

## Roger BaseStation - FAQ

Most probable cause(s)	Solution(s)
<b>I cannot switch the Roger BaseStation on</b>	
The power cable is not connected, either to the Roger BaseStation back panel, or to an electrical outlet	Check the power supply's connections
<b>The input level meter does not show any activity</b>	
The Roger BaseStation is off	Turn the Roger BaseStation on
There's no audio source connected	Check the connections on the Roger BaseStation rear panel
The audio input source level is too low	Increase the audio source volume until all green LEDs are blinking
<b>Red LEDs on the input level meter are blinking</b>	
The source volume is too high	Decrease the source volume
<b>The signal is not transmitted even if the device is switched on and all connections are right</b>	
The signal is on the balanced input, but there's also a plug in the unbalanced socket.	Disconnect the unbalanced audio source. Unbalanced audio signal has priority over the balanced input.
The Roger Earpiece is not connected to the Roger BaseStation	Hold Roger Earpiece close to the Roger BaseStation and press the Connect button
The transmitted audio is muted	Turn the volume control rotary knob clockwise to unmute the transmitter
In a network with a Roger Touchscreen Mic, the Roger BaseStation may not be switched on or may be out of range	Turn the Roger BaseStation on, or move the Roger Touchscreen Mic closer to the Roger BaseStation
<b>The transmitted audio signal is interrupted</b>	
The distance between the Roger Earpiece and Roger BaseStation is too large	Move closer to Roger BaseStation or change orientation (avoid body absorption)
There are obstacles between you and the Roger BaseStation	Make sure you can see the Roger BaseStation (line of sight)
<b>Roger Earpiece is receiving the wrong audio source</b>	
The Roger Earpiece is connected to the wrong Roger BaseStation.	Set up a new network by pressing the NewNet button on the rear panel of the Roger BaseStation and connect the Roger Earpiece to the correct Roger BaseStation.