

Phonak Target 6.1

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 |
| Renew 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.



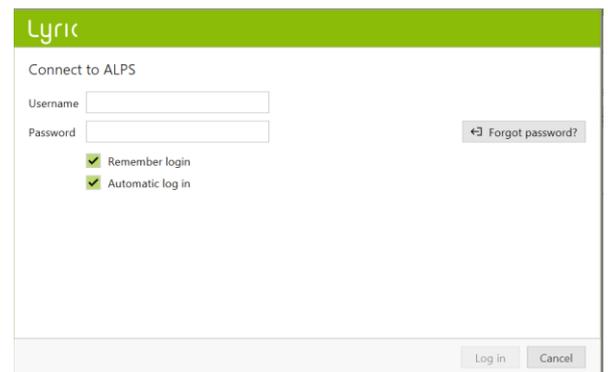
The ALPS button indicates your current connection status:

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

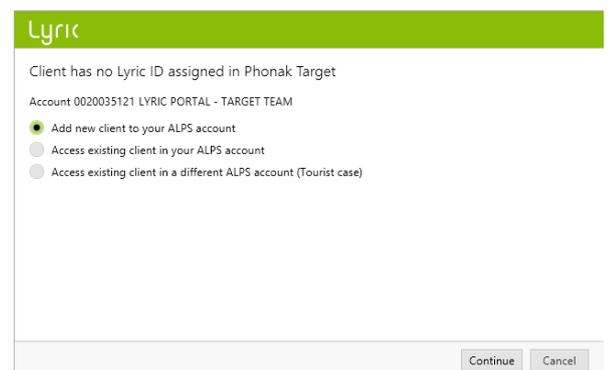
To connect into ALPS, enter your user name and password to log into your Lyric account.

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.

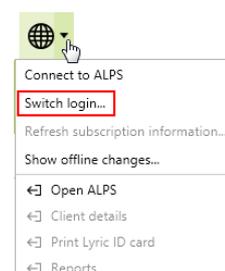
In case you have forgotten your password, click on the link [forgot password] and change it in www.phonakpro.com directly.



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.

Lyric

Enter client details

First name

Last name

Date of birth 01.01.1948

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.

Create Lyric ID Cancel

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.

Lyric

Select Lyric device from consignment stock

Serial#

Insertion date: 06.06.2014

| Serial# | Model | Seal size | M | Insert by |
|-----------|--------|-----------|---|------------|
| 1406NVOJR | Lyric3 | M | | 08.05.2015 |
| 1406NVOJV | Lyric3 | M | | 08.05.2015 |
| 1406NVOJP | Lyric3 | M | | 08.05.2015 |
| 1406NVOJT | Lyric3 | M | | 08.05.2015 |
| 1406NVOK0 | Lyric3 | M | | 08.05.2015 |
| 1406NVOJX | Lyric3 | M | | 08.05.2015 |
| 1406NVOJW | Lyric3 | M | | 08.05.2015 |
| 1406NVOJN | Lyric3 | M | | 08.05.2015 |
| 1406NVOJG | Lyric3 | M | | 08.05.2015 |
| 1406NVOJE | Lyric3 | M | | 08.05.2015 |

Select Cancel

Select the measured insertion depth.

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

Continue Cancel

Choose the subscription duration you want to create for your client.

Lyric

Select a subscription

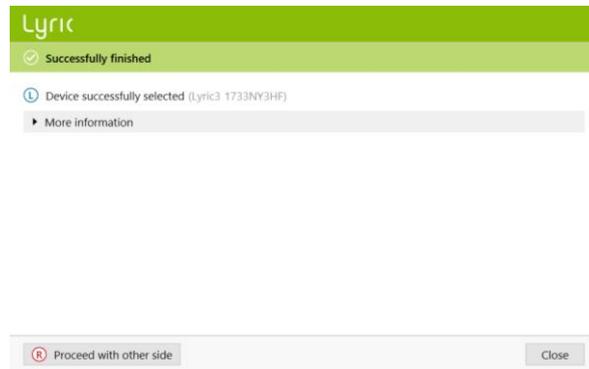
Subscription type: 1-year subscription

Payment type: 1-year subscription

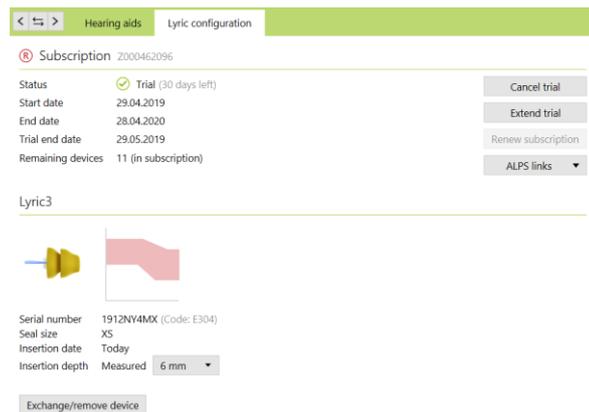
Start date: 3-year subscription

Continue Cancel

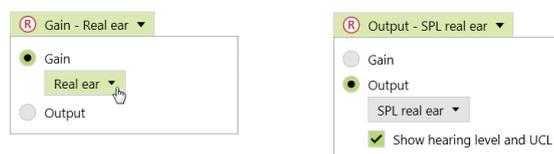
Phonak Target confirms the device selection. You can get **[More information]** about the subscription in this window or choose **[Close]**. For binaural fittings, you are asked to **[Proceed with other side]** which leads you directly to selecting another device from your consignment stock.



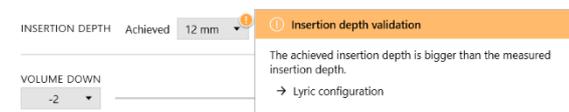
Below the start and end date of the subscription and actual days remaining to the trial end date are shown. It is now possible to extend a trial once for an amount of 10 days. The new end date will then be shown in Target/ALPS.



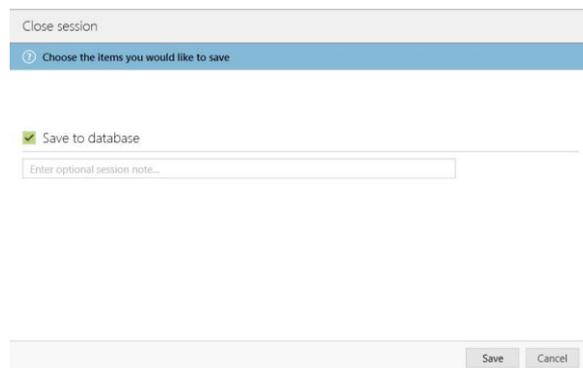
You have the possibility to choose between Gain (Real ear and Coupler 0.4cc) and Output display (SPL real ear and coupler 0.4cc) when fitting Lyric. Click on the **[Output]** menu to select your desired output curve display. When selecting the output curve display, you may also choose to show or hide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



The following reports can be printed from the Print menu:

For Professional:

- Fitting Report
- Lyric Datasheet

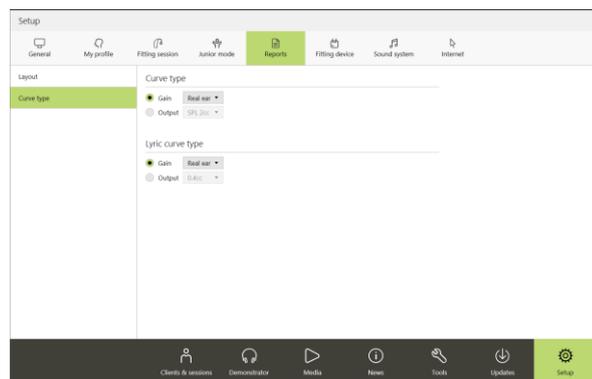
For Client:

- 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

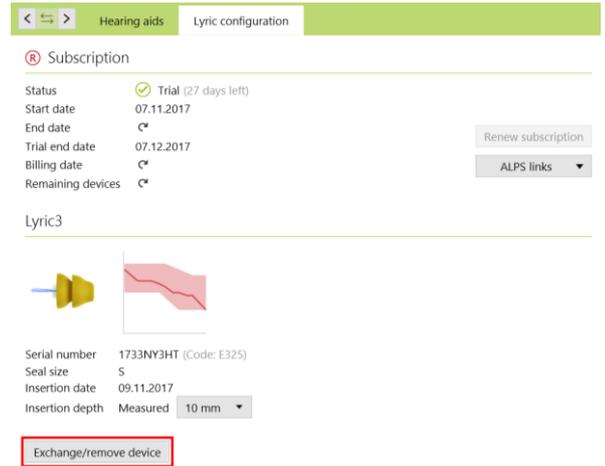
Lyric ID P000087661

| 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 | 1406NY0JT | |

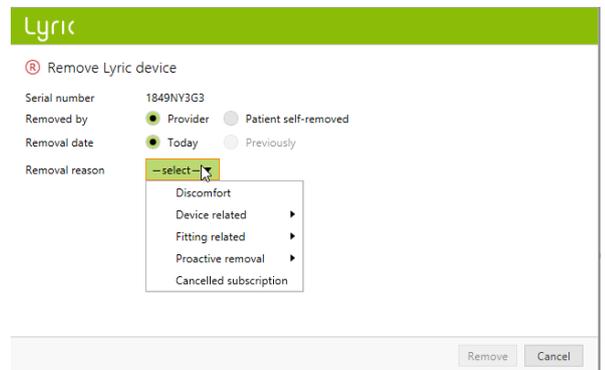
Continue Cancel

Device exchange (including ear canal observation)

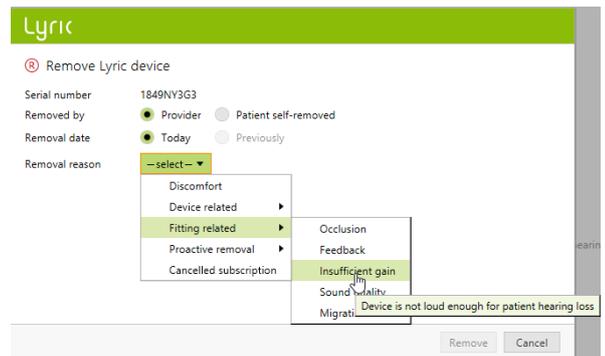
To exchange a Lyric device, please log into Phonak Target/ALPS, go to **[Instruments]**, **[Lyric configuration]** and click **[Exchange/remove device]**.



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]**.

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

| Serial# | Model | Seal size | Insert by |
|-----------|--------|-----------|------------|
| 1406NYOJN | Lyric3 | M | 08.05.2015 |
| 1406NYOKO | Lyric3 | M | 08.05.2015 |
| 1406NYOJX | Lyric3 | M | 08.05.2015 |
| 1406NYOJJ | Lyric3 | M | 08.05.2015 |
| 1406NYOJH | Lyric3 | M | 08.05.2015 |
| 1406NYOJM | Lyric3 | M | 08.05.2015 |
| 1406NYOJK | Lyric3 | M | 08.05.2015 |

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

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"

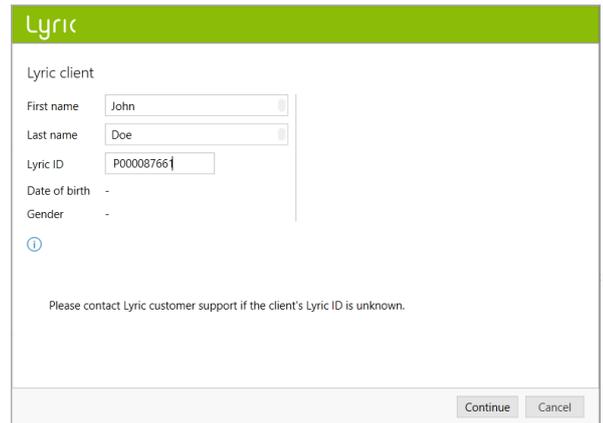
Click **[Remove]** and then choose a new device accordingly. In case the criteria doesn't match the default value, please change it and continue.

Tourist case: Device exchange for a tourist client

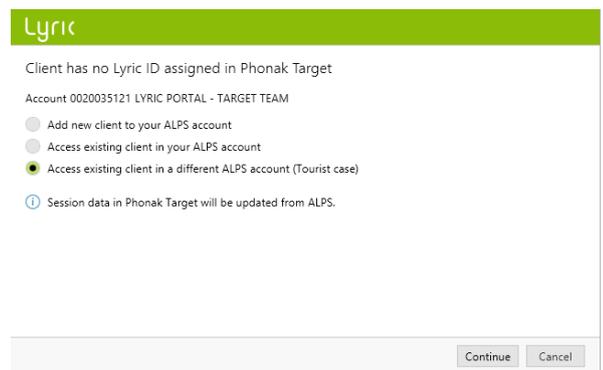
If you need to exchange a Lyric device for a client who was originally fit by another Authorized Lyric Partner, you need to get access to the fitting data of that client's ALPS fitting data. To do so you need the client's individual Lyric ID.

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 a web form titled "Lyric client" with a green header. The form contains the following fields: "First name" with the value "John", "Last name" with the value "Doe", and "Lyric ID" with the value "P00008766". There are also fields for "Date of birth" and "Gender", both currently empty. A blue information icon is located below the "Lyric ID" field. At the bottom of the form, there is a note: "Please contact Lyric customer support if the client's Lyric ID is unknown." and two buttons: "Continue" and "Cancel".



The screenshot shows a web screen titled "Lyric" with a green header. The main content area displays the text "Client has no Lyric ID assigned in Phonak Target" and "Account 0020035121 LYRIC PORTAL - TARGET TEAM". Below this, 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. A blue information icon is located below the radio buttons. At the bottom of the screen, there is a note: "Session data in Phonak Target will be updated from ALPS." and two buttons: "Continue" and "Cancel".

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.

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.

The screenshot shows the Lyric interface with a green header. Below the header is an orange bar with the text "Data conflict between ALPS and Phonak Target". The main content area displays client information: First name John, Last name Doe, and Lyric ID P000087661. Below this, a message states "Device data in ALPS and Phonak Target do not match:". There are two tabs: "Right" (selected) and "Left". The data is presented in a table:

| Information | Right | Left |
|--------------|--|----------------------|
| Subscription | Trial (20 days left) | Trial (30 days left) |
| ALPS | 1406NY0YG (Tourist exchange) | No serial number |
| Target | No serial number | No serial number |
| Action | Serial number will be updated in Phonak Target | No action required |

At the bottom, there is a message: "Press 'Cancel' to resolve the conflicts manually." and two buttons: "Continue" and "Cancel".

The screenshot shows the Lyric interface with a green header. Below the header is an orange bar with the text "Fitting parameter mismatch!". The main content area displays a message: "Fitting parameters stored in ALPS and Phonak Target do not match:". There are two tabs: "Right" (selected) and "Left". The data is presented in a table:

| Right | Left |
|---|----------------------------------|
| Resolve conflict | |
| <input type="radio"/> Use Phonak Target data Last updated 16.06.2014 13:57 | Fitting parameters are identical |
| <input checked="" type="radio"/> Use ALPS data (newer) Last updated 16.06.2014 14:05 Updated by tourist fitter. | |

At the bottom, there is a message: "Clicking 'Continue' will resolve the conflict. Press 'Cancel' to resolve the conflict manually." and two buttons: "Continue" and "Cancel".

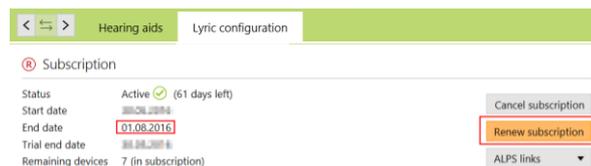
Renew a subscription

As soon as a subscription is active (no longer in trial) it can be renewed by clicking on **[Renew subscription]**.

When the subscription is three months from expiration, an orange **[Renew subscription]** button will appear.

Define which type of subscription you want to create in ALPS for your client and follow the instruction wizard.

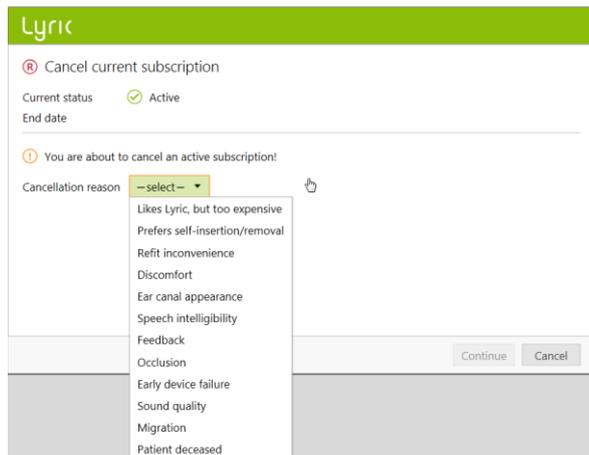
After renewing a cancelled subscription (trial or active), a new trial will only be permitted after 60 days. The renewed subscription will automatically be an active subscription after renewing within 60 days of the cancellation.



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.

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

You are now asked to select a new device.

The screenshot shows a dialog box titled "Lyric configuration" with a red warning icon. The main heading is "Remove Lyric device". Below this, the "Serial number" is "1633H00L5". The "Removed by" field has two radio buttons: "Provider" (selected) and "Patient self-removed". The "Removal date" has two radio buttons: "Today" (selected) and "Previously". The "Removal reason" is set to "Discomfort" in a dropdown menu, with a text input field for "Additional details (optional)...". The "Ear canal observation" is set to "OK for immediate refit" in a dropdown menu, with a text input field for "Additional ear canal observation (optional)...". At the bottom, there is a blue information icon and the text "Not connected to ALPS. All changes will be synchronized later." and two buttons: "Remove" and "Cancel".

The screenshot shows the same "Lyric configuration" dialog box, but now with a green success banner at the top that says "Successfully removed". Below the banner, there is a red warning icon and the text "Device successfully removed." At the bottom, there are two buttons: "Select new device" and "Close".

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 | 1733NY3HJ | 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.

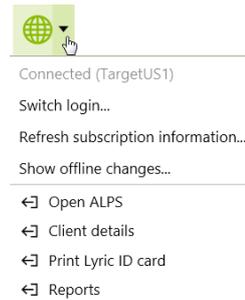
ⓘ One or more device changes could not be synchronized to ALPS!
 Click "Continue" to view the current device selection.

Continue Cancel

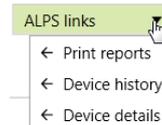
ALPS home and reports

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.

Welcome LYRIC PORTAL - TARGET TEAM

Unfinished

Subscriptions to expire

| Lyric ID# | First name | Last name | Subscription no | Trial end date | Billing Date | View | Cancel |
|-----------|------------|-----------|-----------------|----------------|--------------|------|--------|
| F0219040 | Andreas | Anders | 000017000 | 10/2/2017 | | View | Cancel |
| F0219040 | Andreas | Anders | 000017001 | 11/1/2017 | | View | Cancel |
| F0219040 | Andreas | Anders | 000017002 | 10/2/2017 | | View | Cancel |
| F0219040 | Andreas | Anders | 000017003 | 11/1/2017 | | View | Cancel |
| F0219040 | Andreas | Anders | 000017004 | 11/1/2017 | 11/30/2017 | View | Cancel |
| F0219040 | Andreas | Anders | 000017005 | 11/4/2017 | | View | Cancel |
| F0219040 | Andreas | Anders | 000017006 | 11/4/2017 | | View | Cancel |
| F0219040 | Andreas | Anders | 000017007 | 10/4/2017 | | View | Cancel |
| F0219040 | Andreas | Anders | 000017008 | 11/3/2017 | | View | Cancel |
| F0219040 | Andreas | Anders | 000017009 | 11/4/2017 | | View | Cancel |
| F0219040 | Andreas | Anders | 000017010 | 10/6/2017 | | View | Cancel |
| F0219040 | Andreas | Anders | 000017011 | 11/8/2017 | | View | Cancel |
| F0219040 | Andreas | Anders | 000017012 | 11/15/2017 | | View | Cancel |
| F0219040 | Andreas | Anders | 000017013 | 11/26/2017 | | View | Cancel |

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

Lyric™ PHONAK life is on

Home New client Existing client Reports

No client in session

Notification Settings

Account Name Lyric-Testkunde #3

Notification E-Mail 1

Notification E-Mail 2

Notification E-Mail 3

Notification Report

Send to Office

Save

Custom Links

- Trial case
- Change language / date format
- Inventory audit
- Device status
- List of contacted patients
- Send subscriptions
- Send notification settings
- Devices Investigation Form

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]**.

Lyric™ PHONAK life is on

Home New client Existing client Reports

Overview

Show fitting history

Show device history

Lyric ID P000140199

Noah ID 124

Subscriptions

4/25/2017 Copy date

2/10/2016

11 Remaining devices

Devices

In warranty

X5 Size

End session

Custom Links

- Trial case
- Change language / date format
- Inventory audit
- Device status
- List of contacted patients
- Send subscriptions
- Send notification settings
- Devices Investigation Form

Subscriptions to expire*

| First name | Last name | Subscription no | End date | Renewed | Comment |
|------------|-----------|-----------------|-----------|--------------------------|---------|
| Andreas | Anders | 2000257245 | 7/21/2016 | <input type="checkbox"/> | |
| Andreas | Anders | 2000257246 | 7/21/2016 | <input type="checkbox"/> | |
| Andreas | Anders | 2000256636 | 7/23/2016 | <input type="checkbox"/> | |
| Andreas | Anders | 2000256637 | 7/23/2016 | <input type="checkbox"/> | |
| Andreas | Anders | 2000256920 | 7/23/2016 | <input type="checkbox"/> | |
| Andreas | Anders | 2000256921 | 7/23/2016 | <input type="checkbox"/> | |
| Andreas | Anders | 2000256598 | 7/27/2016 | <input type="checkbox"/> | |
| Andreas | Anders | 2000256600 | 7/27/2016 | <input type="checkbox"/> | |

*Subscription end date -90 days / +6 days

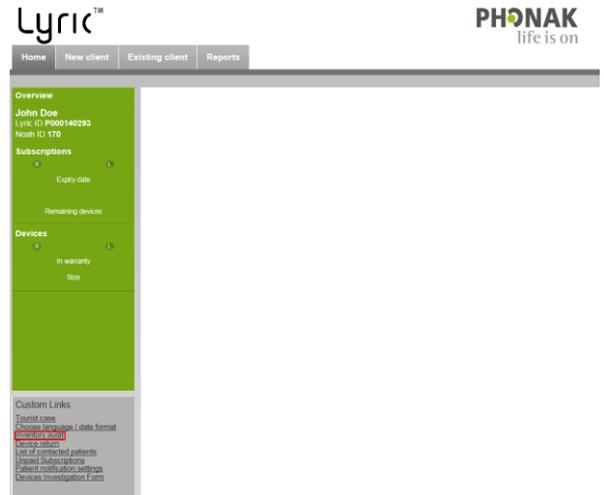
Trials*

| First name | Last name | Subscription no | Billing Date | Confirmed | Comment |
|------------|-----------|-----------------|--------------|--------------------------|---------|
| Andreas | Anders | 2000290980 | 6/8/2016 | <input type="checkbox"/> | |

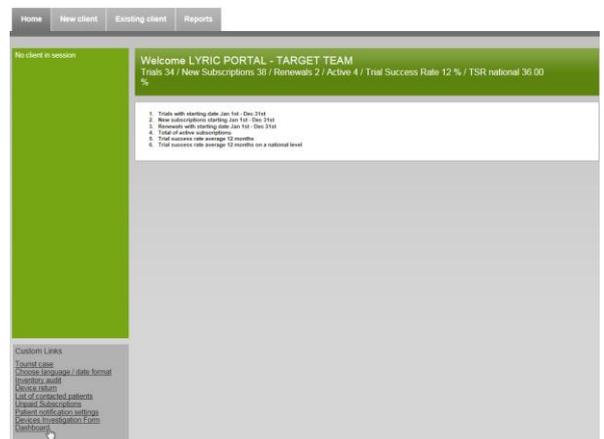
*End date -7 days

Save

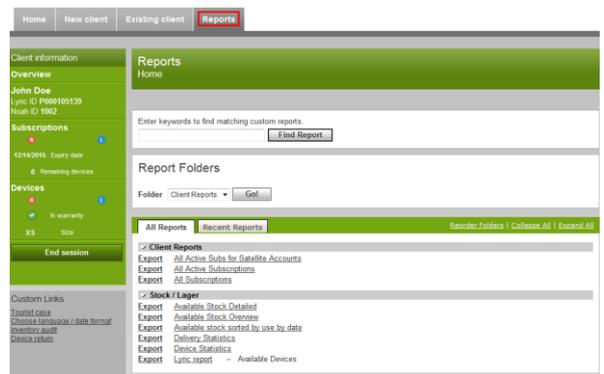
Under section **[Inventory audit]** you can view or print your Lyric Hearing Aid Consignment Stock Audit.



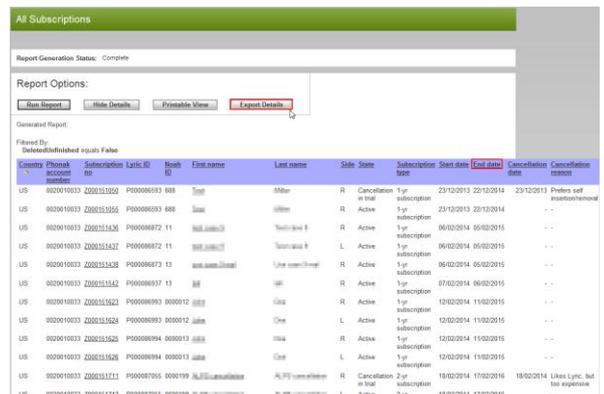
Under **[Custom links]** you will find the **[Dashboard]** that shows you your performance.



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



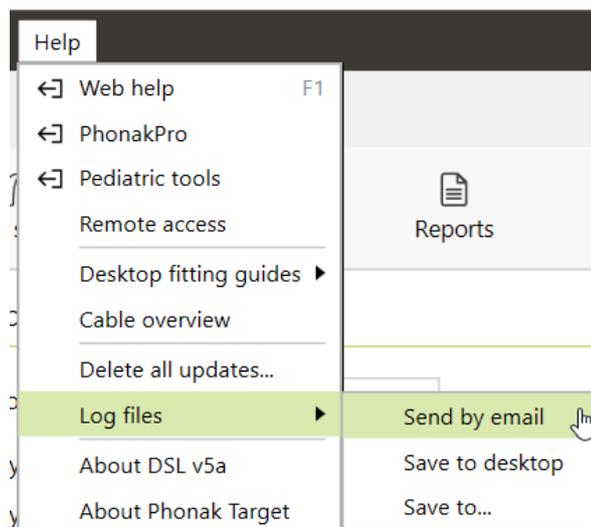
These are sortable by start or end date and they can be exported into Microsoft Excel and edited.



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 2019



Manufacturer:

Sonova AG
Laubisruetistrasse 28
CH-8712 Staefa