## HELP! Something isn’t working!

<table>
<thead>
<tr>
<th>What is it?</th>
<th>What to do:</th>
<th>Scan for More Info</th>
</tr>
</thead>
</table>
| ![Image](image1.png) | - **Charge it**  
- **Sync/Connect it**  
  Hold the device close to the student’s earpiece(s) and click the right (-) button  
- **Call Audiologist/DHH Teacher** | ![QR Code](qr1.png)  
![QR Code](qr2.png) |
| ![Image](image2.png) | - **Make sure student’s hearing aids are on and working**  
- **Check for rust/corrosion**  
- **Sync/Connect** (see above)  
- **Call Audiologist/DHH Teacher** | **See above** |
| ![Image](image3.png) | - **Charge it**  
- **Sync/Connect it**  
  Hold the Roger Pen close to the student’s earpiece and push the connect button (middle button)  
- **Call Audiologist/DHH Teacher** | ![QR Code](qr3.png) |
| ![Image](image4.png) | - **Charge it**  
- **Sync/Connect it**  
  Hold the Roger Clip On Mic close to the student’s earpiece and push the connect button (bottom button)  
- **Call Audiologist/DHH Teacher** | ![QR Code](qr4.png) |
| ![Image](image5.png) | - **Check the battery**  
- **Change the battery**  
- **Check for earwax clogging the hearing aid**  
- **Check for moisture in the tubing**  
- **Call Audiologist/DHH Teacher** | ![QR Code](qr5.png)  
![QR Code](qr6.png) |

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**When in doubt, contact your Educational Audiologist or DHH Itinerant 😊**

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