

# Roger™ Covert 2.0

## User Guide



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# 1 Roger Earpiece C

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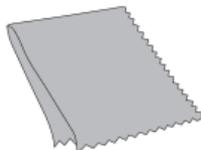
## 1.1 Components



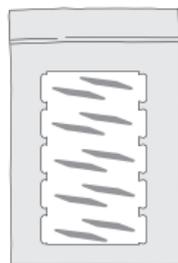
Roger Earpiece C  
- beige or brown



Transportation pouch containing  
batteries, cerumen filters and Q-tips



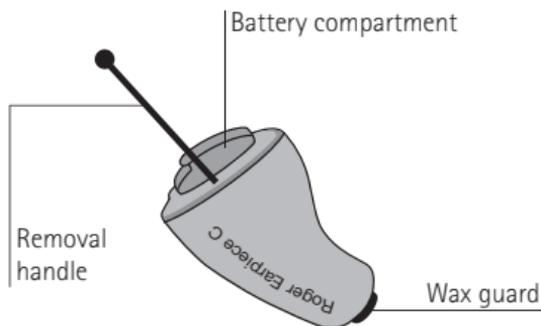
Cleaning tools



Softwraps

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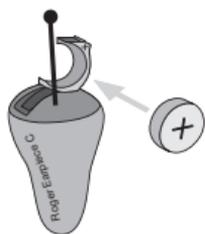
## 1.2 Device description



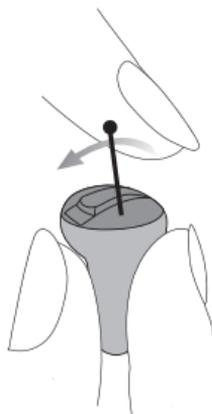
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## 1.3 Set up

### 1.3.1 Switching On/Off



Battery type: Zinc Air size 10



Operating time >20h

To switch the device off, open the battery compartment entirely.



It's strongly recommended to exchange the battery before each mission

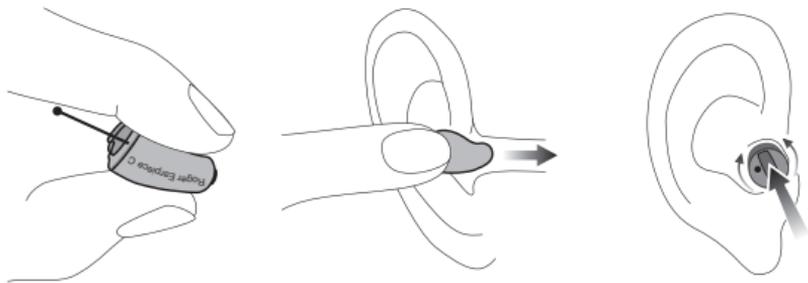


When the earpiece is not used for a certain period of time, remove the battery due to possible battery leakage



Handle the battery door with care (do not open excessively and insert battery from side)

### 1.3.2 Inserting earpiece

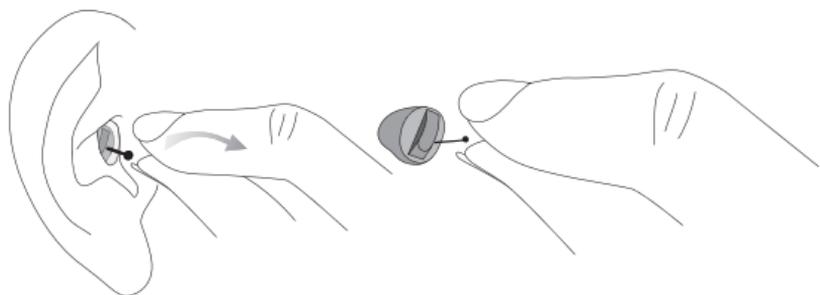


Before insertion, check wax guard is not obstructed with earwax that will reduce sound level.

See section 1.5 if exchanging the wax guard is necessary

---

### 1.3.3 Removing earpiece

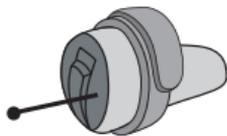
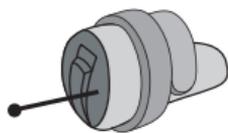


After removing the earpiece check the wax guard is not obstructed with earwax that will reduce sound level.

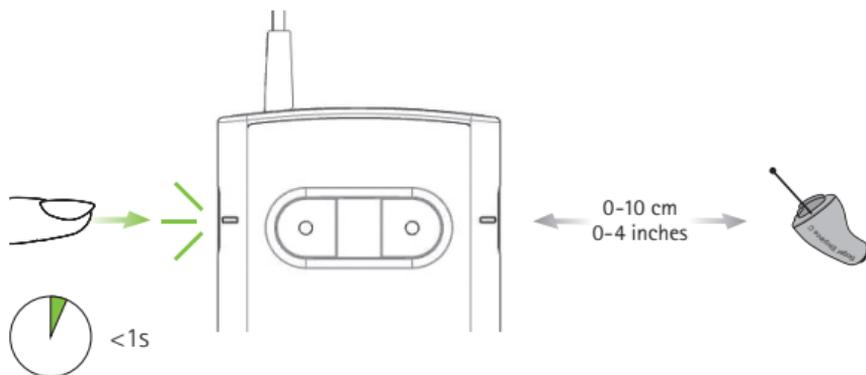
See section 1.5 if exchanging the wax guard is necessary

### 1.3.4 Softwraps

Softwraps are used to reduce ambient noise or increase earpiece retention.

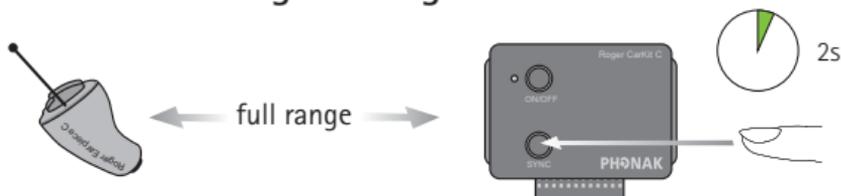


### 1.3.5 Connecting to a Roger Covert main unit



Keep any other Roger device out of range during this process.

### 1.3.6 Connecting to a Roger CarKit C



All receivers in range will be connected at the same time when pressing «sync» button for more than 2 seconds.

## 1.4 Beeps summary

Table below summarize beeps generated by the Roger Earpiece C. Refer to the dedicated section for beeps generated by the Roger Covert main unit.



Start-up

---



Detection of paired transmitter /  
Exiting Sleep mode

---



Connect

---



Denegation

---



Low battery

---



Out of range

---

## 1.5 Cleaning



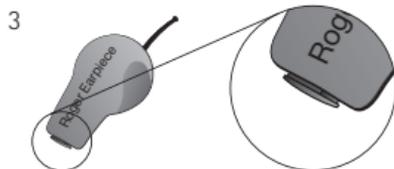
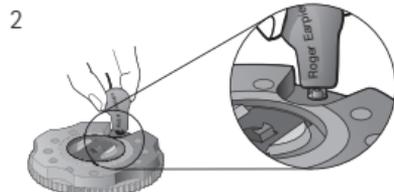
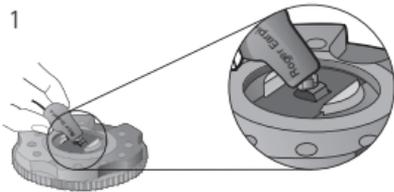
Clean the Roger Earpiece C after each usage with the cleaning spray and cloth provided.



Opening the battery compartment entirely will avoid humidity to remain within the Roger Earpiece C.



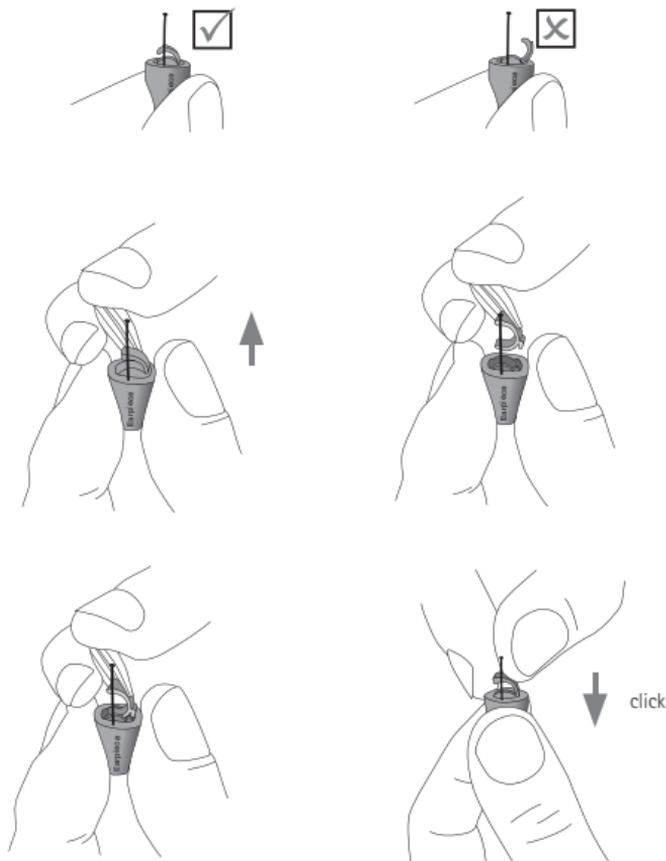
The wax guard avoids earwax to impair the audio amplifier. Regularly exchange it following the provided instruction.



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## 1.6 Exchange battery door

In case the battery door got broken, you can order it as spare part to replace it.



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## 2 Roger Covert main unit

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### 2.1 Components



Roger Covert C



or

and

Roger Covert Dual C separable



Roger Remote C

or



Roger Remote Dual C



Power supply



MM11 supports

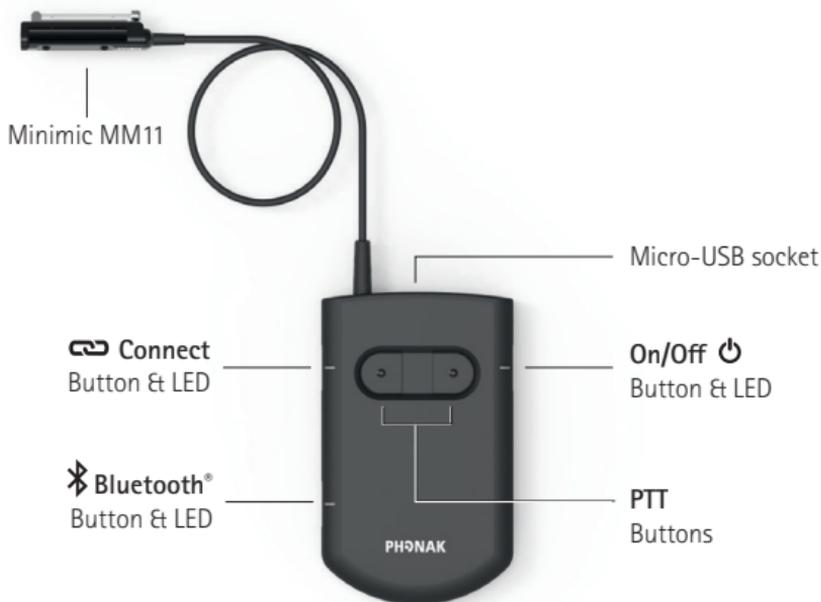


Adapter Micro-USB to jack socket

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## 2.2 System description

### 2.2.1 Roger Covert C – Device description

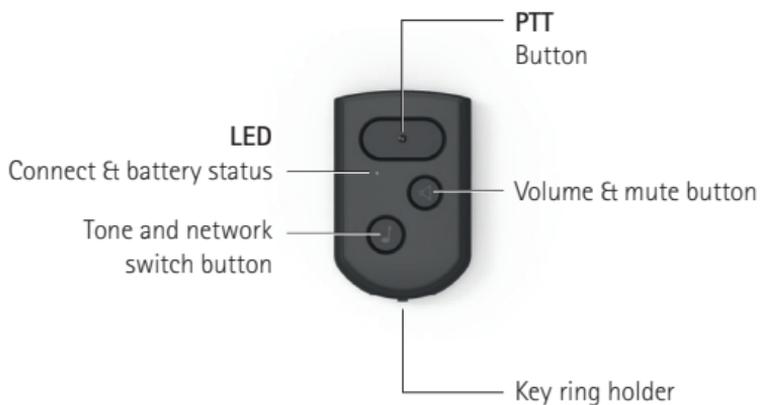


## 2.2.2 Roger Covert Dual C separable – Device description



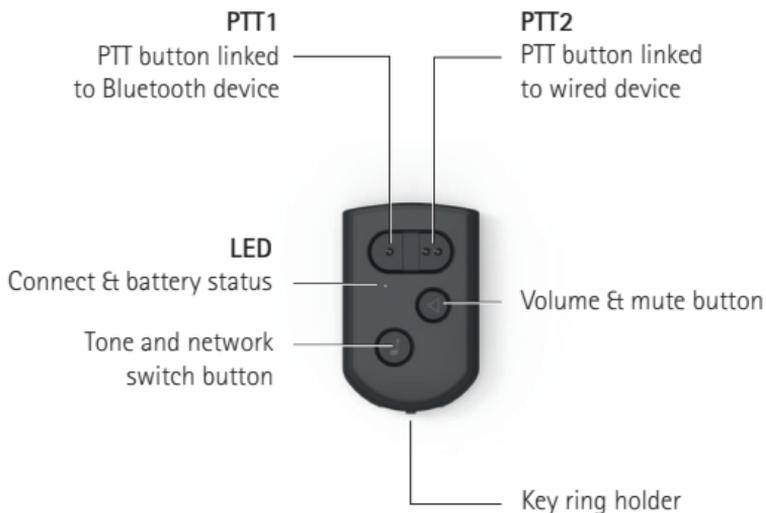
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## 2.2.3 Roger Remote C – Device description



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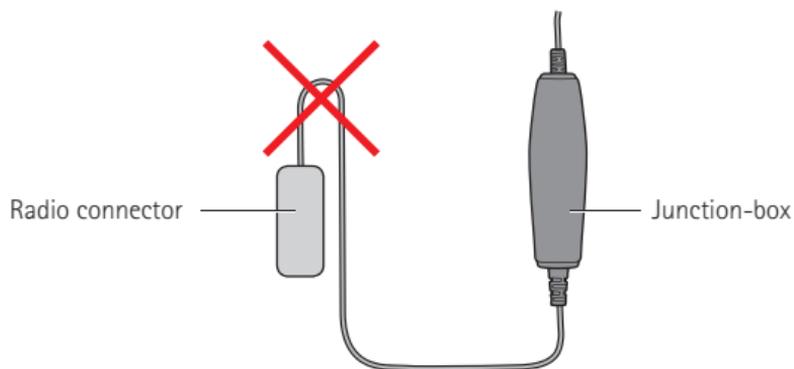
## 2.2.4 Roger Remote Dual C - Device description



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## 2.2.5 Caution

Excessive bending over 90 degrees or applying of strong pull forces on the cables might lead to cable defects and hence a malfunctioning of the device, such as loss of communication or sound coming out of the radio loudspeaker.

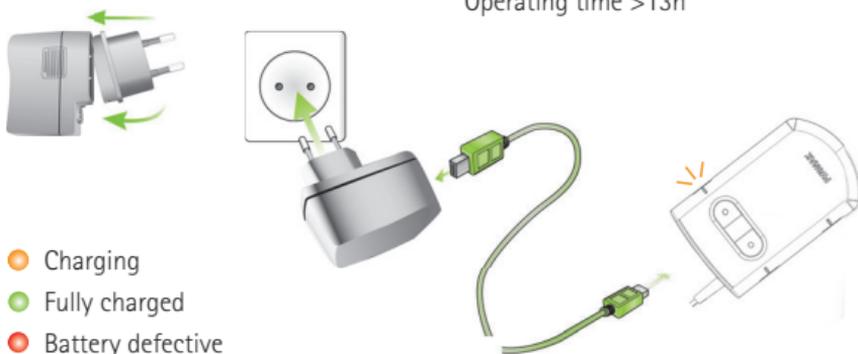


## 2.3 Set up

### 2.3.1 Charging

Charging time 0 to 100% : ~2.5h

Operating time >13h



LED will light steadily only when charging with device OFF

Charging with a powerback while on mission is possible

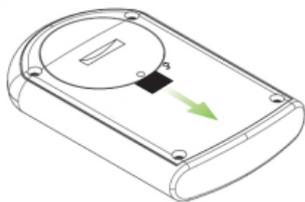


It's mandatory to use exclusively the cable delivered for charging



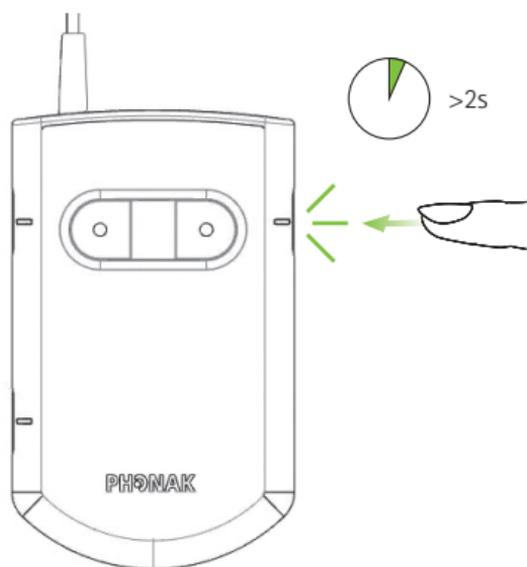
Fully charge new device and recharge every 4 months if not used

### 2.3.2 Activate remote control battery



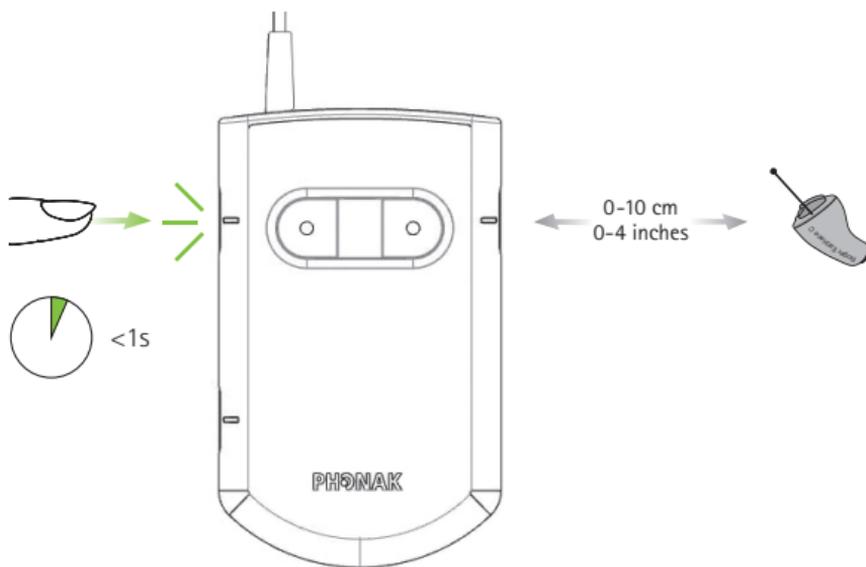
Battery lifetime > 3 months

## 2.3.3 Switching On/Off



-  Switched on | Eingeschaltet | Allumé
-  Switched off | Ausgeschaltet | Eteint

## 2.3.4 Connecting a Roger Earpiece C



2s

Roger Earpiece C connected



1s



1s

No Roger Earpiece C in range



1s



1s



1s

Not a compatible receiver

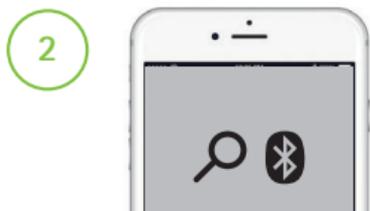
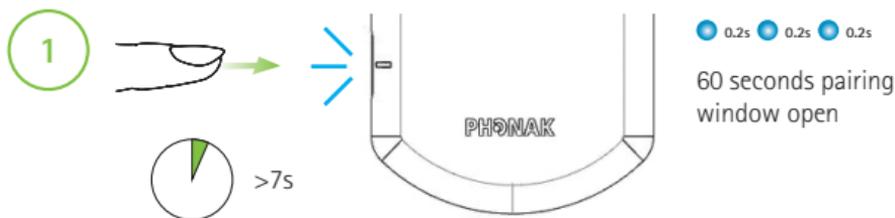


Keep a distance of at least 2m to other Roger Earpiece C to avoid mixing at connection.

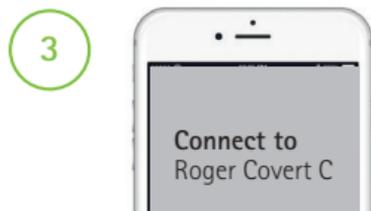


Quantity of paired earpieces isn't limited.

## 2.3.5 Pairing a bluetooth device



Initiate search on communication device



Confirm connection (PIN=0000)

5s 5s Bluetooth device connected

i The Roger Covert main unit can memorize up to 3 Bluetooth devices

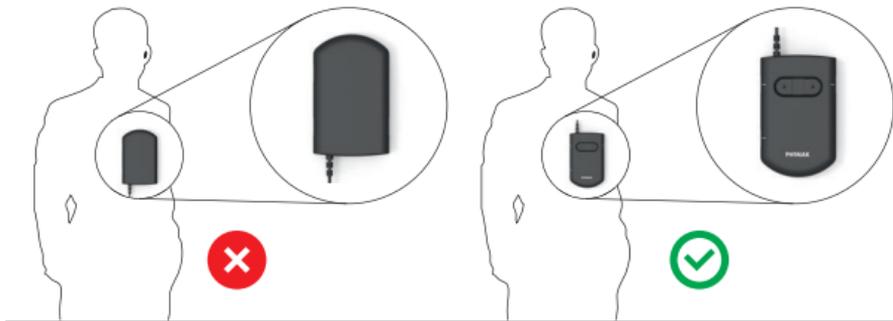
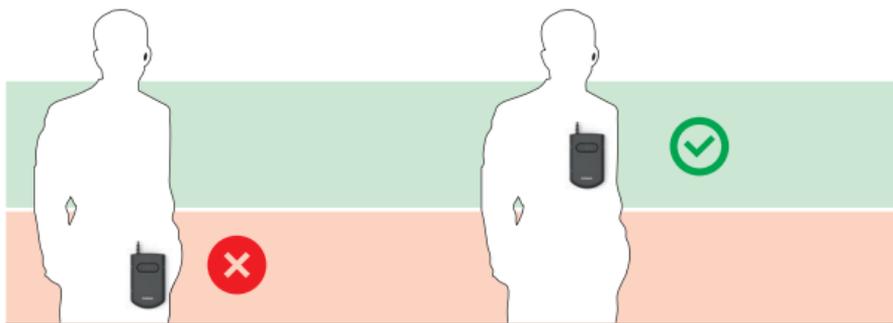
i Bluetooth name, by default „Roger Covert C“ or „Roger Covert 2C“, can be edited with SCA - Security Configuration App

i Keep a distance of at least 10m to other Bluetooth devices to avoid mixing at connection.

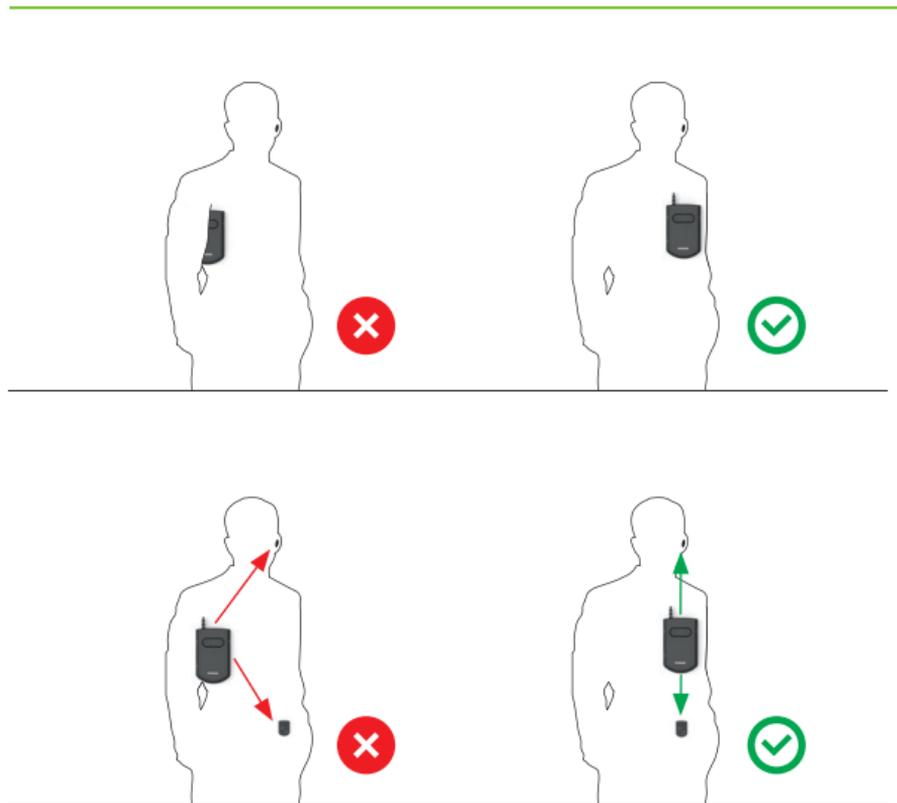
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## 2.3.6 Recommended device positioning

Transmission range for devices using the 2.4GHz spectrum is highly dependent upon the surroundings (inside, outside, etc...) and absorption by the body.



Not wearing the Roger Covert unit as recommended will drastically impact performance.

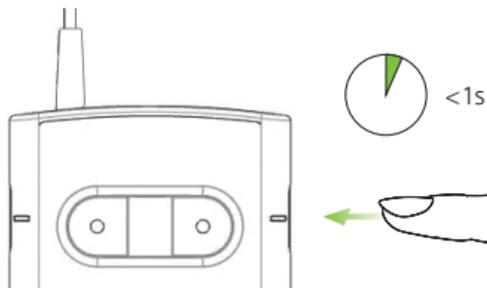


It is recommended to thoroughly test the equipment in different conditions and surroundings, to find the optimal wearing solution for you, before using it for live operations.

## 2.4 Basic functions

### 2.4.1 Display system status

Status is displayed for 15s



LED On/Off 

|                                                                                       |                                                                                        |                                                                                             |
|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
|  2.5s |  2.5s |  100 - 61% |
|  1s   |  1s   |  60 - 50%  |
|  2.5s |  2.5s |  49 - 31%  |
|  1s   |  1s   |  30 - 20%  |
|  2.5s |  2.5s |  19 - 11%  |
|  1s   |  1s   |  10 - 0%   |

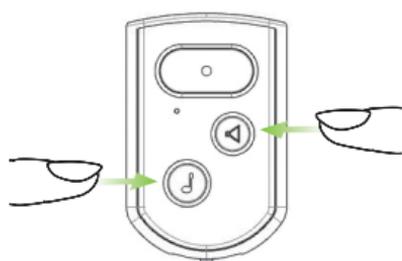
LED Connect 

|                                                                                   |                   |
|-----------------------------------------------------------------------------------|-------------------|
|   | Reception unmuted |
|  | Reception muted   |

LED Bluetooth 

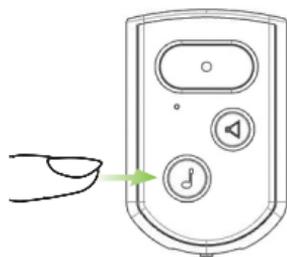
|                                                                                       |                            |
|---------------------------------------------------------------------------------------|----------------------------|
|     | No Bluetooth connection    |
|  5s | Bluetooth device connected |

## 2.4.2 Remote control battery check

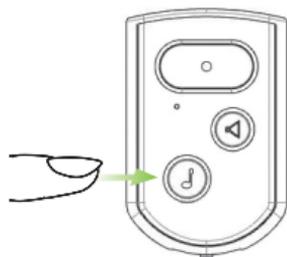


- Battery ok
- Battery < 10% - Recommended to exchange battery

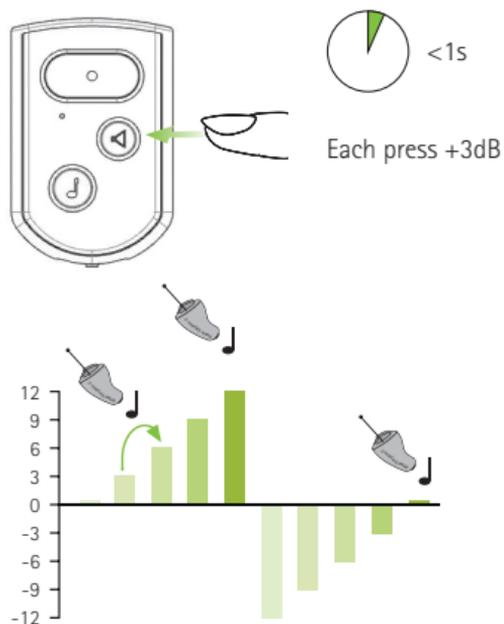
## 2.4.3 Sending covert beep



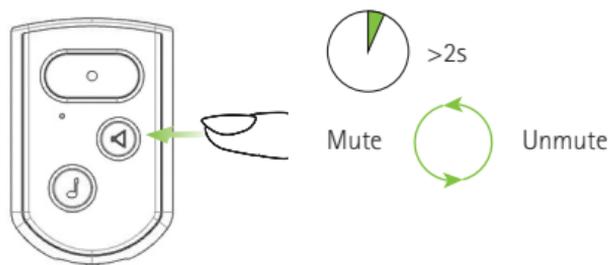
## 2.4.4 Switching between Roger Covert / CarKit networks



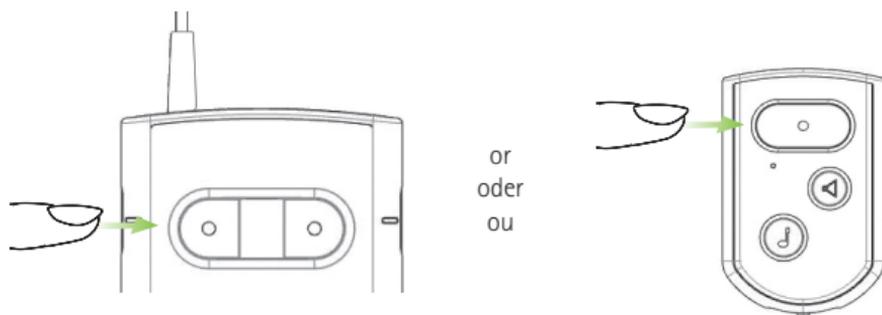
## 2.4.5 Adjust listening volume



## 2.4.6 Mute / Unmute listening



## 2.5 Mobile phone Bluetooth functions



|  |  | Function<br>Funktion<br>Fonction | Feedback<br>Rückmeldung<br>Feedback                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| < 1s                                                                             | 1x                                                                                | Pick up call                     |   +        |
| < 1s                                                                             | 4x                                                                                | End call                         |   +        |
| < 1s                                                                             | 2x                                                                                | Redial last number *             |                                                                                                                                                                                                                                                               |
| > 2s                                                                             | 1x                                                                                | Reject incoming call *           |   +  |

\* If activated, configurable with SCA

## 2.6 Communication

### 2.6.1 Listening

Audio signal can be listened either through the Roger Earpiece C or headphones using the adapter Micro-USB to jack socket.

#### 2.6.1.1 Roger Covert Dual C separable – Priority matrix

Listening to both communication devices at the same time is not possible. By default Bluetooth device has priority.

##### Caption

|      |                            |     |                  |
|------|----------------------------|-----|------------------|
| ∅    | No communication           | CH1 | Bluetooth device |
| Rx   | Communication ongoing      | CH2 | Wired device     |
| → Rx | New incoming communication |     |                  |

| CH1  | CH2  | Listen to                                                                                |
|------|------|------------------------------------------------------------------------------------------|
| Rx   | ∅    | CH1                                                                                      |
| ∅    | Rx   | CH2                                                                                      |
| Rx   | → Rx | CH 1 +  |
| → Rx | Rx   | Switch to CH1                                                                            |

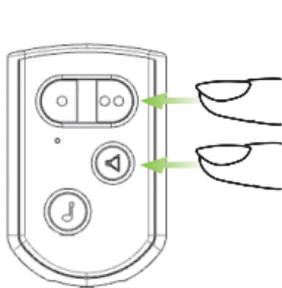
In example above, Bluetooth communication has priority and simultaneous beep on



Priority can be changed permanently with SCA or temporarily (see next chapter)

## 2.6.1.2 Roger Covert Dual C separable- Priority channel switch

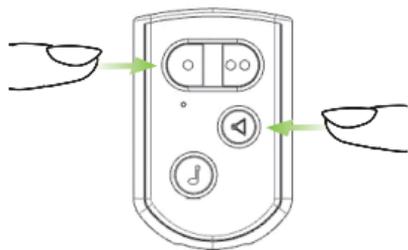
Change to wired device



<1s

Both simultaneously

Change to Bluetooth device



<1s

Both simultaneously

i

Changes apply until next device's restart

---

## 2.6.2 Transmission

### 2.6.2.1 Roger Covert C

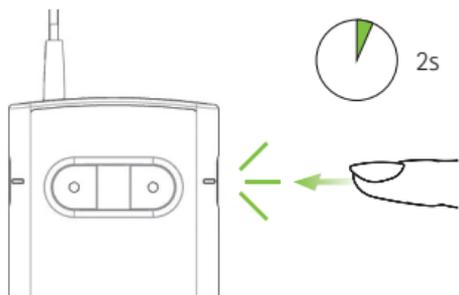
To transmit press the PTT button on the remote control or 1 of the 2 of the Roger Covert C buttons, both having the same function.

### 2.6.2.2 Roger Covert Dual C separable

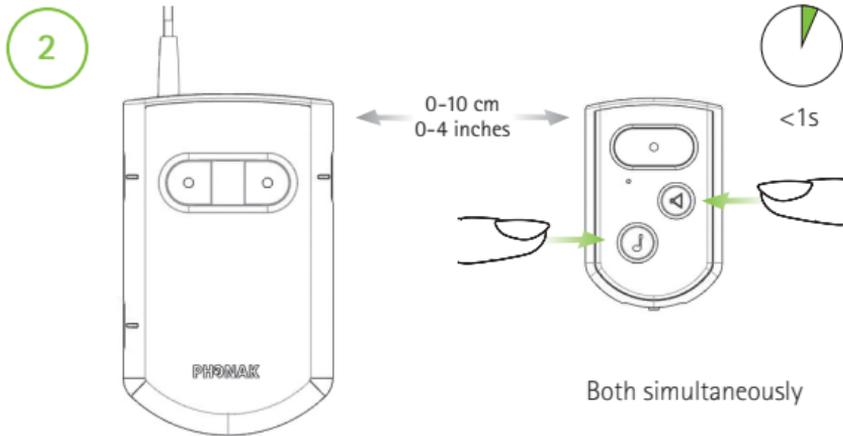
To transmit press the PTT button on the remote control or the Roger Covert Dual C separable corresponding to the channel you want to communicate to.

## 2.7 Connecting a new remote control

- 1 Switch on



- i After power on, a 30 seconds pairing window is open



3



● 2s

Remote control connected

● 1s ● 1s

No Roger Covert main unit in range

● 1s ● 1s ● 1s

Not a compatible device

---

## 2.8 Operation with Roger CarKit C

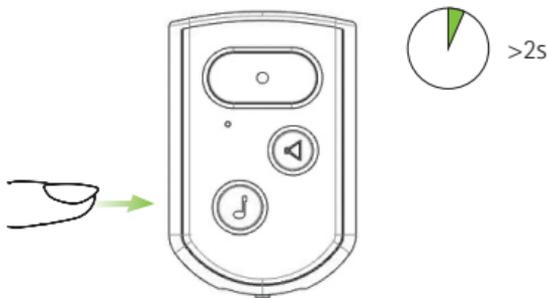
### 2.8.1 Synchronization

On Roger CarKit C, press the Sync button for at least 2 seconds. The sync process lasts about 4-5 seconds. Refer to Roger CarKit C user manual for further information. After this operation, the Roger Earpiece C and the Roger Covert main unit are synchronized with the Roger CarKit C.

The earpiece will now receive audio directly from the CarKit. The Roger Covert main unit will remain active to handle remote control and Bluetooth link but without transmitting to the earpiece.

### 2.8.2 Switching network

User can at any time switch between both stored networks (Roger Covert main unit or CarKit networks)



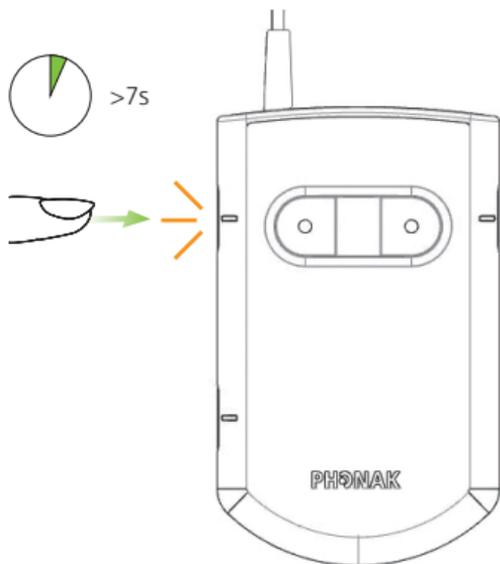
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## 2.9 Advanced functionalities

### 2.9.1 Define a new Roger network (NewNet)

After this operation a new Roger network and a new encryption key are created.

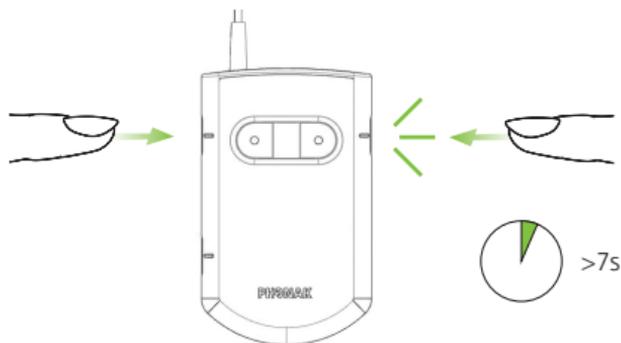
After this operation the earpiece and the remote control are disconnected from the Roger Covert main unit.



---

## 2.9.2 Force a reboot

If the system is stuck in an undetermined state, it might be required to force a reboot.



## 2.9.3 Clear the list of known Bluetooth devices

The known Bluetooth devices (up to 3 devices) will be cleared.



---

## 2.9.4 Initiate Bluetooth reconnection

Initiate reconnection to the last connected Bluetooth device.



---

## 2.10 SCA – Security Configuration App



A MS-Windows application is available to configure all variants of Roger Covert main unit as well as to update firmware of remote control. The application can be downloaded on our website.

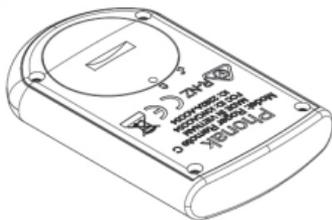
Refer to the dedicated section of this document for further information about SCA.

---

## 2.11 Service

### 2.11.1 Exchange remote control battery

Open rear compartment with a coin and exchange CR2032 battery



Not to exert too much force to avoid damaging the compartment



Battery door available as spare part if lost

---

## 2.11.2 Exchange MM11 microphone

The microphone can be ordered as spare part and replaced by your technical service.

## 2.11.3 Exchange Roger Covert main unit battery

Trained partners can order Roger Covert main unit's battery and proceed with replacement by local technical service.

## 2.11.4 Sending a device for repair

When a device is sent by air freight for repair and you are unsure of the defectiveness of the battery, it's mandatory to remove it to proceed (compliance with IATA dangerous good regulations). If necessary, contact your sales representative for support.

---

## 2.12 Buttons summary

### 2.12.1 Roger Covert C

| Button                                                                           | Name      | Short press              | Long press    | Very long press |
|----------------------------------------------------------------------------------|-----------|--------------------------|---------------|-----------------|
|  | On/Off    | Status                   | Switch On/Off | -               |
|  | Connect   | Connect                  | -             | NewNet          |
|  | Bluetooth | 3x initiate reconnection | -             | Pairing mode    |

| Button                                                                                                                                                            | Short press | Long press | Very long press               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------|-------------------------------|
|   | -           | -          | Forced reboot                 |
|   | -           | -          | Erase known Bluetooth devices |

---

## 2.12.2 Roger Remote C

| Button                                                                            | Name  | Short press      | Long press                               | Very long press |
|-----------------------------------------------------------------------------------|-------|------------------|------------------------------------------|-----------------|
|  | Audio | Volume control   | Mute / Unmute listening                  | -               |
|  | Tone  | Send covert beep | Switching Roger Covert / CarKit networks | -               |

| Button                                                                           | Short press               | Long press | Very long press        |
|----------------------------------------------------------------------------------|---------------------------|------------|------------------------|
|  | Pair remote control       | -          | Display battery status |
|  | Switching priority to CH1 | -          | -                      |
|  | Switching priority to CH2 | -          | -                      |

| Button                                                                              | Name | Short press                                             | Long press  | Very long press |
|-------------------------------------------------------------------------------------|------|---------------------------------------------------------|-------------|-----------------|
|  | PTT1 | 1x Pick up call<br>2x Redial last number<br>4x End call | Reject call | -               |

---

## 2.13 LEDs summary

### 2.13.1 Roger Covert C & Roger Covert Dual C

| LED       | Color                                                                               | Status      | Meaning                                      |
|-----------|-------------------------------------------------------------------------------------|-------------|----------------------------------------------|
| On/Off    |    | Progressive | Turn On                                      |
|           |    | Degressive  | Turn Off                                     |
|           |    | Solid       | Battery charged                              |
|           |    | Solid       | Battery charging                             |
|           |    | Solid       | Battery defectuous                           |
|           |    | Blink slow  | Battery between 100-61%                      |
|           |    | Blink fast  | Battery between 60-50%                       |
|           |    | Blink slow  | Battery between 49-31%                       |
|           |    | Blink fast  | Battery between 30-20%                       |
|           |    | Blink slow  | Battery between 19-11%                       |
|           |    | Blink fast  | Battery between 10-0%                        |
|           |    | Blink fast  | USB connection with SCA detected             |
| Connect   |    | Blink 2x    | Roger Earpiece C connected                   |
|           |    | Blink 2x    | Roger Earpiece C not detected / out of range |
|           |   | Blink 3x    | Roger receiver not compatible                |
|           |  | Blink 1x    | NewNet defined                               |
|           |  | Solid       | Earpiece Muted                               |
| Bluetooth |  | Blink fast  | Roger Covert C in pairing mode               |
|           |  | Blink slow  | Roger Covert C is paired                     |
|           |  | Blink 3x    | List of known Bluetooth devices erased       |

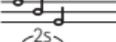
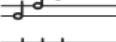
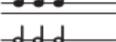
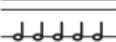
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## 2.13.2 Roger Remote C & Roger Remote Dual C

| Color                                                                             | Status     | Meaning                                    |
|-----------------------------------------------------------------------------------|------------|--------------------------------------------|
|  | Blink fast | Battery check → battery ok                 |
|  | Blink fast | Battery check → battery low                |
|  | Blink 2x   | Roger Covert C connected                   |
|  | Blink 2x   | Roger Covert C not detected / out of range |
|  | Blink 3x   | Roger Covert C not compatible              |

## 2.14 Beeps summary

Refer to section 1.4 for beeps generated at earpiece level

| Tone                                                                               | Meaning                                                              |
|------------------------------------------------------------------------------------|----------------------------------------------------------------------|
|    | PTT press*                                                           |
|    | PTT release*                                                         |
|    | Simultaneous communication on CH1 and CH2*                           |
|    | Priority switch confirmation or Network switch confirmation          |
|    | Listening muted                                                      |
|    | Listening unmuted                                                    |
|    | End of call*                                                         |
|    | Bluetooth devices disconnected (link loss)*                          |
|    | Bluetooth devices reconnected or call , from Roger Covert, accepted* |
|    | Successful pairing of remote control                                 |
|    | Less than 10% of battery remaining, repeated every 10 minutes        |
|    | Less than 5% of battery remaining, repeated every 10 minutes         |
|   | Volume control step*                                                 |
|  | Medium volume step*                                                  |
|  | Maximum volume step*                                                 |
|  | Feedback covert beep*                                                |

♪ → Short tone

▬ → Long tone

\*If activated, configurable with SCA

---

## 2.15 Vibrator summary

| Vibrator                                                                                    | Meaning                                                           |
|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
|  5x (short) | End of call*, repeated 3 times                                    |
|  5x (long)  | Call from Roger Covert accepted*, repeated 3 times                |
|  5 sec.     | Less than 10% of battery remaining*,<br>repeated every 10 minutes |
|  2 x 5 sec. | Less than 5% of battery remaining*,<br>repeated every 10 minutes  |

\*If activated, configurable with SCA

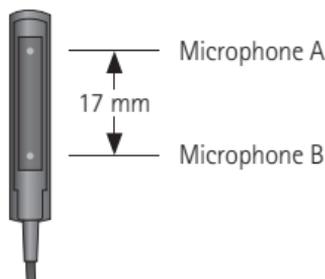
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## 3 Mini-Microphone MM11

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### 3.1 Overview

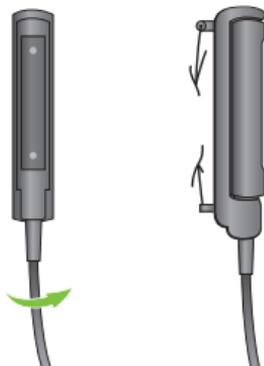
MM11 is made of two microphones separated with a given distance allowing to perform sound processing.



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### 3.2 Wearing

#### 3.2.1 Needle support

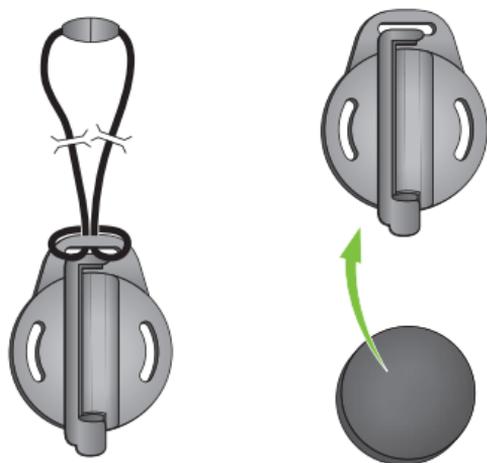


Once attached the MM11 will turn, avoiding microphones openings to be blocked by clothes.

---

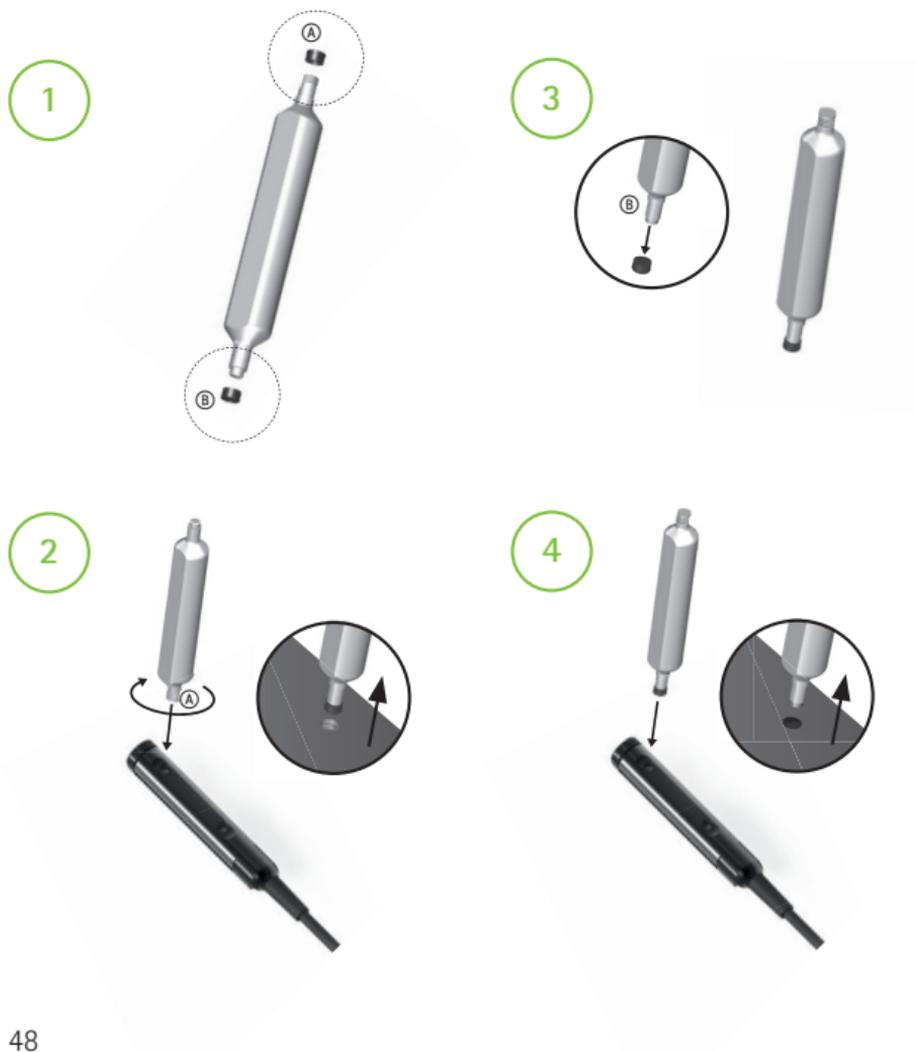
### 3.2.2 Multifunctional support

Multifunctional support can be used with the lanyard or the magnet delivered along. It offers as well openings to stitch it.

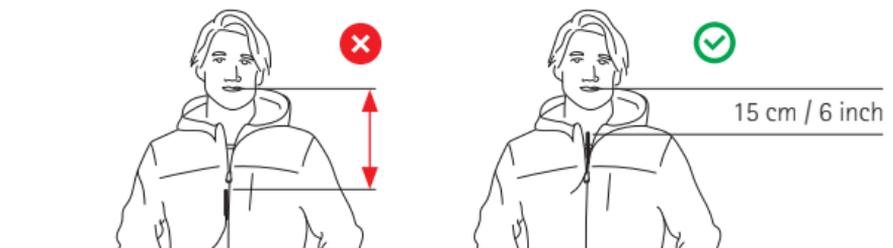


## 3.3 Exchange filters

Regularly check that microphone openings are not obstructed. If necessary exchange the filters, filters and tool are available in a set as spare part.



## 3.4 How to wear the microphone



Waterproof clothes will drastically reduce voice pick-up.

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## 4 SCA - Security Configuration App

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### 4.1 Where to download

SCA can be downloaded from our website, you only have to fill in the contact form in order to be informed in case of new release :

<https://www.phonak-communications.com/en/dealers-support/software>

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### 4.2 Connection to computer

Connection to computer is made with a USB-A to Micro-USB cable, the cable delivered can be used for that purpose.

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### 4.3 Usage of SCA

SCA can be used to configure or update firmware of Roger Covert main unit and Roger Remote control. Roger Earpiece C cannot interact with SCA. Parameters to configure or update procedure are described in SCA.

---

### 4.4 Firmware update

Firmware for Roger Covert main unit or Roger Remote control are embedded in SCA. In case we release new firmware, you will have to upload and install a new version of SCA. Anybody who downloaded SCA will be informed in case a new version of SCA is released.

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# 5 Support

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## 5.1 Documents

Several useful documents are available on the download section of our website :

<https://www.phonak-communications.com/en/dealers-support/downloads>

Available for download :

- All user guides
- Technical note to set up Bluetooth connection between communication device (Radio or PTT App) and Roger Covert main unit.
- Datasheets
- Safety Information

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## 5.2 e-Learning

A e-Learning module is available. It brings the participant through all relevant aspects of the Roger Covert 2.0 :

<https://www.phonak-communications.com/en/products/roger-covert-2-0>

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## 6 Troubleshooting

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### 6.1 Roger Earpiece C

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#### The earpiece doesn't react

|                                               |                                                        |
|-----------------------------------------------|--------------------------------------------------------|
| The battery is empty                          | Change the battery                                     |
| The battery compartment is not totally closed | Gently push on the battery compartment until it clicks |

---

#### There's no sound coming out of the earpiece

|                                                                   |                                                                                           |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| There's no communication running at the moment                    | Earpiece is totally silent when no communication is running                               |
| The speaker output of the earpiece is totally obstructed with wax | Clean the speaker output and exchange wax filter                                          |
| The earpiece is muted                                             | Unmute earpiece                                                                           |
| The Bluetooth headset is not selected for audio routing           | Into mobile phone settings, select Roger Covert main unit as audio device for voice calls |

---

#### I permanently hear beeps

|                                                                                                               |                                                                              |
|---------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| The earpiece is not connected to the Roger Covert main unit                                                   | Follow the "Connect" procedure                                               |
| The earpiece is out of range of the Roger Covert main unit                                                    | Ensure to wear the devices as recommended                                    |
| Earpiece memorize two networks, personal and car networks, and is searching for the one which is out of range | Switch to the transmitter in range or get closer to the selected transmitter |

---

#### Audio signal is constantly interrupted and I hear short beeps

|                                                             |                                                                                                     |
|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| The earpiece is in limit of range of Roger Covert main unit | Ensure to wear the devices as the recommended and if necessary reduce distance between both devices |
|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|

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---

**Earpiece is not receiving the audio source I expect**

|                                                                                              |                                  |
|----------------------------------------------------------------------------------------------|----------------------------------|
| Earpiece memorize two networks, personal and car networks, and is connected to the other one | Switch to the wished transmitter |
|----------------------------------------------------------------------------------------------|----------------------------------|

**The volume is too low**

|                                                      |                                                  |
|------------------------------------------------------|--------------------------------------------------|
| The earpiece output is partially obstructed with wax | Clean the speaker output and exchange wax filter |
|------------------------------------------------------|--------------------------------------------------|

|                                                          |                            |
|----------------------------------------------------------|----------------------------|
| The source volume on the communication device is too low | Increase the source volume |
|----------------------------------------------------------|----------------------------|

|                                              |                              |
|----------------------------------------------|------------------------------|
| The Roger Covert main unit volume is too low | Increase the earpiece volume |
|----------------------------------------------|------------------------------|

|                                   |                                               |
|-----------------------------------|-----------------------------------------------|
| Surroundings noises are very loud | Use softwraps to attenuate surrounding noises |
|-----------------------------------|-----------------------------------------------|

**The volume is too high and saturated**

|                                                           |                            |
|-----------------------------------------------------------|----------------------------|
| The source volume on the communication device is too high | Decrease the source volume |
|-----------------------------------------------------------|----------------------------|

**The earpiece sounds metallic or robotic**

|                                                                             |                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The Bluetooth link quality is weak on either transmitting or receiving side | Get the Roger Covert main unit closer to the Bluetooth communication device. If it doesn't solve the issue, erase known Bluetooth devices on Roger Covert main unit and proceed with pairing again |
|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**The earpiece beeped and stopped working few minutes later**

|                      |                    |
|----------------------|--------------------|
| The battery is empty | Change the battery |
|----------------------|--------------------|

---

## 6.2 Roger Covert C & Roger Covert Dual C separable

| <b>The Roger Covert main unit doesn't switch on</b>                                                         |                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The battery is empty                                                                                        | Charge the Roger Covert main unit                                                                                                                                                                  |
| The battery is defective                                                                                    | Battery must be exchanged, get in touch with your local sales representative to know how to proceed                                                                                                |
| <b>The transmitted audio quality/intelligibility is not at level it use to be (feedback from teammates)</b> |                                                                                                                                                                                                    |
| The microphone is not well positioned                                                                       | Ensure to position the microphone as recommended                                                                                                                                                   |
| The microphone is under a cloth that block audio waves                                                      | Waterproof or windstopper clothes are by nature 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                                                                             | The speaker's voice level must be adapted to the surroundings noise level. In very noisy surroundings it's necessary to speak louder                                                               |
| The Bluetooth link quality is weak                                                                          | Get the Roger Covert main unit closer to the Bluetooth communication device. If it doesn't solve the issue, erase known Bluetooth devices on Roger Covert main unit and proceed with pairing again |

---

**The Roger Earpiece C cannot be connected**

|                                                         |                                |
|---------------------------------------------------------|--------------------------------|
| The Earpiece is too far from the Roger Covert main unit | Follow the "Connect" procedure |
|---------------------------------------------------------|--------------------------------|

|                                       |                                               |
|---------------------------------------|-----------------------------------------------|
| There're other Roger devices in range | Turn off or take away all other Roger devices |
|---------------------------------------|-----------------------------------------------|

|                             |                               |
|-----------------------------|-------------------------------|
| Earpiece's battery is empty | Change the earpiece's battery |
|-----------------------------|-------------------------------|

**The remote control cannot be connected**

|                                                          |                                |
|----------------------------------------------------------|--------------------------------|
| The remote control is too far from the Roger Covert unit | Follow the "Connect" procedure |
|----------------------------------------------------------|--------------------------------|

|                                |                                                                                      |
|--------------------------------|--------------------------------------------------------------------------------------|
| The "Connect" window is closed | After powering on the Roger Covert main unit, there's a 30 seconds window to proceed |
|--------------------------------|--------------------------------------------------------------------------------------|

|                                 |                                   |
|---------------------------------|-----------------------------------|
| Remote Control battery is empty | Change the remote control battery |
|---------------------------------|-----------------------------------|

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## 6.3 Roger Remote C & Roger Remote Dual C

**The remote control doesn't operate**

|                      |                    |
|----------------------|--------------------|
| The battery is empty | Change the battery |
|----------------------|--------------------|

|                                                               |                                                        |
|---------------------------------------------------------------|--------------------------------------------------------|
| The remote control is too far from the Roger Covert main unit | Get the remote control closer to the Roger Covert unit |
|---------------------------------------------------------------|--------------------------------------------------------|

**For Bluetooth communication device, the PTT functionality doesn't work**

|                                                                                     |                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The Roger Covert main unit and or communication device are not correctly configured | Roger Covert main unit and communication device must be configured to work with each other. Note that PTT-Apps running on iOS devices are not compatible with Roger Covert for PTT functionality |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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**Manufacturer:**

Sonova Communications AG  
Herrenschwandweg 4  
CH-3280 Murten · Switzerland

[www.phonak-communications.com](http://www.phonak-communications.com)

