

Common Questions and Answers about the Phonak Roger Sound Field System

1. Who is the Phonak Roger Sound Field system for?

People living with any degree of hearing loss or who have difficulty hearing in background noise can benefit from using the system in the theatre area. The system is used to help connect directly to the sound coming from the microphones on stage which helps to overcome the background noise in the theatre such as coughing, laughing, and talking.

2. How can I use the system if I don't wear hearing aids?

You can use a Phonak Roger assistive listening device called a 'Roger Neckloop' with headphones. You can use headphones provided by the Bauer Theatre or you can use your own headphones (as long it is wired with a 3.5 mm plug). Simply put the assistive listener around your neck, put the headphones on, and turn the volume up or down to your liking on the side of the assistive listener. You need to click the volume button each time you want it changed and you can see what the volume level is on by looking at the front display area.

3. How do I connect my hearing aids/cochlear implant directly with the Phonak Roger Sound Field system?

There are several different ways to connect your hearing aids/cochlear implants with the Phonak Roger Sound Field System:

A. Telecoil: All cochlear implants and some hearing aids have telecoil programs. A telecoil is a small coil inside hearing devices that can connect to assistive listening systems through electromagnetic energy.

To do this, you wear the 'Roger Neckloop' assistive listener (without headphones) and switch your hearing device to the telecoil program. The hearing device connects to the sound system on stage through the hearing neck loop on the assistive listener. This is not Bluetooth. You cannot tell just by looking at a hearing device if it has a telecoil inside or not. Sometimes people may have one, but it is not activated to use. If you are not sure if you have a telecoil or need it activated, consult with your audiologist.

B. Phonak Wall Pilot: If you wear a Phonak Marvel hearing aid, have an integrated Phonak receiver, or an attached Phonak Roger X02 universal receiver you can connect directly to the Sound Field system by standing within 10 cm of the Phonak wall pilot. It is automatic, so if you have any of these devices, you will automatically connect to the sound system in the theatre without the need to borrow an assistive listening device. Please note: If you are not sure if you have any of these devices to automatically connect, check with your audiologist.

Not all hearing aids can connect to the Phonak Roger Sound Field System. If you can not directly connect by using a telecoil or by directly connecting through the Wall Pilot, try using an assistive listener with headphones placed over your hearing aids or try taking out your hearing aids and using headphones only. Each person is different as to what they would prefer.

4. What do I do when the event is over?

Remember to return the assistive listener and headphone back to where you borrowed it. If you used your hearing aid or cochlear implant to connect directly with the system, make sure to set them back to their regular 'everyday' program setting after the event.