

Phonak Target 7.1

Phonak Target/ALPS Fitting Guide

This guide contains details on using Phonak Target/ALPS available in Phonak Target fitting software. Phonak Target/ALPS allows you to enter data via Phonak Target directly into ALPS. This one step process avoids duplicate entry and allows you to manage all relevant Lyric fitting and subscription information in an easy way.

To use Phonak Target/ALPS effectively, make sure your computer has an internet connection.

For every Lyric fitting, Phonak Target will automatically connect you to ALPS. A wizard will guide you through all the necessary steps to complete a successful Lyric fitting. Please note that the Lyric device activation code must be entered the first time Phonak Target is launched.

More information is also be available under [Web Help](#).

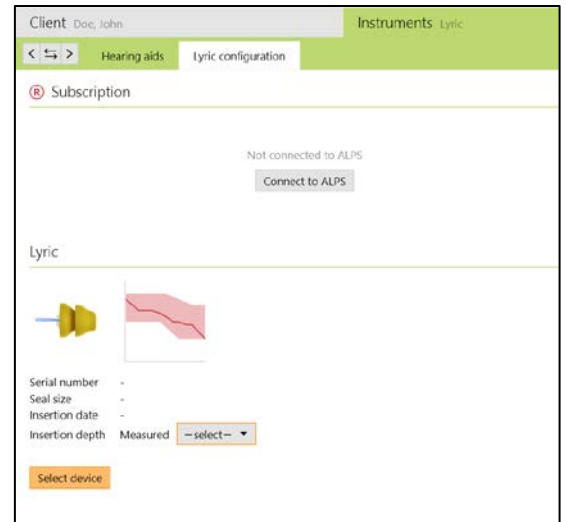
Content

Create a new client in Phonak Target.....	2
Access an existing client in your ALPS account.....	6
Device exchange (including ear canal observation).....	7
Tourist case: Device exchange for a tourist client.....	10
Tourist case: Your client has been refit by a different Authorized Lyric Partner	11
Auto Renewal of a subscription	12
Cancellation of an active subscription	13
Offline fitting and synchronization	14
ALPS home and reports.....	16
Enhanced log files for support.....	19
Information and description of symbols and System Requirements	19

Create a new client in Phonak Target

To create a new client in Phonak Target:

1. Click on **[Instruments]** and select Lyric devices in **[Hearing aids]**
2. Click on **[Lyric configuration]** and click on **[Select device]** to open the Phonak Target/ALPS wizard.



The ALPS button indicates your current connection status:

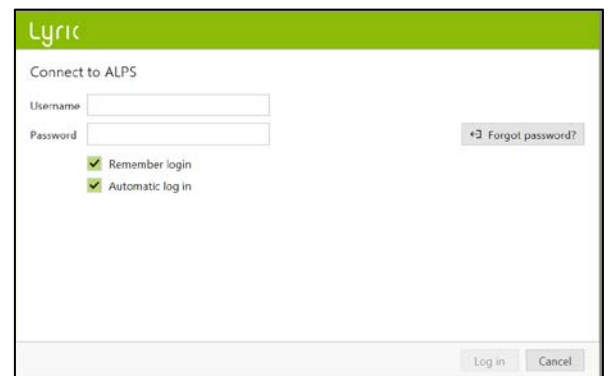
- **Green** – connected
- **Black** – disconnected



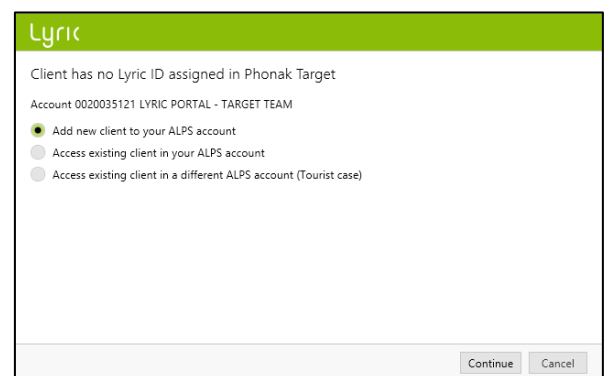
To connect into ALPS, enter your user name and password to log into your Lyric account.

We strongly recommend that you select the **[Automatic login]** function. This time-saving feature enables you to remain logged into ALPS without the need to reenter your credentials.

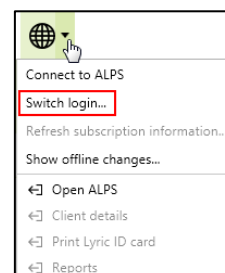
In case you have forgotten your password, click on the link [forgot password] and change it in www.phonakpro.com directly.



You will be asked to **[Add new client to your ALPS account]**. Your account information is shown on this screen, that is very helpful for providers working with multiple logins.



In case you don't intend to login with the last login shown, choose **[Switch login]** under the ALPS button and login with another username.



You can now see the client's first and last name, date of birth and gender as entered in Phonak Target.

The additional information (date of birth and gender) is optional. You can uncheck **[Submit additional information]** if you do not wish to transmit this data.

For new subscriptions you are then asked to confirm that the client understands and gave consent that his/her data will be transferred to Sonova for processing. If the box is not ticked, the fitting cannot continue.

To select the appropriate Lyric device, choose the measured seal size and pick the first device in the list as it is the closest to expire.

Please note that expired devices can no longer be fit. To return an expired device, use the **[device return process]** in ALPS, select the serial number and the reason for device return as "expired" and send it back to Phonak.

Select the measured insertion depth.

Choose the subscription duration you want to create for your client. Make sure to click the check box, in case the customer is using Lyric for the treatment of tinnitus.

Lyric

Enter client details

First name

Last name

Date of birth

Gender

Submit additional information

I hereby confirm that I fully informed my client that his personal data will be transferred to the hearing aid manufacturer for processing purpose. My client consented to such transfer.

Lyric

Select Lyric device from consignment stock

Serial#

Insertion date:

Serial#	Model	Seal size	M	Insert by
1406NYOJR	Lyric3	M		08.05.2015
1406NYOJV	Lyric3	M		08.05.2015
1406NYOJP	Lyric3	M		08.05.2015
1406NYOJT	Lyric3	M		08.05.2015
1406NYOKO	Lyric3	M		08.05.2015
1406NYOJX	Lyric3	M		08.05.2015
1406NYOJW	Lyric3	M		08.05.2015
1406NYOJN	Lyric3	M		08.05.2015
1406NYOJG	Lyric3	M		08.05.2015
1406NYOJE	Lyric3	M		08.05.2015

Lyric

Select measured insertion depth

Initial device insertion for this ear.

--select--

- 3 mm
- 4 mm
- 5 mm
- 6 mm
- 7 mm
- 8 mm
- 9 mm
- 10 mm
- 11 mm
- 12 mm
- 13 mm
- 14 mm
- 15 mm

Lyric

Select a subscription

Subscription type

Payment type

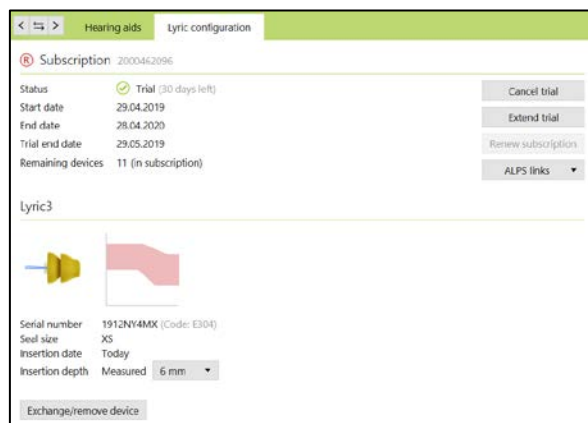
Start date

Lyric is used for tinnitus treatment

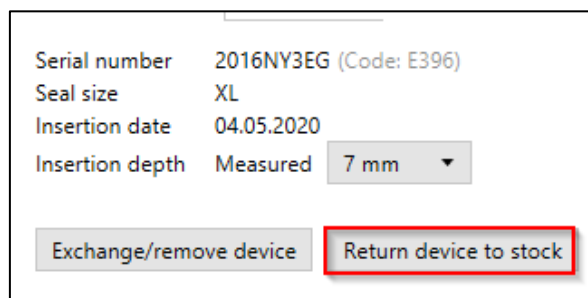
Phonak Target confirms the device selection. You can get **[More information]** about the subscription in this window or choose **[Close]**. For binaural fittings, you are asked to **[Proceed with other side]** which leads you directly to selecting another device from your consignment stock.



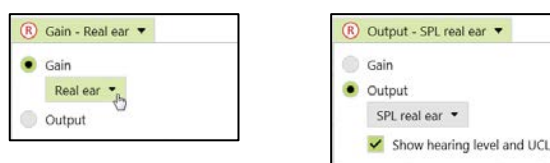
Below the start and end date of the subscription and actual days remaining to the trial end date are shown. It is now possible to extend a trial once for an amount of 10 days. The new end date will then be shown in Target/ALPS.



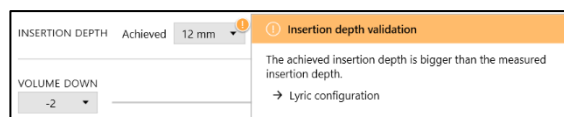
In case a wrong serial number has been chosen, it can be returned to the stock by clicking "return device to stock".



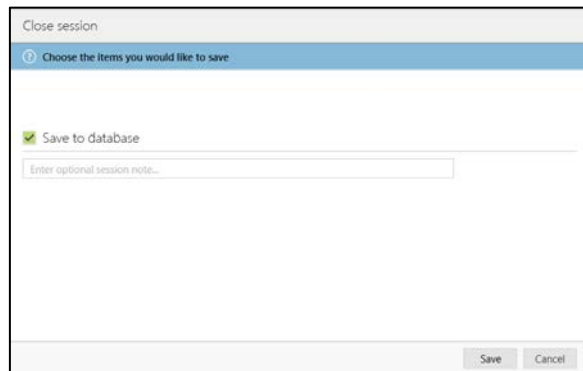
You have the possibility to choose between Gain (Real ear and Coupler 0.4cc) and Output display (SPL real ear and coupler 0.4cc) when fitting Lyric. Click on the **[Output]** menu to select your desired output curve display. When selecting the output curve display, you may also choose to show or hide the hearing level and UCL.



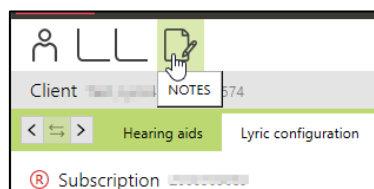
In case the achieved insertion depth varies from the measured one, a measured and an achieved insertion depth can be entered in **[Fitting]**. A warning will be shown if the achieved insertion depth is higher than the measured one.



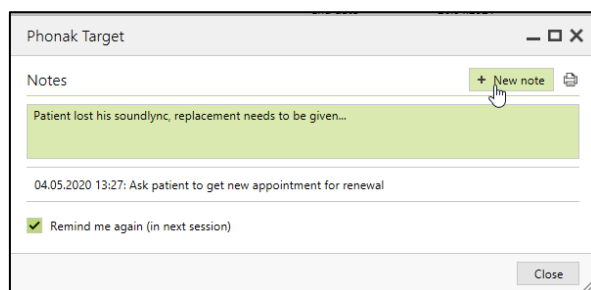
By clicking **[Save to database]** at the end of the session, your fitting data will be synchronized with ALPS.



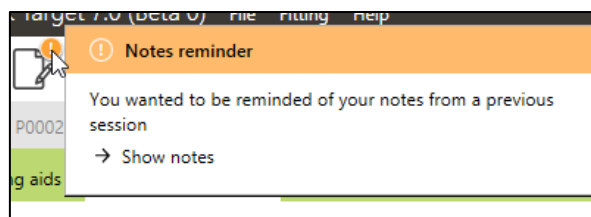
In case you need to have more notes stored around the patient, fill them in on the new notes section.



A new note can be added and Target allows a "remind me again in next session" function.



All note are then visible under **[Client, Notes]**.



The following reports can be printed from the Print menu:

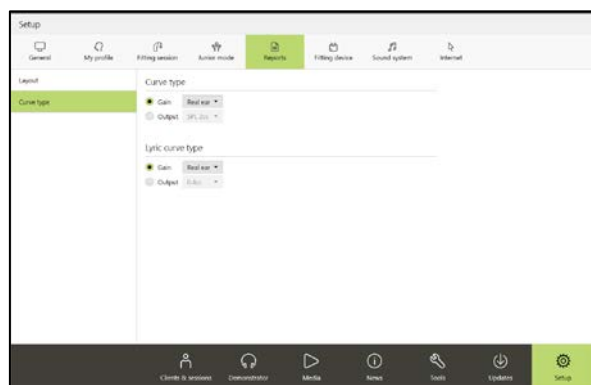
For Professional:

- Fitting Report
- Lyric Datasheet



For Client:

- Hearing Aid Instructions (SoundLync)
- Communication tips
- Diary of observation
- Understanding hearing loss



The curves reports can be printed as follows:

Choose **[Setup]**, **[Reports]**, **[Curve type]** and choose between Gain or Output. The selected curve type will then be visible on the curve report.

Access an existing client in your ALPS account

If the client exists in ALPS but not in Target (or in case of a first access within a satellite office), you can **[Access existing client in your ALPS account]**.

First, create a new client in Noah and enter the client's data. This will be transferred into Phonak Target. Proceed until you reach the screen where you are asked to add or access an existing client.

Lyric

Client has no Lyric ID assigned in Phonak Target

Account 0020035121 LYRIC PORTAL - TARGET TEAM

Add new client to your ALPS account

Access existing client in your ALPS account

Access existing client in a different ALPS account (Tourist case)

Continue Cancel

Enter the correct Lyric ID and/or the first and last names as stored in ALPS.

To retrieve the Lyric ID you can open the ALPS portal in a separate browser or get it from the printed Lyric ID card. Hit search to find P# (Lyric ID).

The Lyric ID has to be entered only if you are connecting an existing client for the first time. When opening the session again, you will automatically be connected to the ALPS data.

By selecting the search button the P# will populate, if the P# does not populate, this means the patient is not an existing patient or the name does not match the ALPS information.

If the data of the client was found, the client subscription information screen will show you all the relevant information.

Lyric

Lyric client

First name John

Last name Doe

Lyric ID P#####

Date of birth -

Gender -

Search

Continue Cancel

Lyric

Client subscription information

First name John

Last name Doe

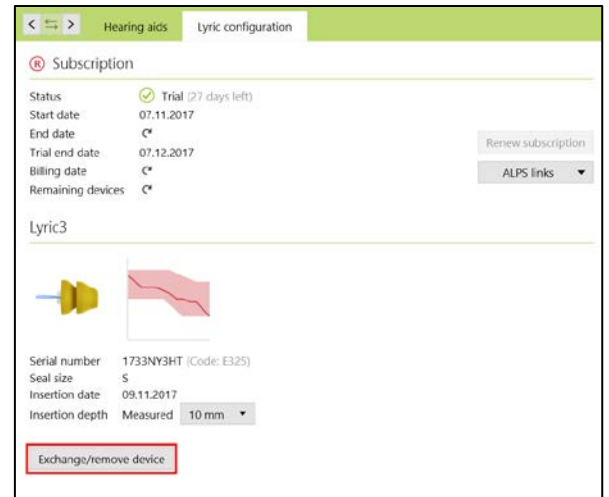
Lyric ID P000087661

Information	Right	Left
Subscription	Trial (20 days left)	No subscription
Start date	06.06.2014	
End date	05.06.2015	
Remaining devices	11	
Device	Lyric3	
Serial number	1406NV0JT	

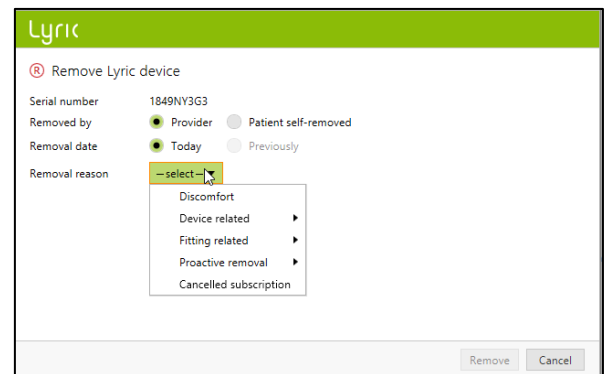
Continue Cancel

Device exchange (including ear canal observation)

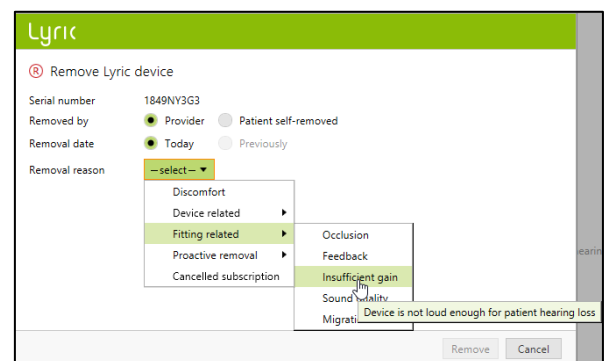
To exchange a Lyric device, please log into Phonak Target/ALPS, go to [Instruments], [Lyric configuration] and click [Exchange/remove device].



Select if the provider or the patient has removed the device and specify the removal date if not today. Choose the corresponding removal reason. The removal reasons are separated into four categories (Discomfort, Device related, Fitting related, Proactive removal and Cancelled Subscription).



Hovering over individual removal reasons activates the "tooltips", which gives you more information to help you understand which reason to select.



Phonak Target will ask you for the status of the ear canal. You can choose between: **[OK for immediate refit]**, **[OK for refit after rest]** and **[Requires medical referral]**. When choosing **[OK for immediate refit]**, the device exchange can happen immediately. In case the ear canal was irritated and needed some rest or a medical referral, the system will inform you accordingly.*

The comments for removal reason and ear canal observation are both optional.

In case **[OK for refit after rest]** or **[Requires medical referral]** is chosen, additional details about the state of the ear canal must be chosen.

Additionally, if "other reason" is chosen, a comment to give more explanation is required.

Lyric
 Remove Lyric device
 Serial number: 1633H00KR
 Removed by: Provider Patient self-removed
 Removal date: Today Previously
 Removal reason: Discomfort
 Additional details (optional):
 Ear canal observation: OK for immediate refit
 Additional ear canal observation (optional):
 Remove Cancel

Lyric
 Remove Lyric device
 Serial number: 1849NY3G3
 Removed by: Provider Patient self-removed
 Removal date: Today Previously
 Removal reason: Discomfort
 Additional details (optional):
 Ear canal observation: Requires medical referral
 Additional details: --select--
 Redness of tissue
 Excess fluid collection on tissue
 Swelling of clotted blood below tissue (bruise)
 Sore or ulceration of tissue
 Medial bulge/growth
 Blood/Bleeding
 Cerumen management
 Other reason
 Remove Cancel

To remove a second device, click on **[Proceed with other side]**. There are some reasons (scheduled removal, near end of device life and clinical proactive removal) that will give the second side the same reason as a default but it can be changed if the removal reason is different.

Lyric
 Successfully removed
 Device successfully removed.
 Print return form
 Select new device Close

*If you have chosen **[OK for refit after rest]** or **[Requires medical referral]**, Phonak Target will inform you on the main screen.

Select device ! OK for refit after rest (13.11.2017)
 Redness of tissue - Mild

Before you can exchange a device, it is mandatory to confirm that the [Ear is ok for immediate fit].

Lyric

Remove Lyric device

Serial number 1736NVHCG

Removed by Provider Patient self-removed

Removal date Today Previously

Removal reason Discomfort

Additional details (optional)...

Ear canal observation OK for immediate refit

Additional ear canal observation (optional)...

Remove Cancel

After confirming the ear is OK for immediate fit, choose another Lyric device to exchange.

Lyric

Select Lyric device from consignment stock

Former device seal size: M

Serial# Model Seal size M Insert by

Serial#	Model	Seal size	Insert by
1406NY0JV	Lyric3	M	08.05.2015
1406NY0IN	Lyric3	M	08.05.2015
1406NY0K0	Lyric3	M	08.05.2015
1406NY0IX	Lyric3	M	08.05.2015
1406NY0JJ	Lyric3	M	08.05.2015
1406NY0JH	Lyric3	M	08.05.2015
1406NY0JM	Lyric3	M	08.05.2015
1406NY0JK	Lyric3	M	08.05.2015

Select Cancel

The comments you entered are saved under [Client, Notes].

Fitting

Notes

Enter new session note...

16.06.2014 13:57: ECO Right: OK for refit after rest.
ECO Right: OK for refit after rest.
Ear canal observation after device removal.
Ear canal is a bit irritated.

16.06.2014 13:56: ECO Left: OK for immediate refit.

16.06.2014 13:55: ECO Right: OK for immediate refit.

Please note that if the device has been worn longer than 30 days, the [Easy Refit] is enabled and will show default values:

- Removed by provider
- Removed today
- Removal reason: scheduled removal
- Ear canal observation: "ok for immediate refit"

Click [Remove] and then choose a new device accordingly. In case the criteria doesn't match the default value, please change it and continue.

Lyric

Remove Lyric device

Serial number 1836NV212

Removed by Provider Patient self-removed

Removal date Today Previously

Removal reason Scheduled removal

Additional details (optional)...

Ear canal observation OK for immediate refit

Additional ear canal observation (optional)...

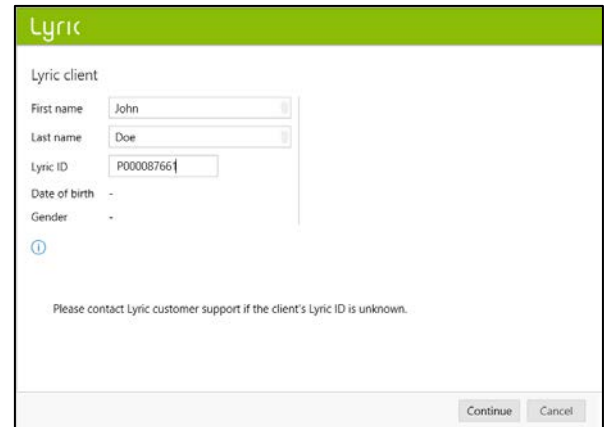
Remove Cancel

Tourist case: Device exchange for a tourist client

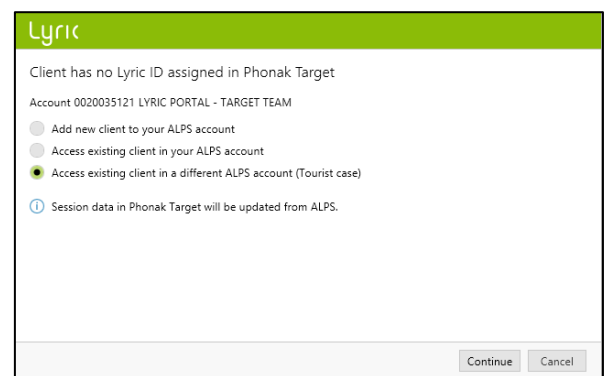
If you need to exchange a Lyric device for a client who was originally fit by another Authorized Lyric Partner, you need to get access to the fitting data of that client's ALPS fitting data. To do so you need the client's individual Lyric ID.

To start the tourist case, proceed as you would with a new client. Log into your ALPS account and select **[Access existing client in a different ALPS account] (Tourist case)**.

Enter the client's Lyric ID, and check if the name is displayed correctly (as printed on the Lyric ID card). Proceed with the exchange of the device, and adjust the fitting parameters if necessary. If the patient doesn't know their Lyric ID, it can be obtained by calling Lyric customer service.



The screenshot shows the Lyric client selection interface. It features a green header with the Lyric logo. Below the header, the text "Lyric client" is displayed. There are four input fields: "First name" with the value "John", "Last name" with the value "Doe", "Lyric ID" with the value "P00008766", and "Date of birth" and "Gender" both with a hyphen "-" as a value. Below the fields is a blue information icon (i) and a message: "Please contact Lyric customer support if the client's Lyric ID is unknown." At the bottom right, there are "Continue" and "Cancel" buttons.



The screenshot shows the Lyric client selection options interface. It features a green header with the Lyric logo. Below the header, the text "Client has no Lyric ID assigned in Phonak Target" is displayed. Underneath, the account information "Account 0020035121 LYRIC PORTAL - TARGET TEAM" is shown. There are three radio button options: "Add new client to your ALPS account", "Access existing client in your ALPS account", and "Access existing client in a different ALPS account (Tourist case)". The "Tourist case" option is selected. Below the options is a blue information icon (i) and a message: "Session data in Phonak Target will be updated from ALPS." At the bottom right, there are "Continue" and "Cancel" buttons.

Tourist case: Your client has been refit by a different Authorized Lyric Partner

If your client has been refit by a different Lyric Provider, you will be alerted that there is a mismatch between ALPS (tourist fitter) and Phonak Target (your fitting). This indicates that the serial number has been changed.

By clicking **[Continue]** the system will synchronize the newest serial number.

Lyric

Data conflict between ALPS and Phonak Target

First name John
Last name Doe
Lyric ID P000087661

Device data in ALPS and Phonak Target do not match:

Information	Right	Left
Subscription	Trial (20 days left)	Trial (30 days left)
ALPS	1406NYDYG (Tourist exchange)	No serial number
Target	No serial number	No serial number
Action	Serial number will be updated in Phonak Target	No action required

Press "Cancel" to resolve the conflicts manually.

Continue Cancel

If the tourist Lyric fitter also changed the fitting parameters, a fitting parameter mismatch will be shown. You can solve the conflict by choosing the preferred option.

Please note that the ALPS data is the most up to date information from the tourist fitter and Phonak Target data is the data you entered yourself before the tourist fitting.

Lyric

Fitting parameter mismatch!

Fitting parameters stored in ALPS and Phonak Target do not match.

Right Left

Resolve conflict

Use Phonak Target data
Last updated: 16.06.2014 13:57

Use ALPS data (newer)
Last updated: 16.06.2014 14:05
Updated by tourist fitter.

Fitting parameters are identical

Clicking "Continue" will resolve the conflict.
Press "Cancel" to resolve the conflict manually.

Continue Cancel

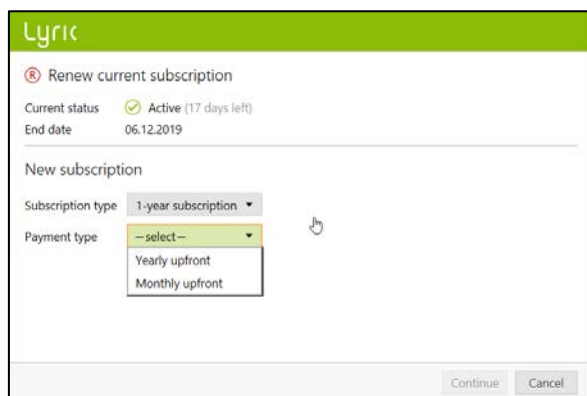
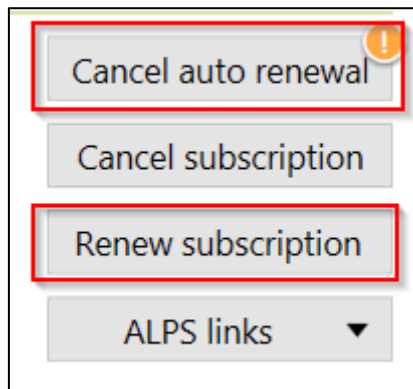
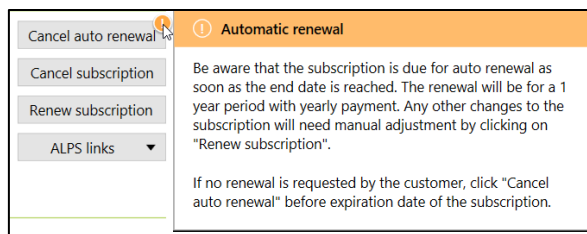
Auto Renewal of a subscription

Two months before the subscription expires, you'll get a renewal pop-up in Target/ALPS, that informs you when the subscription is up for automatic renewal.

Once the subscription is up for renewal, it will automatically be renewed for another year with yearly payment.

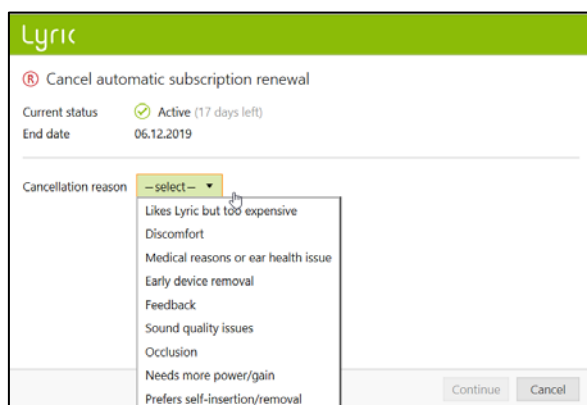
In case that is not wished by the customer, you still have the following choices before the subscription is automatically renewed:

1. Renew the subscription and choose another payment type or length of subscriptions (where applicable)
2. Cancel the renewal of the upcoming subscription



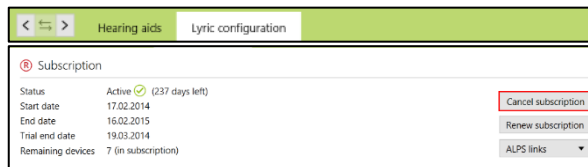
In case the customer doesn't want to renew the subscription any more, then it is mandatory to enter a non-renewal reason that is given when entering a cancellation of the upcoming subscription.

The renewed subscription will automatically be an active subscription without a trial.

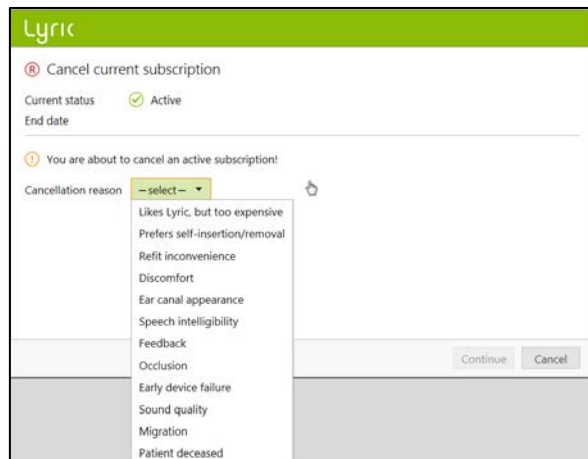


Cancellation of an active subscription

If there is a need to cancel an active subscription, you can do so by clicking **[Cancel subscription]** on the Lyric configuration screen.



The system will make you aware that you are about to cancel an active subscription. To proceed, choose the corresponding cancellation reason and click Continue. The cancellation request will be sent to Phonak.



Offline fitting and synchronization

There might be occasions where you have a client set up via Phonak Target/ALPS, however, due to various reasons (such as temporarily no internet connection or computer problems) you will have one or more sessions where you have to work offline. This means that the new data you have in Phonak Target is not synchronized with ALPS.

Lyric configuration

Remove Lyric device

Serial number 1633H00LS

Removed by Provider Patient self-removed

Removal date Today Previously

Removal reason Discomfort

Additional details (optional)...

Ear canal observation OK for immediate refit

Additional ear canal observation (optional)...

Not connected to ALPS. All changes will be synchronized later.

Remove Cancel

Removing a device in offline mode works the same way as in removing a device in online mode.

Lyric configuration

Successfully removed

Device successfully removed.

Select new device Close

You are now asked to select a new device.

Enter the serial number as well as the code that is shown on the Lyric package. Enter the measured insertion depth. If needed, the fitting parameters can be changed.

Lyric configuration

Ⓡ Enter device information

Serial number: 1633H00L8
 Code: E396
 Model: Lyric3
 Seal size: XL

Ⓛ Not connected to ALPS. All changes will be synchronized later.

Select Cancel

Once the internet connection problem is resolved and you are able to use Phonak Target/ALPS again, you will be notified by an orange exclamation point **[Fitting not saved to ALPS]** message for each patient that was fit offline.

Offline, Sync Lyric ID: P000149579

Session 11 26.10.2016 10:17

Ⓡ No audiogram Ⓛ No audiogram

Lyric SN: 1633H00L8 No hearing instrument

Ⓢ Fitting not saved to ALPS

As soon as Phonak Target has started connecting into ALPS again, it will automatically synchronize the offline sessions.

Lyric

Ⓢ Synchronize offline changes

Change	Serial number	Date	Reason	Sync status
Ⓡ Removal	1733NY3HU	13.11.2017	Discomfort	Ⓛ Pending
Ⓡ Insertion	1733NY2YW	13.11.2017		Ⓛ Pending
Ⓡ Removal	1733NY2YW	13.11.2017	Discomfort	Ⓛ Pending

Ⓢ Synchronizing...

Sync to ALPS Cancel

A green check mark will indicate that the synchronization has been successful.

After an offline fitting, logs on your desktop are available.

Lyric

Ⓢ Synchronize offline changes

Change	Serial number	Date	Reason	Sync status
Ⓡ Removal	1633H00L5	26.10.2016	Discomfort	✓ Synced
Ⓡ Insertion	1633H00L8	26.10.2016		✓ Synced

✓ Successfully synchronized.

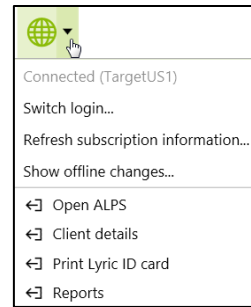
Ⓢ One or more device changes could not be synchronized to ALPS! Click "Continue" to view the current device selection.

Continue Cancel

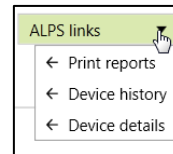
ALPS home and reports

There are some actions that require a direct link to ALPS:

- Open ALPS
- Client details
- Print Lyric ID card
- Reports



- Print reports
- Device history
- Device details



In ALPS, you can see the following details on the home screen:

- Unfinished (subscriptions)
- Subscriptions to expire
- Trials
- Devices to expire
- Devices in ear more than 120 days



Under the section **[Home]**, **[Trial]** you can sort and search within the individual fields. This helps to find out more about your patient's trial end or billing date.

Table with columns: Lyric ID#, First name, Last name, Subscription no, Trial end date, Billing Date, and Action. The table lists various trial entries with their respective details and options to view or cancel subscriptions.

To register for the automated email, login to **[Patient notification settings]** and select the notification for your office (or the whole chain). The information e-mail will send you more details on the following subscriptions:

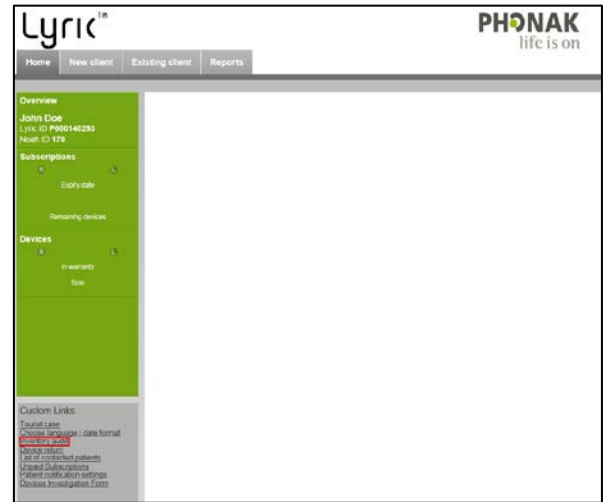
- Trials to expire
- Subscriptions to renew

Notification Settings form showing fields for Account Name, Notification E-Mail 1, Notification E-Mail 2, Notification E-Mail 3, and a checkbox for Notification Report Satellite Offices. A Save button is located at the bottom right.

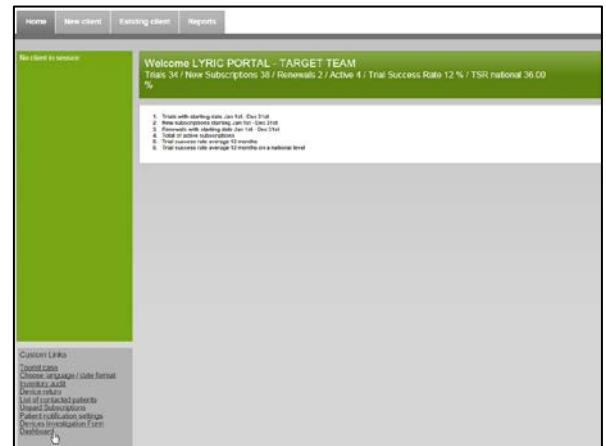
Once the patients have been contacted, they can be removed from your list by clicking on **[Renewed]** or **[Confirmed]**. The patient name will no longer show on the list of patients who are eligible for renewal or cancellation. The list can be found under **[List of contacted patients]**.

Subscriptions to expire* table with columns: First name, Last name, Subscription no, End date, Renewed, and Comment. Below it is a Trials* table with columns: First name, Last name, Subscription no, Billing Date, Confirmed, and Comment.

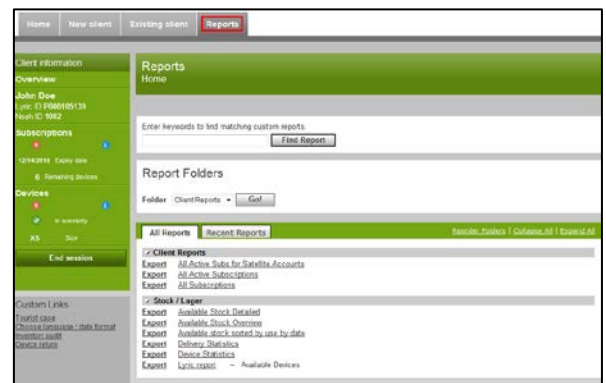
Under section **[Inventory audit]** you can view or print your Lyric Hearing Aid Consignment Stock Audit.



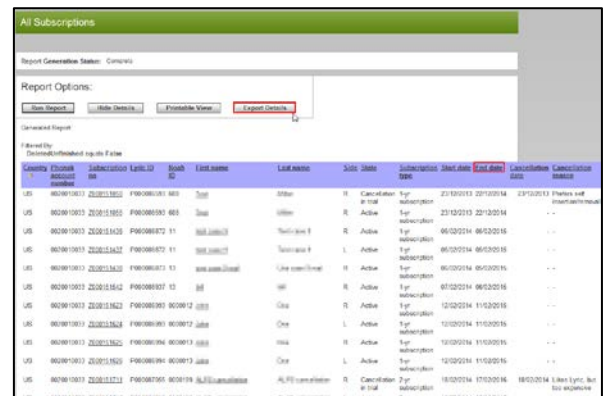
Under **[Custom links]** you will find the **[Dashboard]** that shows you your performance.



In the **[Reports]** tab you can find all necessary reports needed to handle subscriptions and devices.



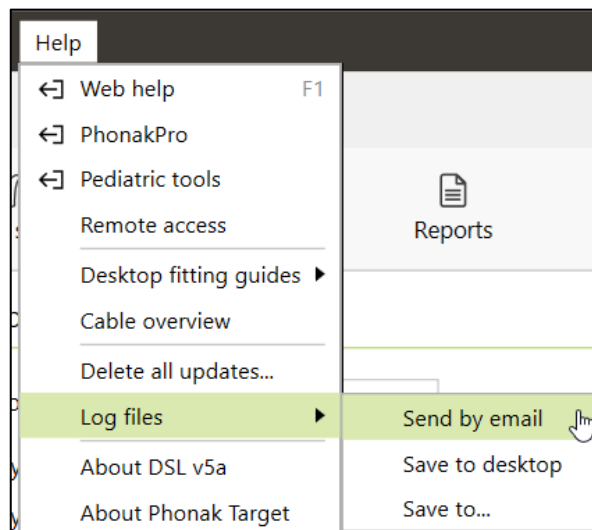
These are sortable by start or end date and they can be exported into Microsoft Excel and edited.



Enhanced log files for support

If you encounter a problem with Phonak Target, enhanced logging can help our Target software support team to find out the root cause.

Please save the log files on your desktop and/or send them by e-mail to your Lyric contact.



Information and description of symbols and System Requirements

Information and the description of symbols and an overview of system requirements can be found in the Phonak Target Fitting Guide

CE mark applied 2021



2021-02-22

Manufacturer:

Sonova AG
Laubisruetistrasse 28
CH-8712 Stäfa