

Assistive Listening Technology Working Group

Phonak Marvel Aids/AB Marvel Processors with Roger Direct: a short guide to key considerations when introducing Roger Direct

Training

Training for the service or setting will need to happen:

- This can be provided by a Phonak local representative or Phonak online course. https://learning.phonakpro.com/learn/course/862/introducing-roger-direct?hash=787f89d6d58efaf18cc26468cd17c8b3f5f2f3a8&generated_by=26240

Equipment

- A Roger Installer is needed and can be obtained Free of Charge (FOC) from Phonak; consider how many will be needed and how they are stored/accessed.
- Compatible Roger X receivers are needed to install the licence. Serial numbers beginning 1744 onwards are compatible.
- Phonak may replace older receivers on a case-by-case basis – contact your Phonak representative.
- For children with integrated receivers, Phonak may agree to replace with Roger X receivers on a case-by-case basis.

Storage and Tracking of Receivers

- Once a Roger X receiver is used to install Roger Direct, it is 'empty' and cannot be used until the licence is removed from the hearing aid and reinstalled into the same receiver.
- The empty receivers need to be stored safely, marked for the child, until the licence is reinstalled into them, and they can then be re-used.
- An agreement about how 'empty' receivers are tracked and stored would be useful.
- The receiver serial numbers need to be linked to the child, so the licence can be put back into the correct receivers when Roger Direct is no longer needed. Left or right aid installation also needs to be noted.
- Consider the need to get Roger uninstalled when a child leaves education or moves out of a local authority setting. A trained adult will need to uninstall Roger Direct in a considered and timely way.

Who does the Installation and Where?

- Consider where the installation is done – in the hospital or setting according to local protocol/preference.
- Consider who will do it – the audiologist or the trained adult within education.
- Establish a written process/pathway to share with colleagues in Health to ensure processes are transparent to all professionals. Ensure the swap-out processes for repairs is very clear.

Liaison and sharing information with the children/young people and families

- Have a discussion in advance of how Roger Direct works so they are aware of the difference if they have an existing system, or knowledge of how it works if a new ALD is being issued.
- Ensure they are aware of the process for swap-outs if needed at an audiology clinic (different for hearing aids/processors).

Loss and Damage

- The hearing aids/processors go home taking Roger Direct with them, so the receiving component of the Roger system could potentially be lost out of school. Will the hearing aids/processors enabled with Roger Direct be insured?
- If hearing aids/processors are lost or damaged with Roger Direct installed, Phonak may replace on a case-by-case basis if you can tell them serial number of the receiver used for the installation.
- The Audiologist can find the serial number of the Roger X (used to activate Roger Direct) using their fitting licence. A Roger Inspiro or Roger Touchscreen can be used to find the installed Roger X serial number using the check function.

Upgrades

- Consider what will happen when the hearing aids/processor are changed. Who will uninstall and move Roger Direct to the new equipment?
Hearing Aids
- If the Audiologist does this, an 'empty' receiver is needed to move Roger Direct from the old to the new hearing aid.
- If the trained adult does this, they will need to attend the Audiology appointment or see the child prior to the appointment and then again after.
AB Marvel processors
- Interim measure until Sept 21 - Auditory Implant centres are being given installers and spare Roger X receivers to load into the spare processors when a processor needs to be sent off for repair.
- Once AB have sufficient stocks of spare processors (around September time) they will ensure that hospitals have dedicated spare processors, preloaded with Roger Direct to lend to children until their processors are back from repair.

Useful Links

[Installation RogerX Marvel - YouTube](#) – Roger X installation (no voiceover)

[Wirelessly Installing Roger X into Hearing Aid - YouTube](#) – Roger X installation (voiceover)

[Removing Integrated Roger X from the Hearing Aid - YouTube](#) – Roger X uninstallation (voiceover)

[Fast Fit RogerDirect RogerX InstallationGuide 201908.pdf \(phonakpro.com\)](#) – Roger Direct installation guide with photos

[Module 4: RogerDirect & Licence Activation | GoToStage.com](#) - RogerDirect and Licence activation for AB marvel processor