

Product Guidance Questionnaire

This form is designed to help us to offer you accurate and comprehensive guidance on which products will work best with specific brand and model of hearing instruments, and offer the best experience based on specific needs.



If you complete and submit the form to us, we will come back with a tailored package of products ensuring compatibility with whatever equipment is currently in use – individual products, costs, links to product descriptions etc.

Please fill in all boxes as completely as possible, all boxes **MUST** have an entry. If you leave **ANY** boxes empty there is a high likelihood that we will need to ask you to supply the missing information. If unsure type **N/A**. You can tab from field to field easily.

With ‘Choose an item’ fields you can if needed type in an alternative to the pre-set selection.

[For guidance on form completion click here](#)

Submission of Form

Once you have completed and submitted this form, please email across to

help@fmhearingsystems.co.uk

We will analyse the content of this form and respond with advice and a quotation by return.

Your name	Your email address
Your phone number	Your role
Nature of enquiry	Person equipment is for (or ref / initials?)
Postcode where equipment will be used?	Occupation of user inc short description
Hearing instrument (‘HI’) type	Hearing instrument worn
HI brand and SPECIFIC model (V Important!)	Telephony / video call element

<p>Select all areas where help is needed</p> <p><input type="checkbox"/> Deskphone Landline Telephone</p> <p><input type="checkbox"/> USB Headset in quiet / light use</p> <p><input type="checkbox"/> USB Headset in noise / heavy use</p> <p><input type="checkbox"/> Listening to audio files on a PC</p> <p><input type="checkbox"/> Background noise / general use</p> <p><input type="checkbox"/> Small meetings (8 people or less)</p> <p><input type="checkbox"/> Larger meetings (9-15 round a table)</p> <p><input type="checkbox"/> Larger meetings (15-25 round a table)</p> <p><input type="checkbox"/> 25+, multiple tables, auditorium etc)**</p> <p><input type="checkbox"/> Lectures / Classrooms**</p> <p><input type="checkbox"/> PC Software (Dragon / Texthelp / JAWS)**</p> <p>N.B. For the last three options above in particular marked ** please describe the situation in fine detail in 'Additional Info'</p>	<p>Additional info (anything else of note!)</p>
<p>On site training? (HIGHLY recommended for all but existing experienced Roger users)</p>	<p>Deaf awareness course? (To help colleagues understand the impact of hearing loss)</p>
<p>Living with tinnitus course? (Person centred approach to dealing with problem)</p>	<p>How would you like your information? (Our detailed response in your chosen format)</p>

I agree to FM Hearing Systems collecting data to help and advise on suitable products.

N.B. This form collects personal details so we can give you best advice. Please check out the privacy policy on our website to see how we protect and manage your details.

Guidance on Form Completion

Hearing instrument brand and model

We ABSOLUTELY need the brand and model of hearing aids to be able to offer advice. If a typical 'behind the ear' NHS hearing aid this critical information is typically printed on the spine of the hearing aids like the images to the right.

Serial numbers are also often printed on the spine or underneath the battery door as per image.

With privately purchased 'in the ear' hearing aids we always need the serial numbers, they tend to be printed on the shell as per the image.

BAHA's and cochlear implants you may need to liaise with the implant centre to confirm specific details.

Telephony and Video Calls

Telephony should ideally be a corded handset or headset with very typical RJ9 / RJ11 type connector on a curly cord like the image to the right, or USB Headset telephony like Zoom / Teams.

Anything else (ie cordless handset or headset, or a different type of connection) we need more detail – please let us know!

PC Software

If you want to use PC software with Roger (eg Dragon, Texthelp, ClaroRead, JAWS), and particularly at the same time as answering telephone calls, we need to know in detail the full situation. Please give as much detail as you can in the 'Additional Info' field of this form.

Mobile phones

Included as standard with Roger Select is bluetooth mobile phone connectivity.

Also in the box with Roger transmitters you are supplied with a short cable that allows a cabled connection from mobile to the transmitter (Roger On and Roger Select).

We favour the cabled connection which is a much more reliable connection, is better audio quality than bluetooth and streams ALL audio including music and video as well as voice calls.

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