequencies: 0.15-80 MHz; Test levels: 10 V; Frequencies: 80 - 2700 MHz; Test levels: 10 V/m, Modulation 1kHz, 80%AM)	
Electromagnetic fields - immunity to proximity fields	EN 61000-4-3:2006+A1+A2 (IEC 61000-4-3:2006+A1+ A2) (Frequencies (MHz): 385, 450, 710, 745, 780, 810, 870, 930, 1720, 1845, 1970, 2450, 5240, 5500, 5785; Test level(s): varies with frequency, Modulation Pulse or FM)	

Fast electric transients (Burst)	EN 61000-4-4:2012 (IEC 61000-4-4:2012) (Test Levels: ±2 kV AC ports, ±1 kV Signal ports)
Surges	EN 61000-4-5:2014 (IEC 61000-4-5:2014) (Test Levels: ±1 kV L-N)
Radio frequency common mode	EN 61000-4-6:2014 (IEC 61000-4-6:2013) (Frequencies: 0.15-80 MHz; Test levels: 10 V, Modulation 1kHz, 80%AM)
Magnetic fields (industrial frequencies)	EN 61000-4-8:2010 (IEC 61000-4-8:2009) (Frequencies: 50 Hz or 60 Hz, Test levels: 30 A/m)
Voltage dips and interruptions	EN 61000-4-11:2004 (IEC 61000-4-11:2004) (Test Levels: 0% at 0, 45, 90, 135, 180, 225, 270, 315° for 10,20,5000 ms /70% at 0°for500 ms; 0% at 0, 45, 90, 135, 180, 225, 270, 315° for 0.5, 1, 250/300 cycles /70% at 0° for 25/30 cycles)
Variations of power frequency	IEC 60601-1 (§ 4.10.2):2005 (Test levels: 50 +/- 1 Hz and 60 +/- 1 Hz)

8. Information and explanation of symbols

ⓘ Regulatory labels not visible on the product can be accessed by pressing the volume down key for 5 sec. while starting Roger NeckLoop. Toggle through the information shown in the display by pressing the volume down button.

CE — With the CE symbol, Sonova AG confirms that this product – including accessories – meets the requirements of the Medical Device Regulation (EU) 2017/745 as well as the Radio Equipment Directive 2014/53/EU.

MD — The device is a medical device.

Indicates the medical device manufacturer, as defined in Medical Device Regulation MDR 2017/745.

EC REP — Indicates the Authorized representative in the European Community. The EC REP is also the importer to the European Union.



This symbol indicates that products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1.



This symbol indicates that the user guide contains important information and must be read before using the product.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.



Important information for handling and product safety.



Temperature transport and storage: –20° to +60° Celsius (–4° to +140° Fahrenheit).
Temperature operation: 0° to +45° Celsius (+32° to +113° Fahrenheit).



Keep dry.



Humidity during transportation and storage: <90% (non-condensing).
Humidity operation: <95% (non-condensing).



Atmospheric pressure: 500 hPa to 1060 hPa.



Indicates the manufacturer's serial number so that a specific medical device can be identified.



Indicates date of manufacture.



Packaging can be recycled.



This symbol on the product or its packaging means that it should not be disposed of with your other household waste. It is your responsibility to dispose of your waste equipment separately from the municipal waste stream. The correct disposal of your old appliance will help prevent potential negative consequences for the environment and human health. This product has an embedded, nonreplaceable battery. Do not attempt to open the product or remove the battery as this may cause injury and damage the product. Please contact the local recycling facility for removal of the battery.

9. Important safety information

Please read the information on the following pages before using your Phonak Roger NeckLoop.

9.1 Hazard warnings

⚠ Persons with pacemakers or other medical devices should ALWAYS consult their physician, the manu-facturer of their device BEFORE using the neckloop receiver. The use of the neckloop receiver with a pacemaker or other medical devices should ALWAYS be in accordance with the safety recommendations of the physician responsible for your pacemaker or the pacemaker manufacturer.

⚠ This device is not for children below 36 months. The usage of this device by children and individuals with cognitive impairment should be supervised at all times to ensure their safety. Do not leave children and individuals with cognitive impairment unsupervised with this device.

⚠ Only authorized personnel are allowed to open the device due to possible electrical hazard.

⚠ Changes or modifications to the device that were not explicitly approved by Sonova are not permitted. Such changes may damage your ear or the device.

⚠ Do not use the device in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled).

⚠ Do not use your Roger NeckLoop in areas where electronic equipment is prohibited.

⚠ Your device contain lithium-ion batteries with a Watt hour rating <20 Wh which have been tested according to UN 38.3 of the „UN Manual of Tests and Criteria" and should be shipped in accordance with all the rules and regulations on the safe shipment of lithium-ion batteries.

⚠ When operating machinery, ensure that no parts of your Roger NeckLoop can get caught in the machine.

⚠ Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic immunity of this equipment and result in improper operation.

⚠ Other headphones than those supplied by Phonak may exceed harmful sound pressure levels. To prevent possible hearing damage, do not listen at high volume levels for long periods.

⚠ For charger, use only IEC 62368- and/or EN60601-1 certified equipment with an output rating of 5 VDC, min. 500 mA.

⚠ Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.

⚠ Portable RF communications equipment periphals such as antenna cables and external antennas should be used no closer than 30 cm (12 inches) to any part of the Roger NeckLoop including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

9.2 Product safety information

ⓘ The device contains a built-in and non-removable rechargeable lithium-polymer battery.

ⓘ The USB port of the charger is to be used for the described purpose only.

ⓘ Protect your device from heat (never leave near a window or in the car). Never use a microwave or other heating devices to dry your device (due to risk of fire or explosion). Ask your hearing care professional about suitable drying methods.

9.3 Other important information

ⓘ High-powered electronic equipment, larger electronic installations and metallic structures may impair and significantly reduce the Roger NeckLoop's operating range.

ⓘ Roger NeckLoop collects and stores internal technical data. This data may be read by a hearing care professional in order to check the device, as well as to help you use your device correctly.

ⓘ Do not use excessive force when connecting your Roger NeckLoop to its different cables.

10. Care and maintenance

Cleaning of the device
Using a dry lint-free cloth is the preferred method for cleaning. If necessary, the surface can be cleaned with mild soapy water. However, the cloth should be damp and not dripping wet to prevent moisture from entering the device. Do not use aggressive substances such as solvents or paint thinners as these can impair the surface.

11. Service and warranty

11.1 Local warranty
Please ask the hearing care professional, where you purchased your devices, about the terms of the local warranty.

11.2 International warranty
Phonak offers a one year limited international warranty, valid as of the date of purchase. This limited warranty covers manufacturing and material defects. The warranty is valid only if proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under the local warranty or the applicable national legislation governing sale of consumer goods.

11.3 Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals, immersion in water or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not cover any services performed by a hearing care professional in his/her office.

Serial number: _____

Date of purchase: _____

Authorized hearing care professional (stamp/signature):

Notes

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Manufacturer:
Sonova AG
Laubisrütistrasse 28
CH-8712 Stäfa
Switzerland
www.phonak.com

EC REP

Sonova Deutschland GmbH
Max-Eyth-Str. 20
70736 Fellbach-Oeffingen
Germany



sonova
HEAR THE WORLD

