

Phonak Target/ALPS

February 2018



Lyric Desktop Fitting Guide for ALPS For Phonak Target 5.3 and newer

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 available under [Web Help](#).

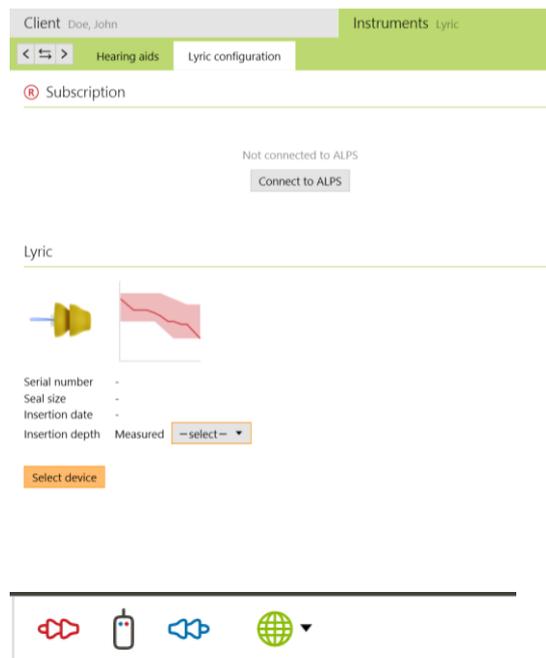
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Create a new client in Phonak Target

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.

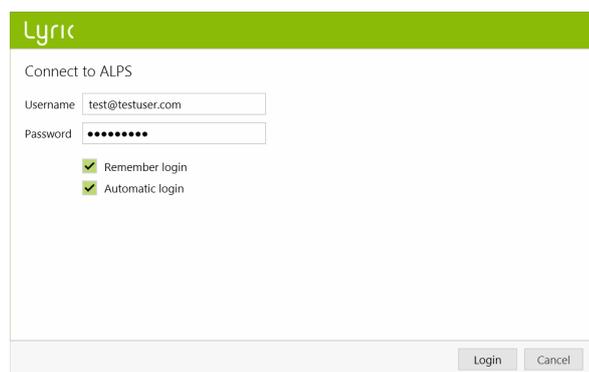


The ALPS button indicates your current connection status:

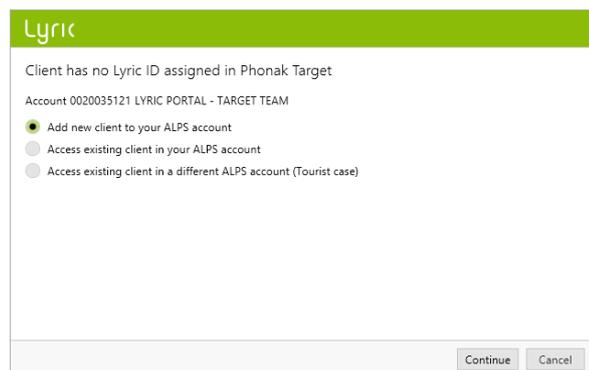
- **Green** – connected
- **Black** – disconnected

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

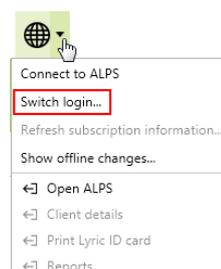
We strongly recommend that you select the **[Automatic login]** function. This time-saving feature enables you to remain logged into ALPS without the need to reenter your credentials.



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.

Lyric

Enter client details

First name:

Last name:

Additional information

Date of birth: 01.02.1949

Gender: Male

Submit additional information

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:

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
1406NVOJH	Lyric3	M		08.05.2015

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

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

Lyric

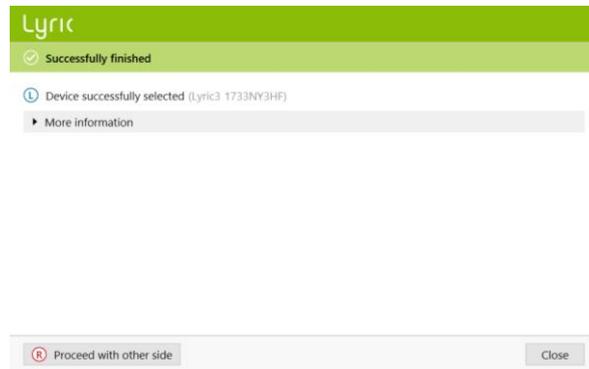
Select a subscription

Subscription type:

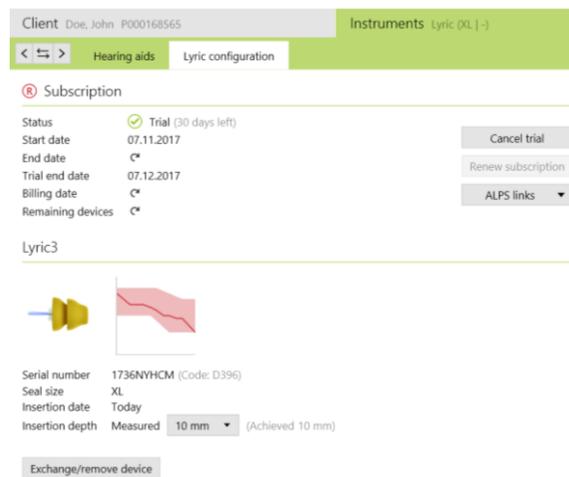
Payment type:

Start date:

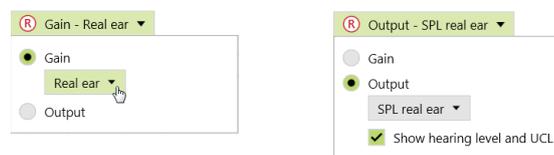
Phonak Target confirms the device selection. You can get **[More information]** about the subscription in this window or choose **[Close]**. For binaural fittings, you are asked to **[Proceed with other side]** which leads you directly to selecting another device from your consignment stock.



Below the start and end date of the subscription and actual days remaining to the trial end date are shown.



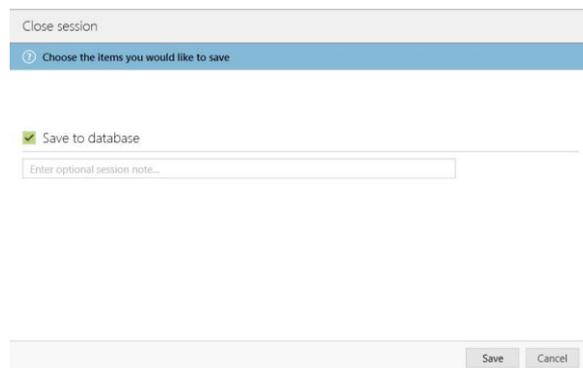
You have the possibility to choose between Gain (Real ear and Coupler 0.4cc) and Output display (SPL real ear and coupler 0.4cc) when fitting Lyric. Click on the **[Output]** menu to select your desired output curve display. When selecting the output curve display, you may also choose to show or hide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

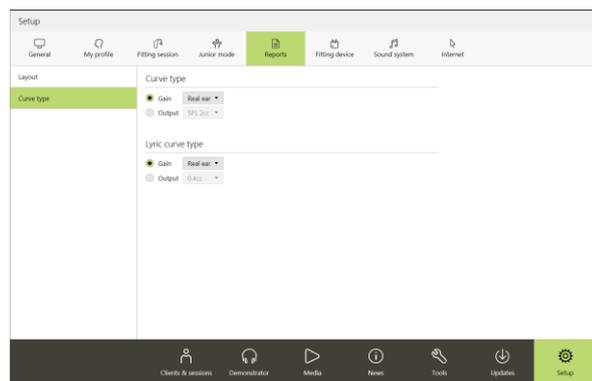
For Client:

- 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.

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

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

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

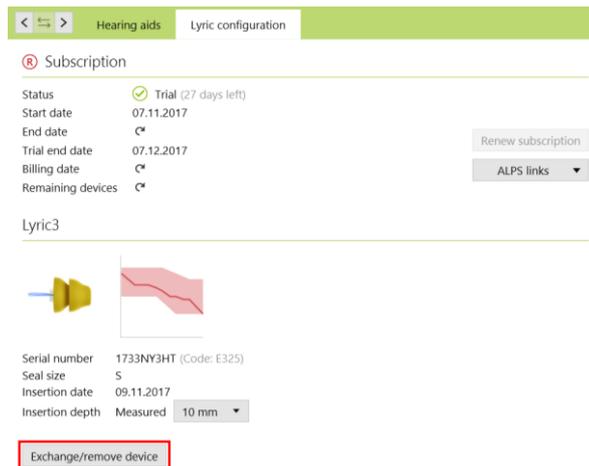
Lyric ID P000087661

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	

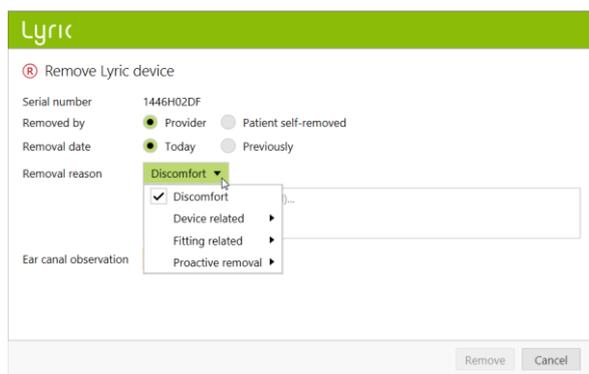
Continue Cancel

Device exchange (including ear canal observation)

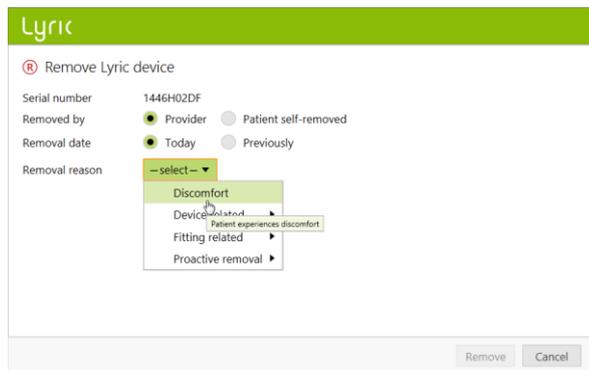
To exchange a Lyric device, please log into Phonak Target/ALPS, go to [Instruments], [Lyric configuration] and click [Exchange/remove device].



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).



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 can be chosen.

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.

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

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: 1446H02DF

Removed by: Provider Patient self-removed

Removal date: Today Previously

Removal reason: Discomfort

Additional details (optional):

Ear canal observation: OK for refit after rest

Additional details: --select--

- Redness of tissue
 - Mild
 - Significant
- Excess fluid collection on tissue
- Swelling of clotted blood below tissue (bruise)
- Sore or ulceration of tissue
- Medial bulge/growth
- Blood/Bleeding
- Cerumen management

Remove Cancel

Lyric

Successfully removed

Device successfully removed.

Print return form

Select new device Close

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: 1736NYHCG

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# Search: Insertion date: 16.06.2014

Serial#	Model	Seal size	M	Insert by
1406NYQJV	Lyric3	M		08.05.2015
1406NYQJN	Lyric3	M		08.05.2015
1406NYQKD	Lyric3	M		08.05.2015
1406NYQJX	Lyric3	M		08.05.2015
1406NYQJJ	Lyric3	M		08.05.2015
1406NYQJH	Lyric3	M		08.05.2015
1406NYQJM	Lyric3	M		08.05.2015
1406NYQJK	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.

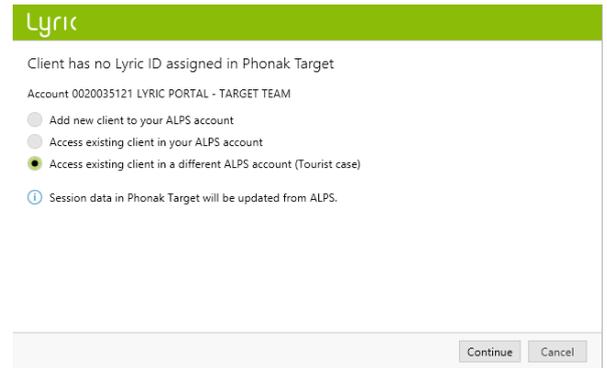
16.06.2014 13:55: ECO Right: OK for immediate refit.

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)**.

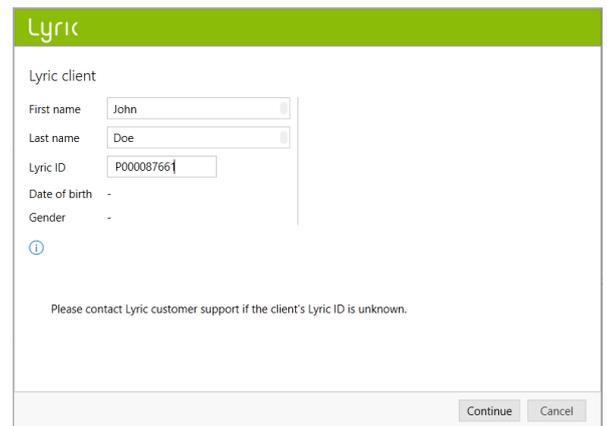
Enter the client's Lyric ID, and check if the name is displayed correctly (as printed on the Lyric ID card). Proceed with the exchange of the device, and adjust the fitting parameters if necessary. If the patient doesn't know their Lyric ID, it can be obtained by calling Lyric customer service.



The screenshot shows the Lyric ALPS interface with a green header. The main content area displays the following information:

- Client has no Lyric ID assigned in Phonak Target
- Account 0020035121 LYRIC PORTAL - TARGET TEAM
- Three radio button options:
 - Add new client to your ALPS account
 - Access existing client in your ALPS account
 - Access existing client in a different ALPS account (Tourist case)
- A blue information icon (i) with the text: "Session data in Phonak Target will be updated from ALPS."

At the bottom right, there are two buttons: "Continue" and "Cancel".



The screenshot shows the Lyric ALPS interface with a green header. The main content area displays the following information:

- Section title: "Lyric client"
- Form fields:
 - First name: "John" (with a dropdown arrow)
 - Last name: "Doe" (with a dropdown arrow)
 - Lyric ID: "P000087661" (with a dropdown arrow)
 - Date of birth: "-"
 - Gender: "-"
- A blue information icon (i) with the text: "Please contact Lyric customer support if the client's Lyric ID is unknown."

At the bottom right, there are 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.

The screenshot shows the Lyric interface with a green header. Below the header is an orange banner with a warning icon and the text "Data conflict between ALPS and Phonak Target". Underneath, the user's information is displayed: First name: John, Last name: Doe, Lyric ID: P000087661. A message states "Device data in ALPS and Phonak Target do not match:". Below this, there are two tabs: "Right" (selected) and "Left". A table compares data between ALPS and Phonak Target:

Information	Right	Left
Subscription	Trial ✓ (20 days left)	Trial ✓ (30 days left)
ALPS	1406NYOYG (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".

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 banner with a warning icon and the text "Fitting parameter mismatch!". A message states "Fitting parameters stored in ALPS and Phonak Target do not match:". Below this, there are two tabs: "Right" (selected) and "Left". A message says "Resolve conflict" with a green checkmark. Two radio button options are shown:

- 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.

To the right of these options, it says "Fitting parameters are identical". 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".

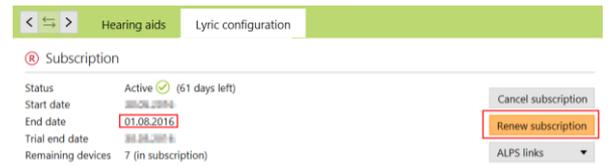
Renew a subscription

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.

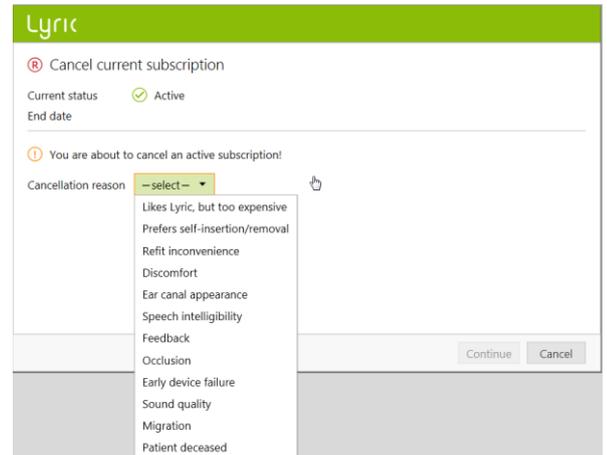
After renewing a cancelled subscription (trial or active), a new trial will only be permitted after 60 days. The renewed subscription will automatically be an active subscription after renewing within 60 days of the cancellation.



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.

The screenshot shows a dialog box titled "Lyric configuration" with the following fields and options:

- Remove Lyric device** (indicated by a red circle with a white 'R')
- Serial number:** 1633H00L5
- Removed by:** Provider Patient self-removed
- Removal date:** Today Previously
- Removal reason:** Discomfort (dropdown menu)
- Additional details (optional):** (text input field)
- Ear canal observation:** OK for immediate refit (dropdown menu)
- Additional ear canal observation (optional):** (text input field)
- Not connected to ALPS. All changes will be synchronized later.** (info icon)
- Buttons:** Remove, Cancel

You are now asked to select a new device.

The screenshot shows the "Lyric configuration" dialog box after a successful removal. It displays a green bar with a checkmark and the text "Successfully removed". Below this, a message reads "Device successfully removed." (indicated by a red circle with a white 'R'). 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	1733NY2VW	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.

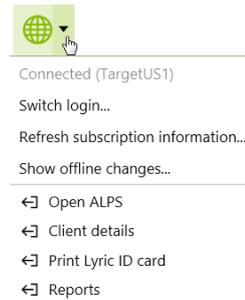
ⓘ One or more device changes could not be synchronized to ALPS! Click "Continue" to view the current device selection.

Continue Cancel

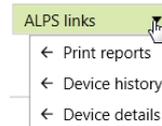
ALPS home and reports

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 subscription
F0219040	randee	albert	00007908	10/2/2017		View	Cancel subscription
F0219040	randee	albert	00007909	11/1/2017		View	Cancel subscription
F0219040	isa	isa	00007910	10/2/2017		View	Cancel subscription
F0219040	isa	isa	00007911	11/1/2017		View	Cancel subscription
F0219040	Sham	Thompson	00007912	11/1/2017	11/30/2017	View	Cancel subscription
F0219040	Mark	Garrett	00007913	11/4/2017		View	Cancel subscription
F0219040	Mark	Garrett	00007914	11/4/2017		View	Cancel subscription
F0219040	napisa	Caro	00007915	10/4/2017		View	Cancel subscription
F0219040	napisa	Caro	00007916	11/3/2017		View	Cancel subscription
F0219040	is	isa	00007917	11/4/2017		View	Cancel subscription
F0219040	is	isa	00007918	10/6/2017		View	Cancel subscription
F0219040	Sharon	Lyne	00007919	11/8/2017		View	Cancel subscription
F0219040	Sharon	Lyne	00007920	11/15/2017		View	Cancel subscription
F0219040	Sharon	Lyne	00007921	11/26/2017		View	Cancel subscription

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-Testunde #3

Notification E-Mail 1

Notification E-Mail 2

Notification E-Mail 3

Notification Report Satellite Offices

Save

Custom Links

- Print case
- Choose language / date format
- Inventory audit
- Device return
- List of contacted patients
- Print Subscriptions
- Patient 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 PH00140199

North ID 124

Subscriptions

4/25/2017 Expiry date

ZW029980

11 Remaining devices

Devices

In warranty

X5

End session

Custom Links

- Print case
- Choose language / date format
- Inventory audit
- Device return
- List of contacted patients
- Print Subscriptions
- Patient notification settings
- Devices Investigation Form

Subscriptions to expire*

First name	Last name	Subscription no	End date	Renewed	Comment
James	Garrett	2000257245	7/1/2016	<input type="checkbox"/>	
Markus	Thompson	2000257246	7/1/2016	<input type="checkbox"/>	
Mark	Thompson	2000256636	7/23/2016	<input type="checkbox"/>	
Mark	Thompson	2000256637	7/23/2016	<input type="checkbox"/>	
Mark	Thompson	2000256920	7/23/2016	<input type="checkbox"/>	
Mark	Thompson	2000256921	7/23/2016	<input type="checkbox"/>	
Markus	Thompson	2000256598	7/27/2016	<input type="checkbox"/>	
Markus	Thompson	2000256600	7/27/2016	<input type="checkbox"/>	

*Subscription end date -90 days / +6 days

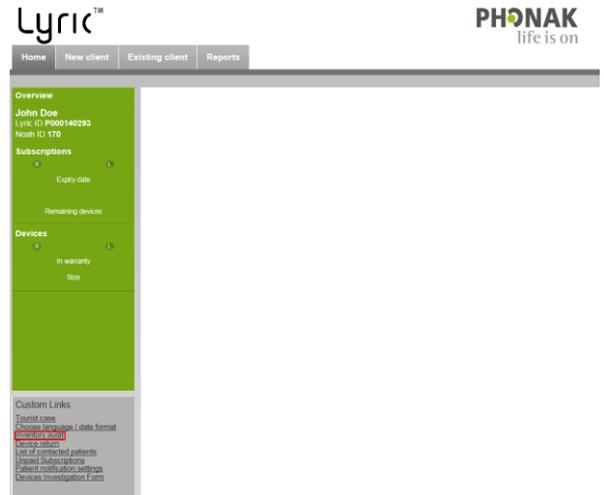
Trials*

First name	Last name	Subscription no	Billing Date	Confirmed	Comment
Mark	Thompson	2000290600	6/8/2016	<input type="checkbox"/>	

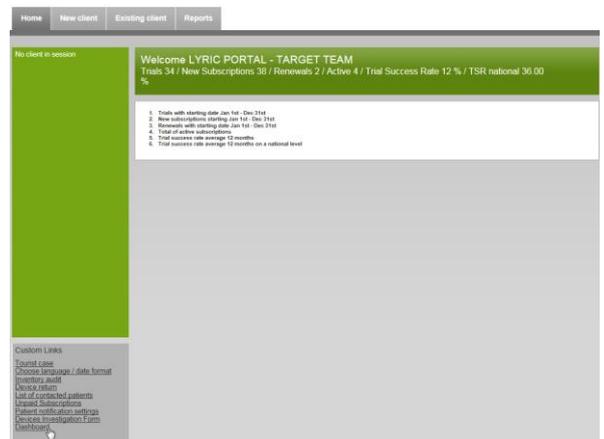
*End date -7days

Save

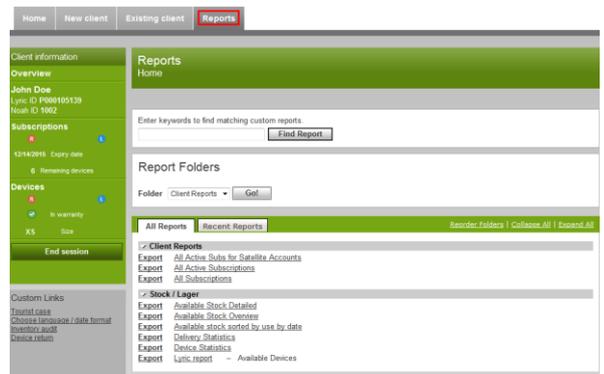
Under section **[Inventory audit]** you can view or print your Lyric Hearing Aid Consignment Stock Audit.



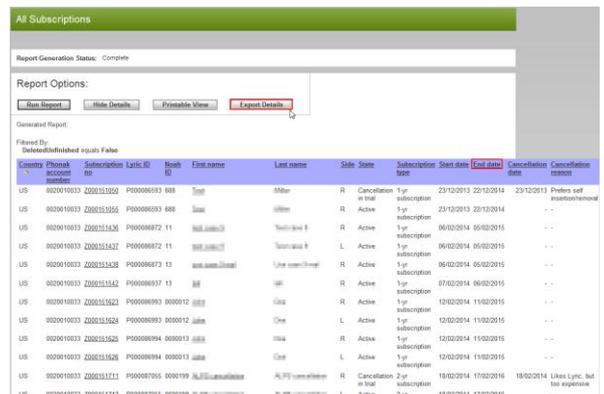
Under **[Custom links]** you will find the **[Dashboard]** that shows you your performance.



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



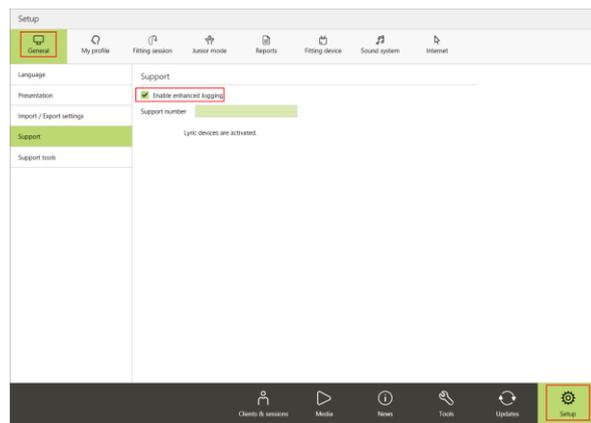
These are sortable by start or end date and they can be exported into Microsoft Excel and edited.



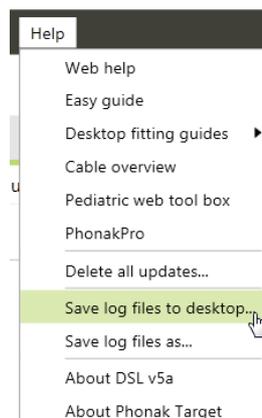
Enhanced log files for support

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

Click on **[Phonak Target setup]**, **[General]**, **[Support]** and enable the enhanced logging for support. It is recommended to always leave the settings in this mode.



Please save the log files on your desktop and send them to your Lyric contact.



CE mark applied 2017



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