

**Roger Earpiece C**

<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>	
There's no communication at the moment	The earpiece is totally silent when no communication is running
The earpiece is not on the correct network (personal and CarKit network are memorized)	a) Switch network (>2s press on "Tone" button on the remote control) b) Make a "Connect" on Roger Covert unit or "Sync" on Roger CarKit C
The earpiece/headphones are muted	Unmute earpiece/headphones (Press >2s on "audio" button of the remote control)
The Bluetooth headset is not activated	With some Bluetooth communication devices, despite the pairing is properly done, it might be necessary to explicitly select the Roger Covert unit as active headset
<b>I permanently hear beeps</b>	
The earpiece is not connected to the Roger Covert unit	Hold the earpiece close to the Roger Covert unit and press (<1s) the "Connect" button
The earpiece is out of range of the Roger Covert unit	a) Reduce distance between both devices b) Put the earpiece in the ear on the same body side then the Roger Covert C c) Adjust position of the Roger Covert unit (front face outside)
The earpiece is not on the correct network and active transmitter is out of range	a) Switch network (>2s press on "Tone" button on the remote control) b) Make a "Connect" on Roger Covert unit or "Sync" on Roger CarKit C
<b>I keep losing the audio signal</b>	
The earpiece partially received the signal from the Roger Covert unit	a) Reduce distance between both devices b) Switch the earpiece from ear c) Adjust position of the Roger Covert unit (front face outside)
<b>Roger Earpiece is receiving the wrong audio source</b>	
The Roger Earpiece is connected to the wrong transmitter (Roger CarKit C or other Roger Covert unit)	Set up a new network by pressing (>7s) the "Connect" button and connect the earpiece to the correct source
<b>The volume is too low</b>	
The earpiece output is obstructed with wax	Remove current wax filter, clean the earpiece with dedicated tool (do not introduce anything into speaker output) and change wax filter
The Roger Covert unit source volume is too low	Increase the source volume
The volume setting is set to low	Increase the earpiece volume by pressing (<1s) the "Audio" button on the remote control
The earpiece is not deep enough in your ear canal	Push it deeper, if doesn't maintain, use softwraps
<b>The volume is too high and/or saturated</b>	
The Roger Covert unit source volume is distorted/saturated	Decrease the source volume
The earpiece volume is too high	Decrease the earpiece volume by pressing (<1s) the "Audio" button on the remote control
<b>The earpiece beeped and suddenly stopped working</b>	
The battery is empty	Change the battery

**Roger Covert C, Roger Covert Dual C and Roger Covert RCU C**

<b>I cannot switch the Roger Covert unit on</b>	
The battery is empty	Charge the battery
The battery is defective	Device must be returned for repair - When a device is sent by air freight, it's mandatory to remove the battery
<b>The transmitted audio quality/intelligibility is not at the level I used to have</b>	
The microphone is not well positioned	The microphone is optimally positioned at 15cm from the mouth, on the middle of the chest and oriented toward the mouth
The microphone is under multiple layers of clothes	The microphone shall be placed under the last layer of clothes
You are wearing waterproof/windstopper clothes	Waterproof or windstopper clothes are by essence impervious, including to audio waves. Voice pick-up is in consequence drastically attenuated
The microphone filters are obstructed	The microphone filters shall be regularly verified and if necessary exchanged
The surroundings are very noisy	In very noisy surroundings it's necessary to speak louder to allow the signal processing to isolate your voice
The Bluetooth link is not stable	On your communication device and the Roger Covert unit, erase known Bluetooth devices and repeat pairing operation
<b>I cannot pair the Roger Covert unit with my Bluetooth device</b>	
The Roger Covert unit or the Bluetooth device encounter troubles	<ul style="list-style-type: none"> <li>a) Erase known Roger Covert unit on your mobile phone</li> <li>b) Erase known Bluetooth devices (&gt;7s press on "Bluetooth" and "On/Off" buttons) on your Roger Covert unit</li> <li>c) Reboot (&gt;7s press on "Connect" and "On/Off" buttons) the Roger Covert unit</li> </ul>
<b>I cannot connect my Roger Earpiece C</b>	
The Earpiece is too far from the Roger Covert unit	Bring the earpiece closer (<10cm) and repeat the operation
Earpiece's battery is empty	Change the battery
<b>I cannot connect my remote control</b>	
The remote control is too far from the Roger Covert unit	Bring the remote control closer (<10cm) and repeat the operation
The connecting window is closed	After power on of the Roger Covert unit, there's a 30s connecting window to proceed
Remote Control's battery is empty	Check the battery status (>7s press on "Audio" and "Tone" buttons. If required change it

**Roger Remote C and Roger Remote Dual C**

<b>The remote control doesn't operate</b>	
The battery is empty	Change the battery
The remote control is too far from the Roger Covert unit	Get the remote control closer to the Roger Covert unit
The link is reduced due to body absorption	Take the remote control in the other hand