Hello XXXXX

My name is XXXXX, your Phonak Accredited Trainer and I work for FM Hearing Systems who supplied your hearing equipment.  I have been assigned to help you with the setup and familiarisation of your Phonak Roger system. **Please read this email in FULL, it contains some important information.**

The set up and training should last between 1.5 to 3 hours. Please allow 3 hours but it often takes less than this. This is dependent upon your existing experience with hearing equipment, familiarity with your hearing aids (how to work through the programs etc) and the amount of devices you wish to use the Roger equipment with.

Initially we recommend **a quiet room or meeting room is booked**, so I can explain the Roger system and how it works.

Once we have been through all the basics I will be able to demonstrate how to use the equipment effectively in meetings, group situations, and generally to help overcome background noise, issues with reverberant environments and hearing at distance – I can show you how well the equipment deals with these challenging aspects.

**Please let reception know of my visit beforehand and if possible please meet me in reception, my car registration number is XXXX XXX (if required)**

**Telephony**

If there is a telephone element to your working day and we have provided telephony equipment we can also cover that aspect. Please ensure there is a **working** telephone system made available for the training session as a test call is recommended to determine if there are any issues. Your existing telephone is always the best one to try. This is usually best carried out at your desk after we have been in the quiet room. I am sure when I visit once we have covered everything you will find the Phonak Roger system of great benefit.

**Adjustments to your hearing aids**

When the equipment was shipped you will have received instructions in the parcel to take to your audiologist (also attached to the shipping email). These are appropriate to your particular hearing aid(s) and it is important the audiology instructions are carried out as per the sheet. This visit to audiology beforehand is crucial before I see you; your hearing aids will need some adjustments allocated by your audiologist for the equipment to work. We generally ask for two new Roger programs to be allocated (these are Roger/M and Roger only) and you know in which sequence they all are. **Please ask your audiologist if unsure**. We ask that the volume on these programs also match the volume on the other existing programs. We ask that all changes to the software are then "saved" by your audiologist.

If you are not confident the program(s) have been allocated fully your audiologist can ring our office at 01535 279285 (option 1) or the hearing aid manufacturers Technical Support for advice. If the Roger program(s) have not been set up fully as we advised we are unable to return for a second visit without extra costs being incurred by your organisation.

**Arranging a day for the training**

Please consider the following dates;

XXXXX

XXXXX

XXXXX

The time allocated is an approximate time as traffic conditions can cause delays but I will try my best not to be late. It is sometimes a good idea to have a friend/colleague present to take some notes - if you do not feel as confident with technology.

Email is the best method of communication as I am often in training/assessments. That said, I am able to receive emails directly to my mobile phone and will endeavour to contact you or confirm receipt of your correspondence even if I can't reply in full immediately. For a faster response please contact the office email address below.

Following on from your Phonak Roger Training, we can be contacted for help at [help@fmhearingsystems.co.uk](mailto:help@fmhearingsystems.co.uk) if you require ongoing technical support. Please email in the first instance as this method usually receives the faster response.

Many thanks for choosing the set up and training of the Phonak Roger system and I look forward to seeing you soon. Please do not hesitate to email me beforehand if you have anything you wish to discuss regarding the equipment or training.

**Things to note before the training session;**

·         Please ensure that **ALL** equipment (such as the Roger On, Select, Clip on Mic, Table Mics, Streamers etc) are all fully charged before my arrival on the day of the training session.

·         Please can you inform reception/security of my arrival before the training day

·         If you get a chance it is also a good idea to read through the instruction manuals before the training session to give you a basic understanding of what to expect.

·         Please make a note of our **cancellation policy** below;

·         Please ensure all the equipment (including leads etc) are brought to the training session.

·         Please ensure the batteries in your hearing aid(s) are new and there are spares to hand

·         **It is important you know how to scroll through the new programs on your hearing aid. If unsure please liaise with your audiologist before I visit. This is very important as you will need to know which buttons to press and the program sequences**

·         We also have some really useful videos here;

·         <https://www.youtube.com/channel/UCzrUbdMuh48uvhGN4ncv84w>

This should give you a broad overview of how Phonak Roger works.

**CANCELLATION POLICY**

I have to plan my time in advance and travel costs are incurred to arrive at a site visit on a particular date at a particular time. The training should begin at the time allocated as the trainer may have to visit another customer following this. Please be considerate regarding the appointment that is booked.

Visits can be rearranged if necessary, circumstances can change, people can be ill etc. We have a standard cancellation policy. We will try to be flexible of course but the standard policy applies;

·         If you need to re-arrange or cancel a site visit 5 business days or more from the due date there is no charge incurred.

·         If you need to rearrange or cancel a site visit between 1 and 4 business days from the due date there is a cancellation charge of 50% of the fee.

·         If you rearrange or cancel on the day of the visit there is no return of the fee, a full fee would be required for a return visit.

·         We offer a 30 day satisfaction return period with the equipment supplied of course but once set up and training has been completed the On Site Set Up and Training package is non refundable.