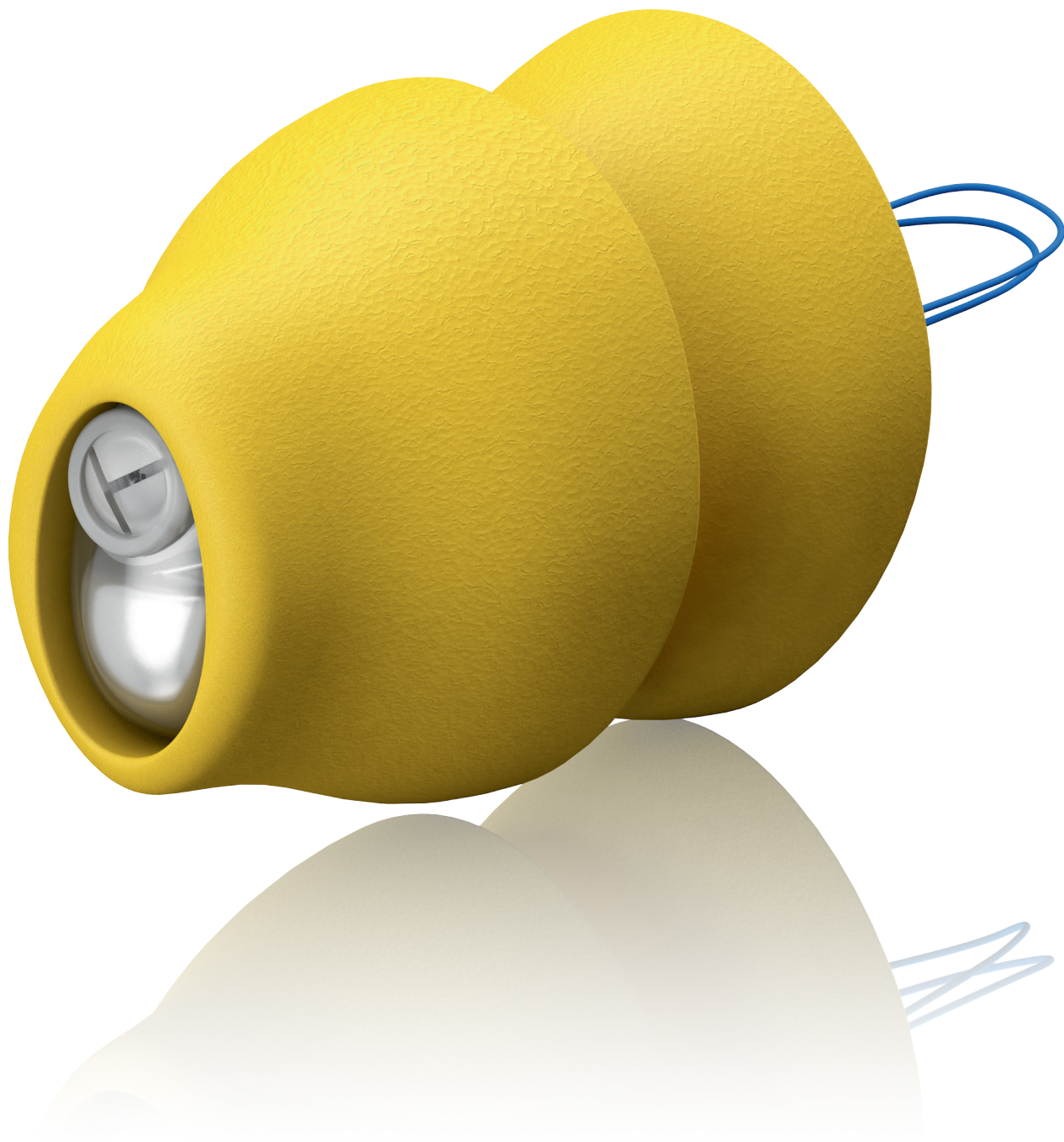


Phonak Lyric™

Lyric fitting guidelines for hearing care professionals



Welcome to Lyric

Thank you for choosing Lyric, the world's first 100% invisible, extended wear hearing aid that can be worn 24/7 for months at a time, providing these unique advantages:

- 100% invisible thanks to the deep-ear placement of the device
- Clear, natural sound, using the natural anatomy of the ear
- No daily hassle of putting the device in and out every day
- No batteries to change

Lyric is a unique hearing solution for patients with mild to moderately severe hearing loss. It can be worn at night while sleeping, during exercise, in the shower* and on the phone. It helps the patient to maintain their normal lifestyle.

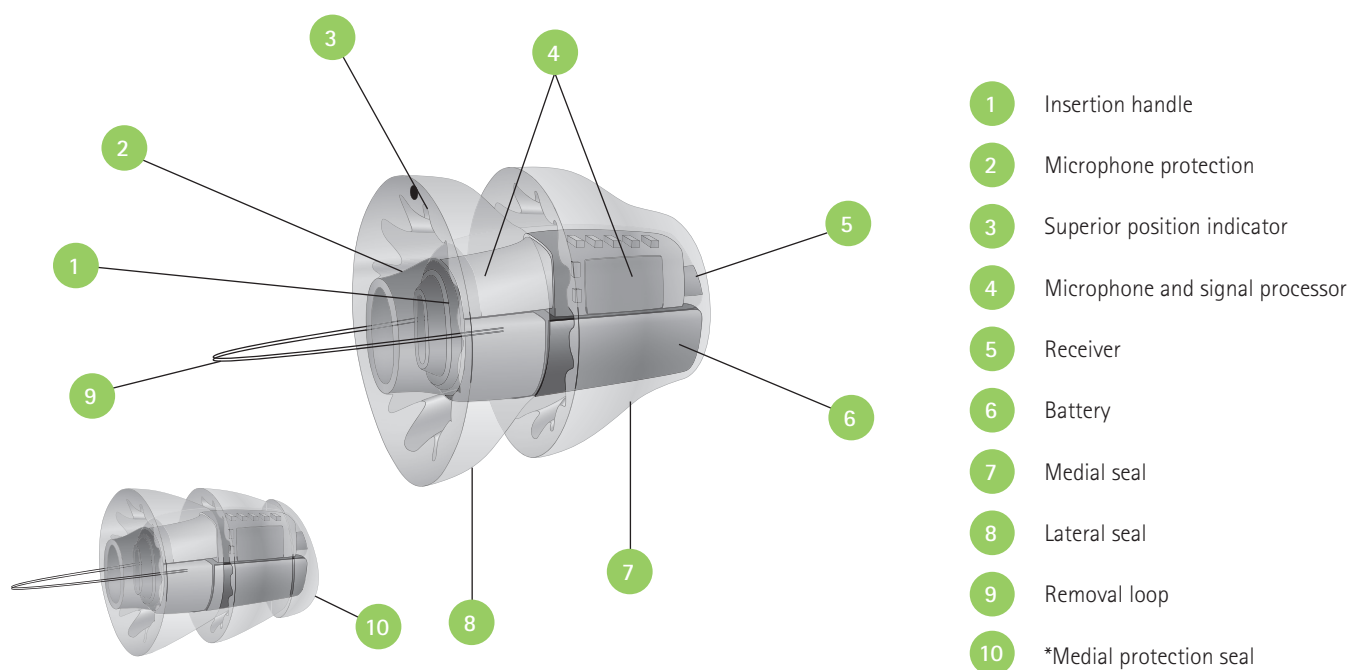
This booklet is a collection of best practices, guidelines and procedures providing you with instructions on all aspects of fitting Lyric. It is also available as a download at lyricfittingresources.com.

*Lyric is water resistant, not waterproof, and should not be completely submerged underwater

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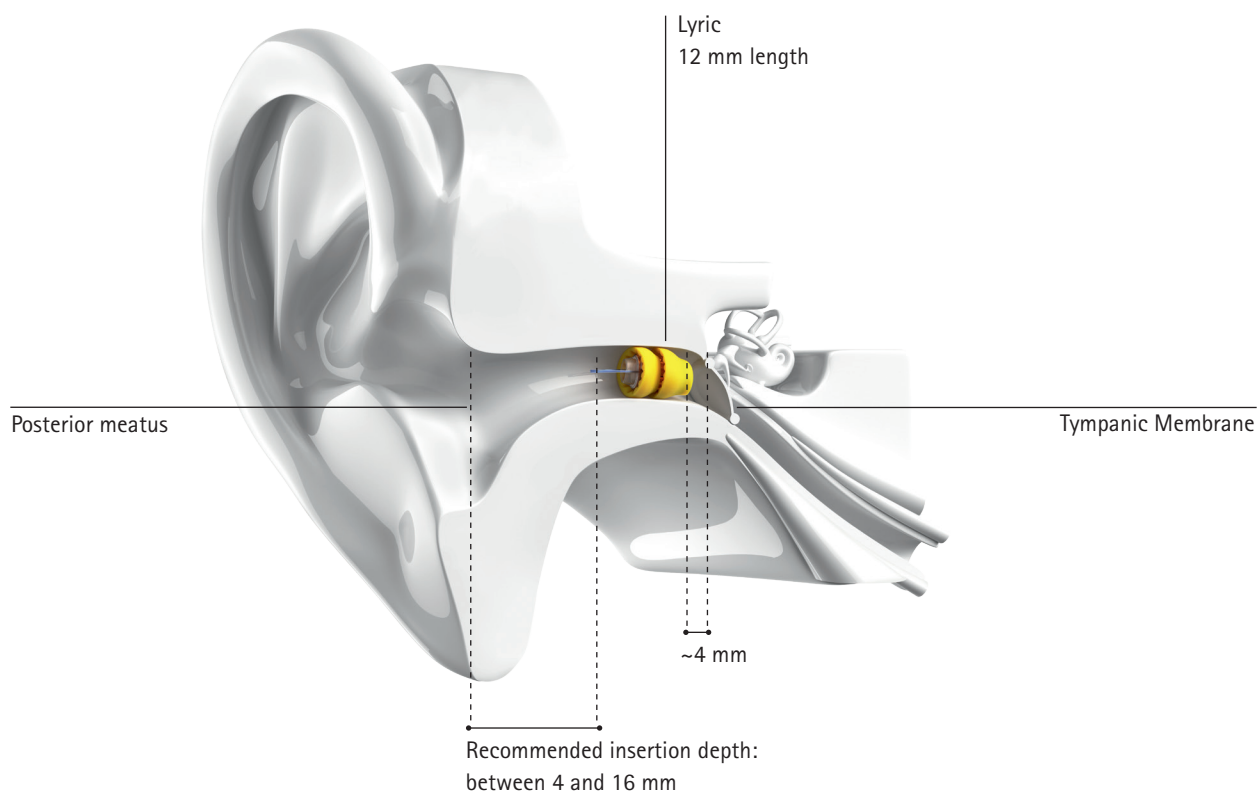
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Overview of Lyric



* For Lyric3 (XXS) only

It is recommended to position Lyric 4 mm in front of the Tympanic Membrane (TM) and at least 4 mm from the entrance of the ear canal (posterior meatus).



Clinical equipment supplied by practice

Phonak requires the Lyric fitter to work with a microscope or head-worn loupes for ideal ear canal visualization and clinical results.

- Microscope, with the following requirements:
 - Minimum 4x magnification
 - Working distance range between 100-400 mm
 - Built in lamp
 - Wall or floor-mounted
 - Straight or inclinable binocular head
- Loupe, head-worn, with the following requirements:
 - Minimum 3.5x magnification
 - Working distance range between 100-400 mm
 - Minimum LED light source of 30 k lumens
 - Spectacle or headband mounted
 - Binocular style head
 - Wired or wireless LED light source
- Video otoscopy
 - With ability to take and store pictures
- Patient exam chair
 - Adjustable height
 - Adjustable headrest
 - Rotational
- Fitter exam stool
 - Adjustable height
 - Rotational
 - Rolls
- Cerumen management tools

Clinical equipment supplied by Phonak

- Lyric hearing aids
- Lyric programming wand
 - The programming wand is connected to your computer with a standard USB
- Phonak Target (version 5.0 or higher)
- Lyric Fitting and Sizing Kit:
 - Lyric insertion tool
 - Lyric device sizers
 - Lyric length sizers
 - Lyric ear speculum set
 - Initial supply of one-time use Glycerin packets for lubrication
 - SoundLync
- Other material necessary for Lyric fitting:
 - Lyric slider forceps
 - Lyric candidacy form

General workspace setup

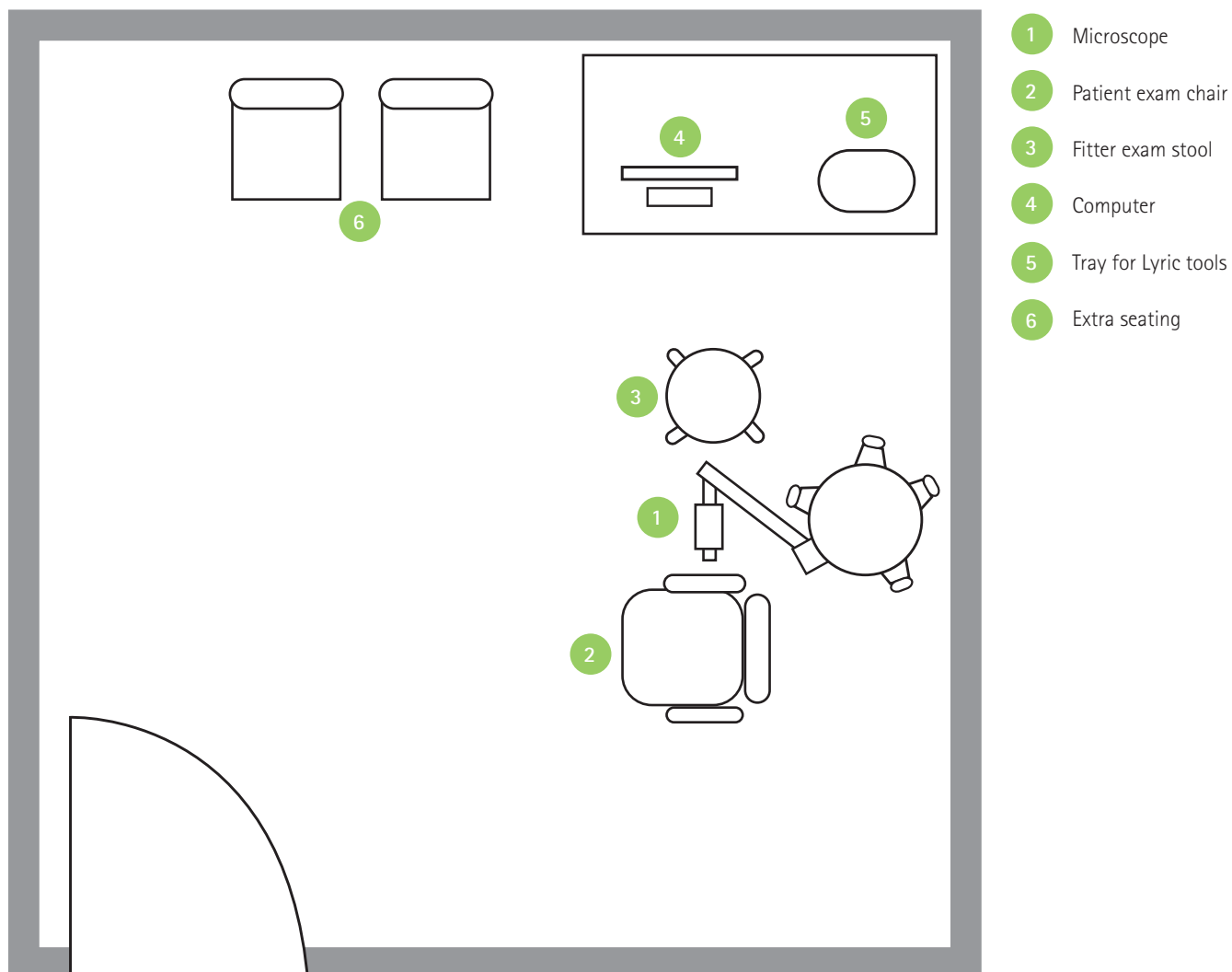
There are several key components to consider when setting up the Lyric fitting room.

It is important to have enough room for the required furniture with space to adjust the seating position of the patient.

The Lyric fitter should be able to sit and work comfortably in the patient ears and also be able to reach tools and devices without having to change the seating position. Having equipment and seating prepared makes for a smooth and efficient Lyric appointment and conveys confidence and reassurance to the patient while undertaking examinations, cerumen management, and fittings.

Arrange work surface, fitter exam stool, and patient exam chair so the fitter does not need to stand up during the fitting procedure. The work surface should be large enough to hold all tools and a computer and be within reach of the clinician during the fitting process, as shown in the illustration below.

Consider placing the fitting computer in a location that allows the programming wand to reach both ears when the patient is seated in the exam chair.



Cleaning and maintenance of tools and equipment

Ultrasonic cleaner

The following tools can be cleaned in an ultrasonic cleaner:

- Lyric insertion tools
- Lyric slider forceps
- Stainless steel specula

Strictly follow the manufacturer's instructions regarding the concentration of the disinfectant solution and length of cleansing. The solution must be non-irritating and chloride-free.

Once the tools are clean, remove them from the liquid. Rinse thoroughly with water and let air dry. Do not leave them in the detergent after cleaning.

Disinfectant wipes

The following should be cleaned with disinfectant wipes:

- Programming wand
- SoundLync

Disposable items

The following items are disposable and should not be cleaned or reused:

- Length sizer
- Lyric device sizer
- Lyric hearing aid

Microscope, loupe & chair maintenance

- All painted and metal surfaces of the microscope can be cleaned as recommended by the manufacturer
- Loupes should be cleaned as recommended by the manufacturer
- The seat cover and plastic parts of chairs and/or stools can be cleaned with hot water and a microfiber cloth
- Check all screws and fasteners of the microscope, chair, and stool regularly and at least every 6 months

Assessing Lyric candidacy

Lyric is a great choice for your patients; however, several criteria must be considered and assessed prior to fitting Lyric to your patient:

- Medical history
- Lifestyle
- Hearing evaluation (audiogram)
- Evaluation of the ear canal

We recommend the use of the Lyric candidacy form to address all of these topics systematically. Please request this form from your local representative.

Note: An initial supply of forms is provided by Phonak Lyric and additional forms can be ordered free of charge when needed.

Phonak Lyric™

Lyric Candidacy

Patient name:

Date:

DOB:

Contraindications

Has the patient ever had radiation therapy to the head or neck?

☐ Yes
 ☐ No

Does the patient have any middle ear conditions (TM perforation, cholesteatoma, PE tubes)?

☐ Yes
 ☐ No

Noteworthy Considerations

Does the patient need regular MRI testing?

☐ Yes
 ☐ No

Does the patient regularly swim underwater?

☐ Yes
 ☐ No

Does the patient scuba dive or sky dive?

☐ Yes
 ☐ No

Does the patient have any skin sensitivities?

☐ Yes
 ☐ No

Medical Clearance Suggested

Does the patient have diabetes?

☐ Yes
 ☐ No

Does the patient take prescription anticoagulant medication?

☐ Yes
 ☐ No

Does the patient have a compromised immune system (chemotherapy within the last 6 months, lupus, HIV, extended steroid use, etc)?

☐ Yes
 ☐ No

Does the patient have a bleeding disorder (hemophilia)?

☐ Yes
 ☐ No

Does the patient have an implantable medical device?

☐ Yes
 ☐ No

Is the patient under the age of 21?

☐ Yes
 ☐ No

Based on the above, can the patient wear Lyric?

☐ Yes
 ☐ No, due to:

Obtaining medical clearance due to:

Physician name/discipline:

Audiogram

Lyric Sizing

	Right	Left
Measured insertion depth (mm)		
Achieved insertion depth (mm)		
Device size		
Lubrication used		
Cerumen removed		

Lyric First Fit Checklist

☐ Validate comfort, feedback and sound quality (make adjustments as necessary)
 ☐ Show patient counseling video/highlight link to view at home
 ☐ Give patient new Lyric Fitting Kit (show medical alert card, Lyric user guide and MyLyric registration card)
 ☐ Show SoundLync removal tool and instruct patient on use
 ☐ Discuss topics of itching, water, sleeping, MRIs and what to do if device is weak, dead or has unusual sounds
 ☐ Let patient know how to reach you if there are any issues
 ☐ Provide guidance on the expectation for refit appointments
 ☐ Schedule a 1-week follow-up appointment
 ☐ Prepare patient for a phone call or email within 24 hours

Preferred Method and Time to Contact:

PHONAK

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Phonak Lyric™

Lyric Candidacy

Lyric Initial Consultation Guide

Introduction/Patient Discovery

Introduce yourself and what to expect in the appointment.

- Discuss the practice and your personal credentials.
- Review the next steps and goals of the appointment.
- Assure the patient you are a partner in the journey of finding the best solution for better hearing.

 Understand your patient's motivation for the appointment.

- Assess your patient's needs. In which three areas would they like to see improvement?

Product Presentation

Provide patient with basic overview of solutions available in your clinic.

- Describe daily wear vs. extended wear products with benefits relating to the patient's lifestyle and their motivation for the appointment.
- Briefly describe any solutions that are not appropriate for the patient with the reason for their contraindication.

 Provide a strong recommendation for the best hearing solution for the patient given their ear canal shape and size, hearing loss, medical history and lifestyle.

- Make a strong recommendation for Phonak daily wear or Lyric extended wear solution with lifestyle needs as specific support.

Lyric Fitting

Fit and initiate the Lyric trial.

- Select appropriate devices from stock, enter serial numbers and program in Target software.
- Place Lyric devices to measured insertion depth.

Lyric Counseling

Educate patient on proper use and care for Lyric and set expectations for the trial period and subscription.

- Refer to Lyric First Fit Checklist on the front page.

Evaluation

Determine hearing aid candidacy (Lyric or otherwise) to drive your strong product recommendation.

- Review Lyric Candidacy questions (front page).
- Inspect the ear canals. Determine if cerumen removal is necessary and consider the size and shape of the ear for Lyric placement.
- Perform audiological evaluation according to state regulations for the purposes of fitting hearing aids. Show the patient the blank audiogram where you will record the results.
- Following the audiological evaluation, continue to evaluate for Lyric if it continues to be a recommendation at this stage. Size the ears with length and device sizes as directed in the training protocol.

Hearing Evaluation Review

Involve and engage the patient in understanding the results of the hearing evaluation.

- Ask the patient how they felt the testing went and allow the patient to review the audiogram prior to explaining the results.
- Using their response and their previous reasoning for making this appointment, review the results of the hearing evaluation.

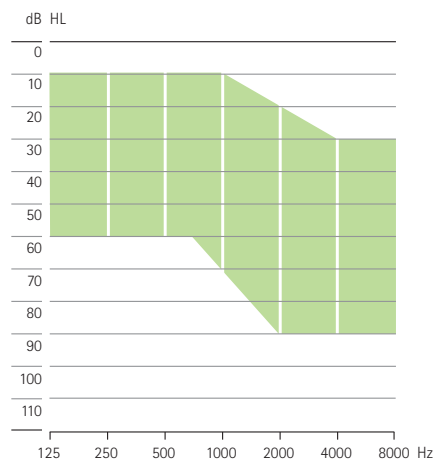
This material is being provided to you as a courtesy by Phonak to support your Lyric fitting practice. Please accept this material as a clinic practice support tool. In your role as a hearing care professional, Phonak expects you to apply your clinical training and judgment in delivering hearing care services to your patients and, therefore, Phonak is not responsible for how you use these materials.

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HEAR THE WORLD

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Lyric fitting range



Visualizing the ear canal

Phonak requires the Lyric fitter to work with the help of a microscope or loupes for ideal ear canal visualization and clinical results.

Before working with the microscope or loupes, the eye distance of the oculars needs to be adjusted to avoid shadows and to ensure a round field of vision. It is important to properly set up the position of the patient chair in relation to the microscope. While using the recommended microscope or the head-worn loupes, please follow the manufacturer's recommendations and instruction for use.

Goals

- Visualize the outer ear and the entire ear canal including the TM to identify any contraindications or abnormalities (refer to the Lyric Candidacy Form)
- Ensure the ear canal is clear from cerumen and debris
- Ensure the patient's skin and ear canal are healthy
- Develop the "flight path" during ear canal visualization prior to inserting Lyric

Conventional otoscopy alone is not sufficient to closely monitor the ear canal for any subtle changes. Therefore, becoming proficient in using the required microscope or loupes for Lyric patient management is vital for best patient care with Lyric.

Perform otoscopy

- Perform otoscopy using microscope or head-worn loupes with stainless specula
- Straighten the ear canal by rotating the pinna up and forward
- Start with the largest speculum. Change to smaller speculum if necessary in order to get a good view of the entire canal and the TM
- Visualize the first and second bend, the bony cartilaginous junction, and the TM
- To improve your view, change the position of your patient's head (e.g. if the ear canal has a rise, tilt the head of the patient away from you; if you want to see the posterior wall of the ear canal, turn the patients head towards you) or raise the patient in the chair
- Check for jaw movement by looking for the anterior bulge of the jaw joint. If excessive movement is observed, discuss realistic expectations of Lyric use regarding comfort and migration issues
- If cerumen is present in the ear canal, proceed with removal following your local guidelines
- If any medical concerns are seen, refer to managing physician or ENT for medical clearance for Lyric use, if necessary

Presenting Lyric

Many patients can benefit from Lyric — it is the responsibility of the Hearing Care Professional (Lyric Fitter) to effectively and accurately present Lyric to the patient, to address potential objections, and ultimately to move the patient toward trying Lyric as the recommended hearing solution where clinically appropriate.

Lyric is one option in your hearing solution tool bag; however, you must invest effort in becoming proficient in efficiently determining if a patient is a candidate in order to move the patient forward in their hearing solution journey.

In order to present Lyric effectively, you must first understand if the patient is a candidate. Candidacy encompasses the patient's medical history, lifestyle, preferences, and hearing goals in addition to the findings from your audiological evaluation.

Medical History:

Modify your intake form to incorporate medical questions from the Lyric Candidacy Form. Then, review the intake form with the patient during the appointment and uncover any possible medical issues that would contraindicate the patient (radiation to the head or neck OR TM perforation) or suggest medical clearance (taking prescription blood thinner, diabetic, compromised immune system, bleeding disorder, implantable medical device, or under age 21).

Lifestyle:

Discuss with your patient their lifestyle and what activities they enjoy regularly to determine if any might interfere with Lyric use (regular skydiving, scuba diving, or underwater swimming), as well as learning things that may be a benefit (stethoscope use, bike riding, etc.).

Patient Preferences:

Review preferences the patient may not have indicated on the Intake Form. Asking such questions will give you further opportunities to tie your product recommendation to the patient's own preferences in a hearing solution, helping to overcome objections.

Ask questions to get a better understanding of the extent to which the patient values:

- Aesthetics
- Ease of use
- Minimal user maintenance
- Importance of hearing overnight

Hearing Goals:

Discuss the listening environments in which the patient is having trouble hearing.

- Ask follow-up questions to learn more specific details
 - Ask about specific situations in which the patient wants better hearing
 - Ask especially about the impact of hearing loss on relationships, jobs, and choice of activities

Audiological Evaluation:

Use your audiological exam to determine if the patient is a candidate based on hearing loss, ear canal size/shape, and ear canal condition. When you are ready to make a hearing solution recommendation — provide a strong recommendation.

Patients who come in specifically for a Lyric appointment should be acknowledged as such, and the appointment flow should be focused on assessing candidacy and moving directly into a Lyric trial.

If the patient is a candidate for Lyric:

- Describe why Lyric is your strong recommendation by tying back to hearing and lifestyle needs, as well as the patient's expressed preferences for a hearing solution
- Describe that Lyric is one of the options in your portfolio of hearing solutions, and give a very brief overview of the benefits of Lyric as well as how it differs from the other hearing aids in your portfolio*
 - Only 24/7 hearing solution, that also happens to be invisible
 - Natural sound quality
 - Sleep, shower, exercise, work, enjoy your life without removing the hearing aid
 - "Not everyone who wants to wear Lyric can — should we go ahead and see if you are a candidate by sizing your ears?"

**Please note: You don't have to give too much information. Once you have sized the patient, you will then be able to give more details about Lyric because you know the patient is a candidate. When discussing Lyric vs. traditional hearing aids, use caution in order to not diminish the value of traditional hearing aids since that is still an option for your patient.*

Presenting Lyric (continued)

Sizing the patient for Lyric after briefly introducing the Lyric concept can be part of a natural appointment flow. If possible, move directly into fitting the trial after making the strong Lyric recommendation and sizing the ear.

Ideally, the patient will be able to start experiencing the immediate benefits of hearing with Lyric prior to discussing pricing. Where possible, move directly into the Lyric fitting without a discussion of Lyric pricing. This enables your patients to experience the benefits of hearing with Lyric to promote the value of Lyric prior to the price discussion.

Discussing Price

It may frequently be difficult to move forward into fitting a trial without answering patient questions around pricing. If the patient asks about Lyric pricing prior to being fit, briefly review with the patient:

- The price of Lyric
- Price comparison to traditional hearing aids
- The risk-free trial period as an important first step in determining whether Lyric is the right solution before making a purchase decision. Let them know that after the trial period, they can make a decision about a Lyric subscription and that there are options like multi-year subscription plans or payment plans that can be discussed at a later date

Overcoming Lyric Objections

Lyric objections tend to stem from two main issues:

- The patient has remaining questions that have not yet been answered
- The patient still does not see the value of Lyric

Ask clarifying questions, particularly if the patient says "I need to think about it," to identify the best response to their objection.

Re-offer the trial period so the patient can try Lyric in their own environment. Emphasize that they have nothing to lose by participating in the trial. This is also a great way to overcome hesitations. Always steer the conversation back toward fitting the Lyric trial after you have addressed the underlying concern.

Handling Price-Based Objections

If the patient expresses price-based objections, highlight the following:

- The situations from their lifestyle and preferences where Lyric brings value
- Lyric provides the freedom to decide, each year, what hearing option is best
- The trial period allows the patient to determine if the value they obtain from Lyric is worth the cost
- Lyric devices are unique in their invisibility, sound quality, and 24/7 hearing
- Lyric costs the equivalent of two lattes a day – for incredible, natural hearing

If the patient is not a Lyric candidate:

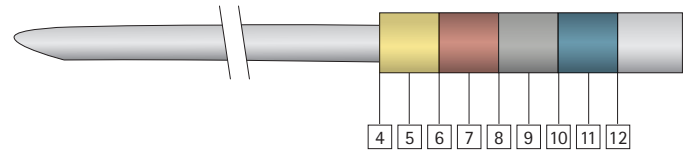
- Recommend a Phonak daily wear option that is best suited to their level of hearing loss, lifestyle, and medical conditions based on your professional judgment

Sizing Lyric

The sizing process for Lyric is a 2-step process

Step 1: Determine maximum depth of insertion with provided length sizers

- Inform the patient what you are doing and show that tip of length sizer is very soft (e.g. touch back of hand with it)
- Instruct patient to tell you when TM is touched (usually indicated by scratching noise or tickling sensation)
- Locate the posterior meatus (please refer to anatomical illustration on page 4). This will be your reference point for the sizing process
- Hold the length sizer between your index and middle finger and insert it into the ear canal by gently tapping with your thumb, keeping the sizer along the bottom of the canal
- Pulling up on the pinna as you begin helps straighten the canal for easier insertion of length sizer
- To ensure the sizer is laying on the bottom of the ear canal, it helps to use the intertragal notch as the entry point
- Lift index finger and gently tap the length sizer into the canal with your thumb. The length sizer is balanced on your middle finger and the floor of the ear canal
- To help maintain control, attempt to keep length sizer level or horizontal while inserting into canal
- Insert length sizer until the soft tip touches the TM, at which point you will feel slight resistance or see the length sizer bend or bounce back against your thumb
- Note the location of the color band marking and where it aligns to the posterior meatus
- If pinna is still raised, release before taking your reading of length measure



- Refer to color band markings to determine maximum device insertion depth (see diagram above: length sizer diagram)
- Repeat the measurement at least once to ensure accuracy
- Always compare length sizes between ears to confirm accuracy of measure. A difference of more than 4mm should be re-confirmed

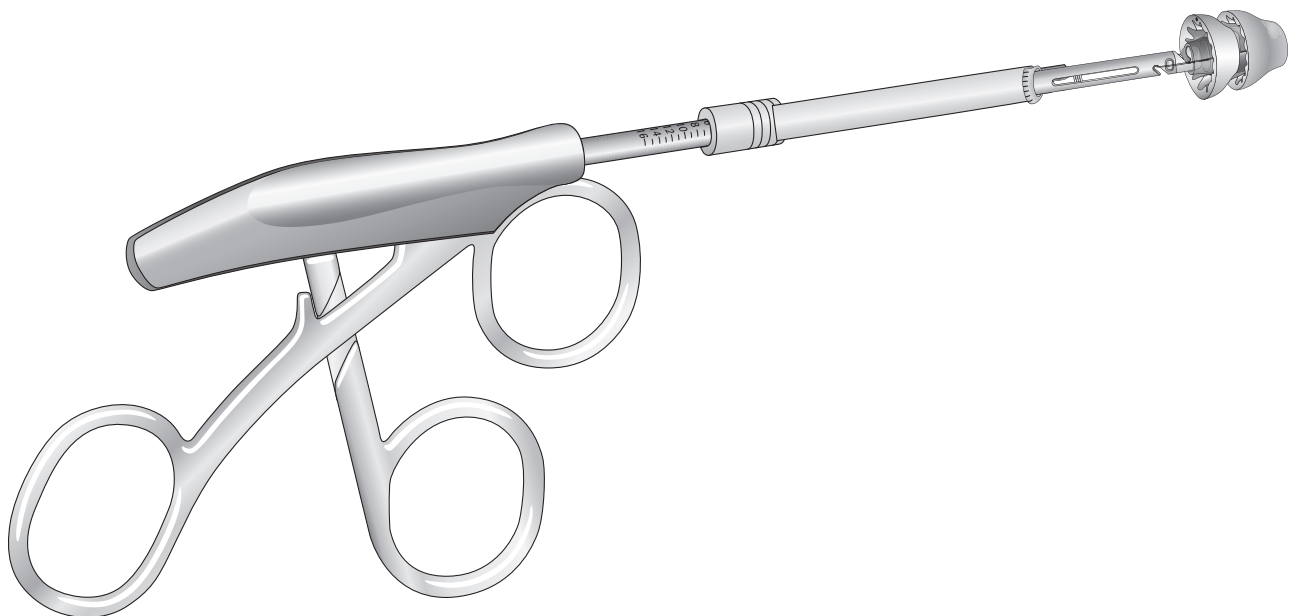
Sizing Lyric (continued)

Step 2: Determine Lyric size using Lyric device sizer

- Start sizing with the smallest sizer appropriate (usually size small)
- Load the sizer on the insertion tool or the slider forceps (see instructions "Using the Lyric insertion tool" on page 15 and "Using the Lyric slider forceps" on page 17) and make sure that the black dot on the seal is in the superior position
- Use the depth collar to set the maximum depth of insertion on the insertion tool according to the length measurement
- Prior to insertion, gently apply lubricant as needed (see lubrication instruction on page 17)
- Using the microscope or the head-worn loupes, re-familiarize yourself with the ear canal and visualize the flight path for sizer insertion
- Insert sizer according to the shape of the canal. If pulled on insertion, release pinna as you near the insertion depth to avoid over-insertion
- Pay attention to the resistance felt during sizer insertion as it is the first indication for acoustic seal and Lyric size
 - Too little resistance = poor acoustic seal, consider larger size
 - Appropriate resistance = good acoustic seal and appropriate size
 - Significant resistance = reasonable acoustic seal unless folding but consider smaller size
- Without pulling on the pinna, check the fit of the device sizer with the microscope or loupes (use of specula will aid in visualizing the seal in place). If the seal is touching the ear canal wall on all sides without any gaps or folds and if the insertion was smooth and comfortable, the device sizing is correct
 - Gaps between the seal and the ear canal wall indicate that the sizer is too small. Repeat sizing with the next larger size, if available
 - If gaps are observed with the largest available size, it is still possible that a good seal has been obtained medially. Try fitting the ear with the largest available device, and address any problems as needed. If the problems persist, the ear is contraindicated for Lyric use
 - Folds in the seal indicate the sizer is too big and you should repeat sizing again with the next smaller size, if available
 - If the smallest available sizer is still too big, the ear is contraindicated for Lyric use

If two sizes show equally good fit in the ear, consider the following:

- Greater degrees of hearing loss often require a tighter seal to reduce the risk of feedback
- Less compression of the seals may reduce the risk of discomfort and ear health issues



Inserting Lyric

Phonak provides two tools (Lyric insertion tool and the Lyric slider forceps) that can be used for insertion, adjustments, or removal, depending on your preference. Both tools may be used with either the right or left hand. Both instruments and techniques are described in this section.

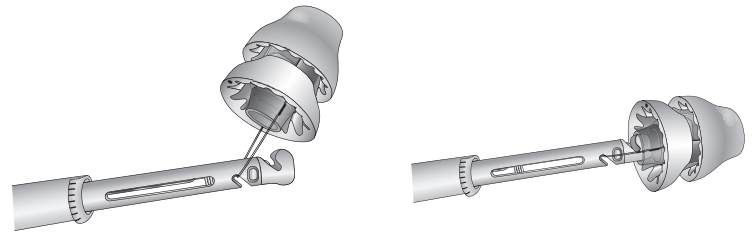
Lyric device sizers are replicas of the Lyric hearing aids and their handling and their placement is identical. Both sizers and devices have a black dot indicating the superior position in the canal, a removal loop, as well as a handle.

Using the Lyric insertion tool

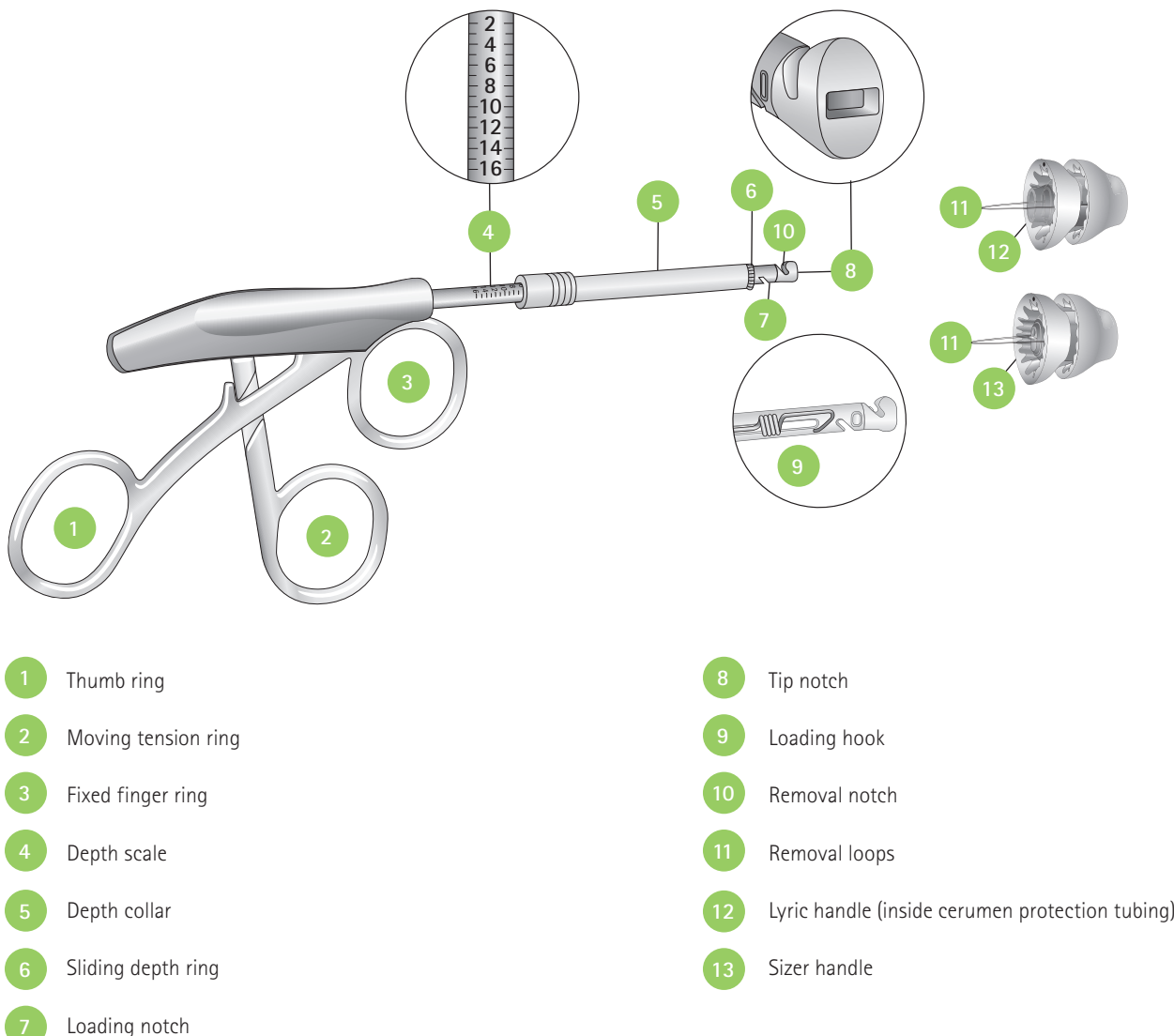
To use the Lyric insertion tool, place your thumb in the thumb ring, the middle finger in the moving tension ring, and the index finger in the fixed finger ring.

Insertion begins with loading the device (either Lyric hearing aid or sizer) on to the insertion tool:

- Extend the loading hook forward (towards the tip) by squeezing the moving tension ring as far as it will go towards the thumb ring
- Thread the removal loops into the loading notch. To do so, position the device face down and guide the loops into the notch
- Once both loops are in place, slowly release the moving tension ring to retract the loading hook and place the device on the tip of the tool
- Make sure that the handle of the Lyric sizer or Lyric device is completely engaged in the tip notch



Lyric Insertion Tool



- | | |
|-----------------------|--|
| 1 Thumb ring | 8 Tip notch |
| 2 Moving tension ring | 9 Loading hook |
| 3 Fixed finger ring | 10 Removal notch |
| 4 Depth scale | 11 Removal loops |
| 5 Depth collar | 12 Lyric handle (inside cerumen protection tubing) |
| 6 Sliding depth ring | 13 Sizer handle |
| 7 Loading notch | |

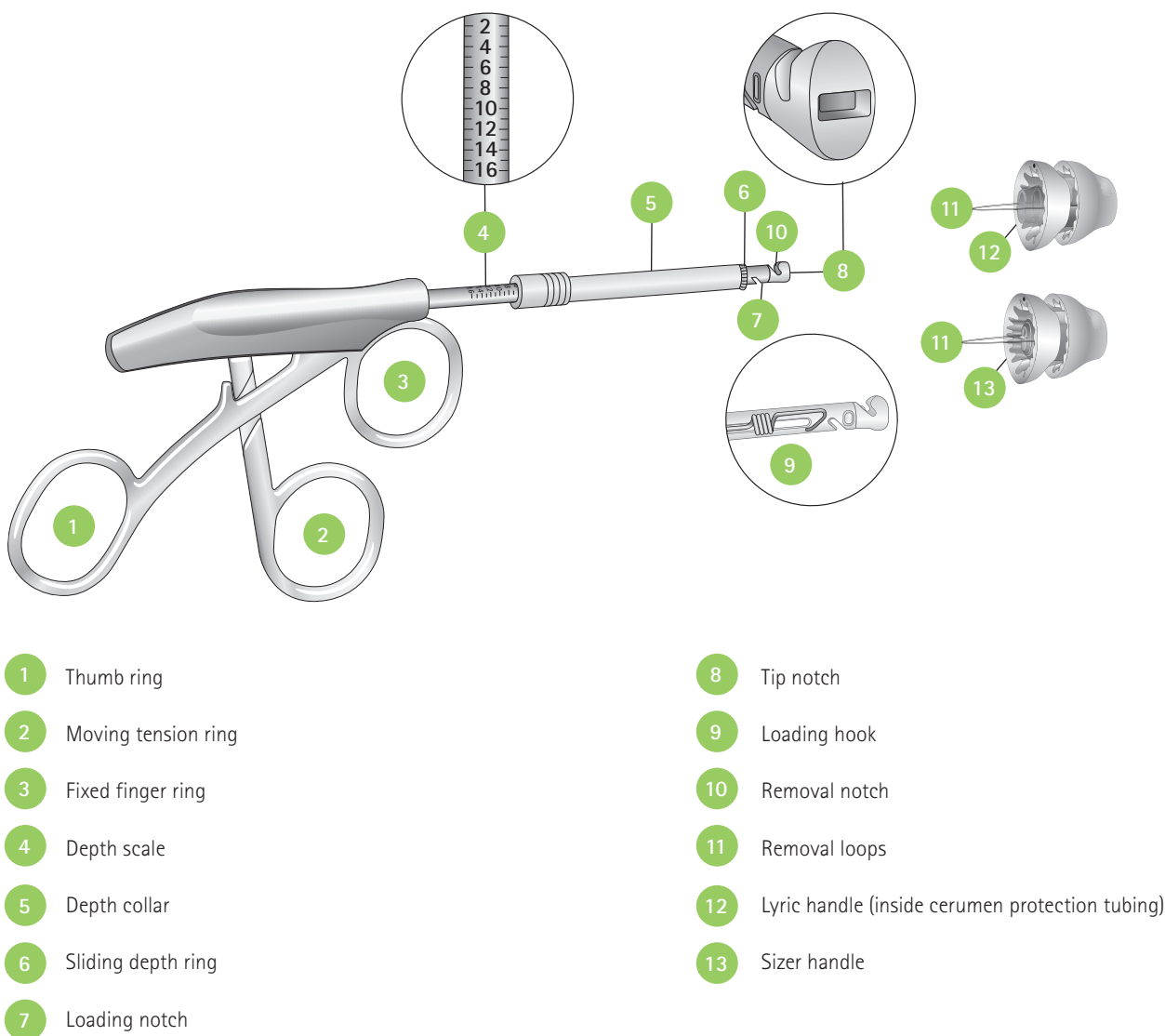
Inserting Lyric (continued)

Once the insertion tool is properly loaded, use the depth collar and connected sliding depth ring to set the maximum insertion depth on the insertion tool. Slide the depth collar forward or backward until the back edge of the collar lines up with the desired insertion depth. Turn the sliding depth ring so that the ring faces the posterior meatus (to the left side for right ear insertions and to the right side for left ear insertions).

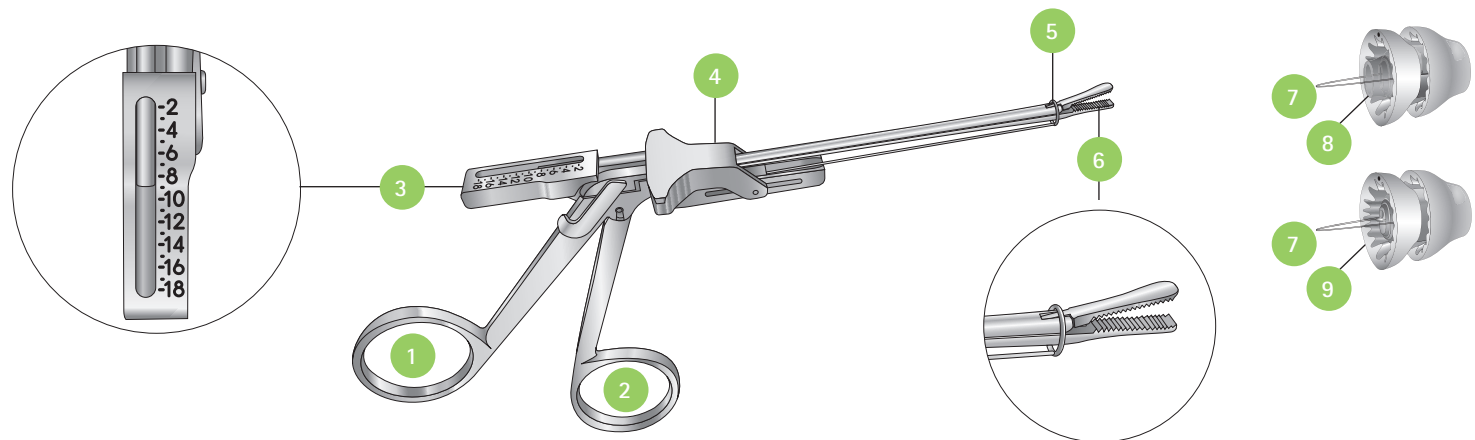
Insert the device into the ear canal until you reach the insertion depth as indicated on the sliding depth ring, sooner if you encounter significant resistance. Once positioned, squeeze the moving tension ring towards the thumb ring to release the removal loops and withdraw the insertion tool from the ear.

- The removal notch on the Lyric insertion tool may be used for removing the device from the ear canal. Hook the removal loops in the removal notch and gradually pull the device/sizer out of the ear canal using a circular motion; however, for a device that has been in the ear for several weeks, use the Lyric slider forceps to remove the device from the ear by grabbing the handle of the device.

Lyric Insertion Tool



Lyric Slider Forceps



- | | |
|----------------------------|---|
| 1 Thumb ring | 6 Forceps |
| 2 Moving tension ring | 7 Removal loops |
| 3 Depth scale | 8 Lyric handle (inside cerumen protection tubing) |
| 4 Sliding depth adjustment | 9 Sizer handle |
| 5 Sliding depth ring | |

Using Lyric slider forceps

To use the Lyric slider forceps, place your thumb in the thumb ring and one finger in the moving tension ring. To load a device, open the forceps and grip the device handle gently, but securely.

The sliding depth adjustment and the connected sliding depth ring are used to set the insertion depth. Therefore, the sliding depth adjustment can be moved forward and backward. Set the desired insertion depth by lining up the tip of the depth adjustment with the corresponding value on the depth scale. To place a device in the ear using the slider forceps, insert the device into the ear canal until you reach the insertion depth as indicated on the sliding depth ring, sooner if you encounter significant resistance.

Once the device is inserted, you can adjust its position while maintaining the grip on the handle. Once positioned, release the grip on the handle and withdraw the slider forceps from the ear.

Lubrication

Lubrication may be used when inserting Lyric to increase patient comfort and assist in appropriate placement and achieving insertion depth. The following options are available to use for lubrication, as they do not leave a lasting residue and will be absorbed into the skin:

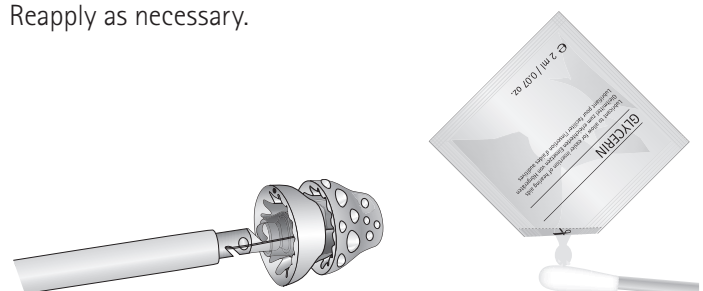
- Glycerin
- Distilled water

Do not over apply the lubrication as this could cause Lyric to migrate, clog the microphone and/or receiver of the Lyric hearing aid, or reduce the effectiveness of the venting of Lyric.

To apply lubrication when starting the insertion process:

- Apply lubricant gently on the entrance of the ear canal; OR
- Apply lubricant to the medial seal using an unused cotton swab

Reapply as necessary.



Removing Lyric

Prior to removing Lyric, it is important to measure the current insertion depth to determine if Lyric has migrated. Record the current insertion depth in the Lyric chart notes.

- Use Lyric slider forceps and microscope or loupes for illumination and magnification
- Hold the slider forceps in your dominant hand, retract the pinna to open and straighten the ear canal with your non-dominant hand
- Carefully introduce the slider forceps into the ear canal with the forceps slightly open
- Grasp the handle that is located in the middle of the microphone tubing with the forceps and clamp down
- Slowly move the sliding depth adjustment until the ring lines up with the posterior meatus with the pinna at rest
- Carefully remove the Lyric device using a gentle circular motion
- Note the insertion depth as measured prior to removal on the slider forcep depth scale once removed

When removing Lyric, if you encounter significant resistance:

- Stop pulling on the device
- Gently peel the seals away from the skin with the use of the forceps or a curette
- Repeat the removal process

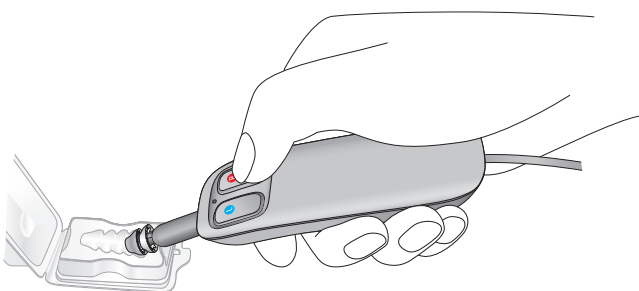
If resistance continues:

- Introduce lubrication into the ear canal to saturate the seals
 - Glycerin is recommended
 - Let the lubricant sit for 3–5 minutes
- Repeat the removal process

Programming Lyric

It is recommended to always program and verify the function of Lyric prior to insertion. The only way to activate Lyric is to program the instrument using Phonak Target fitting software and the Lyric programming wand. Lyric cannot be activated using the SoundLync.

When programming, make sure that the tip of the programming wand is close to the microphone and aligned with Lyric as shown in the picture below.



Before insertion, verify that Lyric was successfully programmed and that it is working properly:

- Listen to device with listening stethoscope to ensure device was activated and is functioning properly
- Use the SoundLync to switch Lyric into SLEEP mode and back ON while listening to it

If Lyric is programmed in the patient's ear (such as when making adjustments to the settings), the patient will hear a confirmation beep. Please make sure the patient confirms that they heard the beep. If the patient does not hear the confirmation beep, repeat the programming process.

Additional consideration:

A Lyric wearer who (accidentally) changed the settings using the SoundLync might report a device malfunction. Always try to engage Lyric by using the SoundLync or by reprogramming prior to removing it.

Programming parameters




Phonak Target fitting software calculates a prescribed setting for each programming parameter, as indicated with the target symbol. Adjustments can be made from these prescribed settings – the following information about each programming setting will help inform you of which settings you might need to adjust according to your patient's feedback.

Available programming parameters


VOLUME





OUTPUT COMPRESSION CONTROL

High output   

LOW FREQUENCY CUT

600 Hz  

SLOPE CONTROL

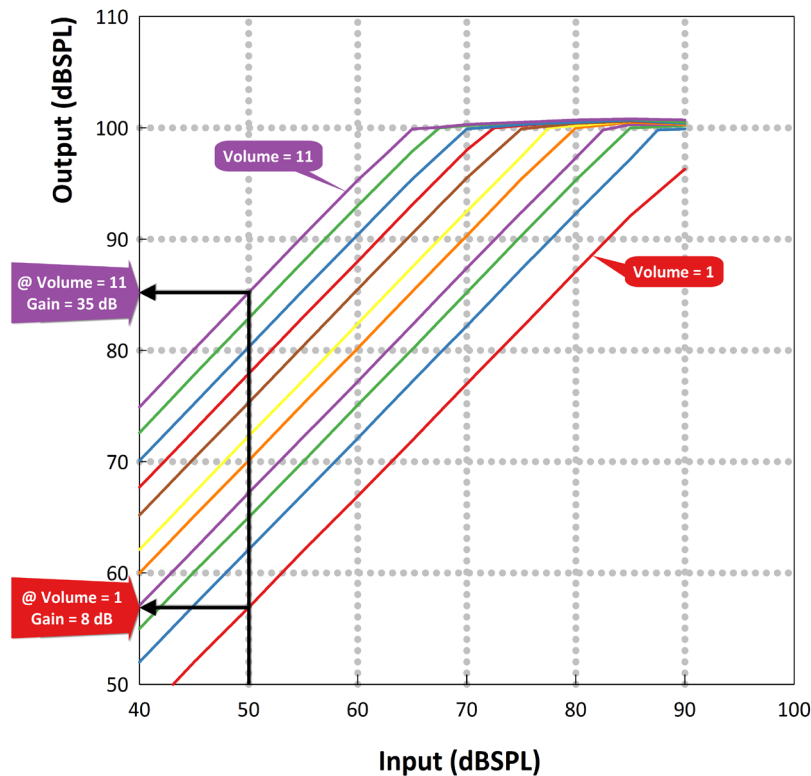
Off  

Programming parameters (continued)

Volume

Function: Gain adjustment

Purpose: Audibility for soft/average sounds



Measured in 0.4cc coupler with a 2000 Hz pure tone input.
Lyric3 settings: OCC = Max, LFC = 200 Hz, SC = Off

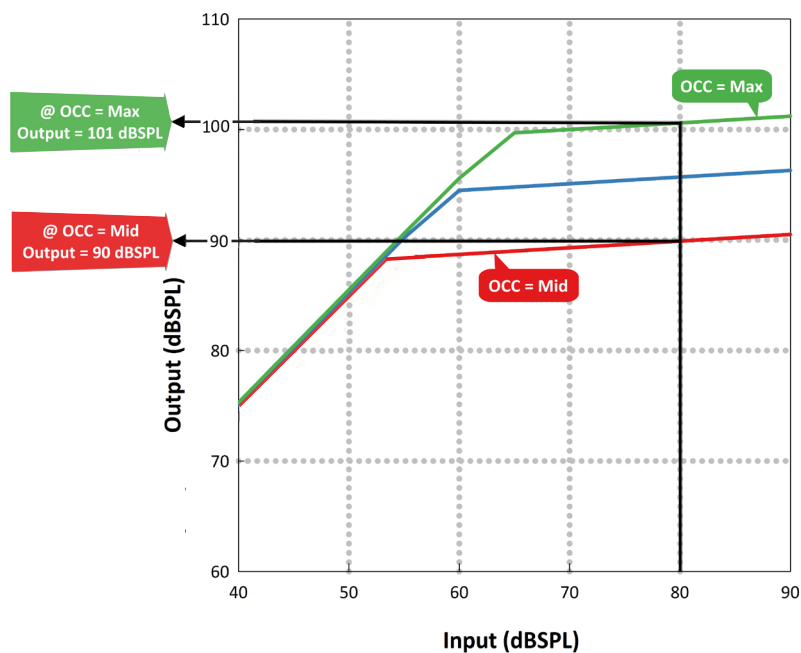
Reminders:

- Lyric provides linear amplification with output compression limiting (OCL). Adjusting the volume changes the gain, but does not change the compression ratio
- First-fit is based on the device placement 4mm from the eardrum. It may be necessary to deviate from the first-fit setting if this placement is not achieved or according to your patient's preference
- Greater hearing losses will require higher volume settings in order to maintain audibility

Output compression control (OCC)

Function: Adjust maximum output

Purpose: Provide headroom for average/loud sounds



Measured in 0.4cc coupler with a 2000 Hz pure tone input. Lyric3 settings: Volume = 11, LFC = 200 Hz, SC = Off

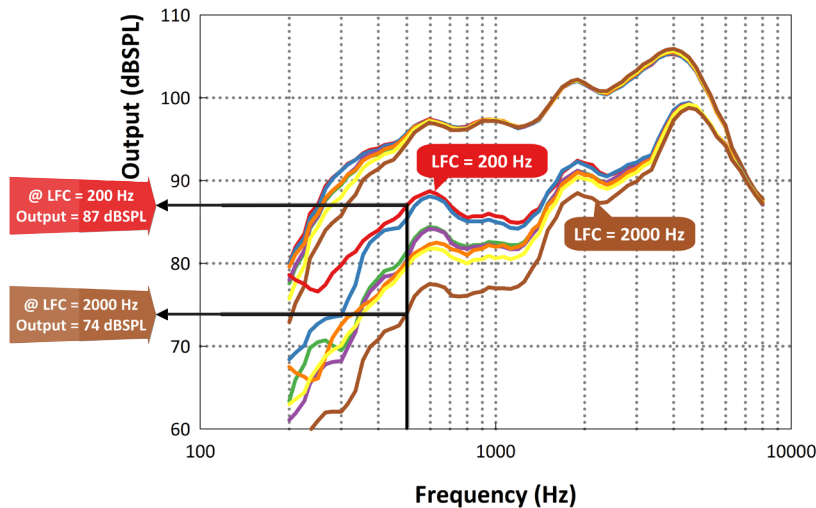
Reminders:

- Lyric provides linear amplification with output compression limiting (OCL). Adjusting OCC changes the maximum output, but does not change the compression ratio
- Output Compression Control setting will not affect gain for soft sounds, but rather changes the output for loud sounds. At high volume settings, OCC also affects the output for average sounds
- As OCC increases from mid to high to max, the maximum output also increases
- Greater hearing losses will require higher OCC settings in order to utilize the upper end of the residual dynamic range

Low frequency cut (LFC)

Function: Decrease gain for soft and average sounds below the specified cut-off frequency

Purpose: Address complaints associated with amplification of softer, low frequency sounds



Measured in 0.4cc coupler with a 65 dBSPL speech input.
Lyric3 settings: Volume = 11, OCC = Max, SC = Off

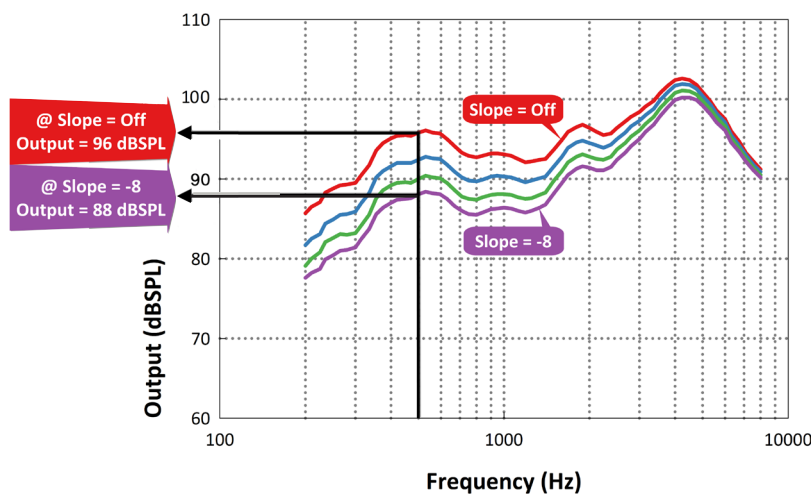
Reminders:

- LFC affects soft and average low frequency sounds only
- The effect of LFC can be similar to that of expansion which is making soft low frequency sounds such as fans and machine hums less audible. As you increase LFC (move towards 2000 Hz) the gain for soft and average sounds below the cut-off frequency decrease relative to the gain for loud sounds

Slope control (SC)

Function: Decrease gain for soft, average and loud low frequency sounds

Purpose: Address complaints associated with low frequency amplification



Measured in 0.4cc coupler with a 65 dBSPL speech input.
Lyric3 settings: Volume = 11, OCC = Max, LFC = 200 Hz

Reminders:

- Slope control is the only parameter that adjusts the amount of gain for loud low frequency sounds, like one's own voice, traffic noise, and loud restaurants
- If moving away from OFF, you may need to also increase volume by 1 step to help compensate for the decrease in mid and high frequency gain
- More steeply sloping hearing losses will require higher slope control settings to avoid over-amplifying low frequency sounds

Programming parameters (continued)

Slope control fitting parameter interactions

Slope control & volume

- SC attenuates low and mid frequencies more than high frequencies; therefore, to emphasize the high frequencies with SC, a volume increase may be needed in addition to moving the setting away from the "Off" position
- Application: For patients who may need more low and mid frequency gain or are experiencing insertion loss, move the SC towards "Off." If this introduces feedback, you can try decreasing the Volume by one step

Slope control & low frequency cut (LFC)

- Be cautious of higher LFC (i.e., 1100 Hz) with more SC (i.e., -6 dB) as it may inadvertently not provide your patient with enough low to mid frequency gain to help with the insertion loss of the Lyric device
- Application: When looking to troubleshoot for patients who may need less gain for loud low frequency sounds (i.e., restaurant ambient noise), SC should be used instead of LFC as SC is the only parameter that can isolate a reduction in gain for loud low frequency sounds

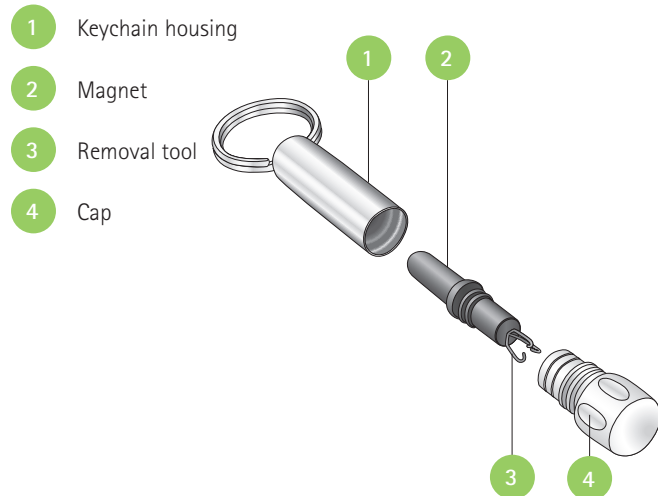
Output compression control fitting parameter interactions

Compression control & volume

- Volume is the only parameter that affects audibility of soft sounds (50 dBSPL). OCC is the only parameter that affects the output for loud sounds (80 dBSPL). However, average sounds (65 dBSPL) are affected by both volume and OCC. For example, gain for average sounds can be increased by increasing volume, OCC, or both
- Application: For patients with more hearing loss, they will most likely require a higher volume level for audibility and should also have "High/Max" OCC to make the device linear over a wider range of input levels

Using SoundLync

The SoundLync serves as a multifunction control for the patient to adjust Lyric settings and to remove the Lyric from the ear if necessary. This instruction will help you to counsel your patients regarding use of the SoundLync. The following illustration shows the different components of the SoundLync.

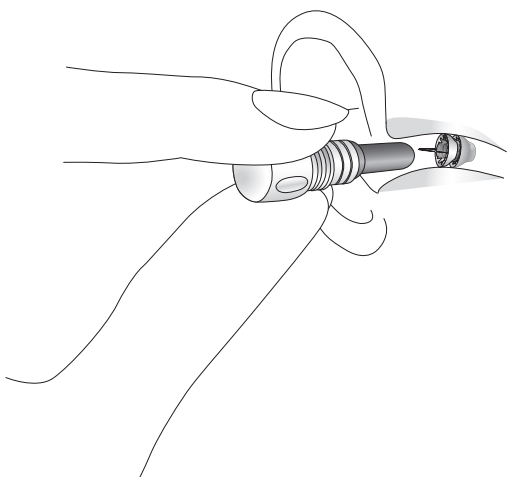


Make sure your patient understands the SoundLync functions and what circumstances self-removal of the device is recommended.

The SoundLync enables the patient to switch the device into three different modes (ON, SLEEP, OFF) and change the volume.

Before using the SoundLync, the keychain housing needs to be unscrewed to expose the black magnet. To change the device settings, the magnet must be placed close to the microphone protection to trigger the change. Every change of the device is confirmed by beeps or beep sequences.

Adjustments with SoundLync must be made to each ear as desired (adjusting one ear does not change the other).



Toggle between ON and SLEEP mode

- If Lyric is ON, hold the magnet close to Lyric briefly and then remove the magnet. Lyric switches into SLEEP mode, the patient will hear 2 beeps of confirmation
- Briefly holding the magnet close to the device again and then removing it switches Lyric back ON (1 beep)

Adjust Volume

- First place Lyric in SLEEP mode (2 beeps)
- Switch it back ON (1 beep) and continue to hold the magnet close to Lyric. After a pause of 2-3 seconds, Lyric cycles through the volume steps starting at the volume setting last used and increasing one step at a time (1 beep each time) until the highest volume level is reached (2 beeps)
- The volume goes to the lowest level and cycles upward again when the patient continues to hold the SoundLync in the ear
- Lyric will continue to cycle through the volume levels until the magnet is removed at the desired setting
- The changes in volume are not audible until the magnet is removed as the device is muted during volume adjustment. The lowest and highest volume levels the patient can access can be adjusted in the fitting software
- Lyric will always remain at the same volume setting unless changed as described

Switch OFF

- First put Lyric in SLEEP mode (2 beeps) and continue to hold the SoundLync magnet close to Lyric
- After a pause of 2-3 seconds Lyric switches OFF (4 beeps)
- To switch Lyric back ON, hold the magnet briefly in the ear and then remove it (1 beep)

Remove Lyric with SoundLync

Refer to "Counseling Patients" (page 24) for the patient instruction on how to remove Lyric from the ear canal using the SoundLync.

Counseling patients

Lyric is placed deep in the ear canal and worn constantly for months at a time. In addition to counseling regarding sound quality and loudness (esp. for first-time users), the patient should understand the following before leaving the office:

- How to use the SoundLync
- What to do in case of discomfort
- When Lyric has to be removed
- How to remove Lyric

How to use the SoundLync

- ON: 1 beep
- SLEEP: 2 beeps
- OFF: 2 beeps (hold), 4 beeps
- Volume: 2 beeps (remove magnet), 1 beep (hold & wait), beep sequence

Refer to "Using SoundLync" on page 23 for more detailed instructions on changing the settings with the SoundLync.

What to do in case of discomfort

Wearing Lyric will require adaptation time. This might include discomfort during the first days or up to two weeks. It is recommended to use the following classification as a guideline for patient sensation following the fitting:

1. Awareness
2. Annoyance
3. Discomfort
4. Pain

If the patient experiences pain at any point while wearing Lyric, it needs to be removed immediately. If the patient indicates they are experiencing discomfort, especially at the point of initial insertion, action should be taken to reduce this sensation. If the patient is experiencing awareness or annoyance, Lyric should not be removed as experience has shown that these sensations usually go away after the adaptation phase.

If possible, the removal should be done by the Lyric provider, and the ear canal visualized with the microscope or the head-worn loupes following the removal. This helps to ensure the health of the canal, identify pressure marks in the canal and improve the placement for a refit.

When Lyric has to be removed

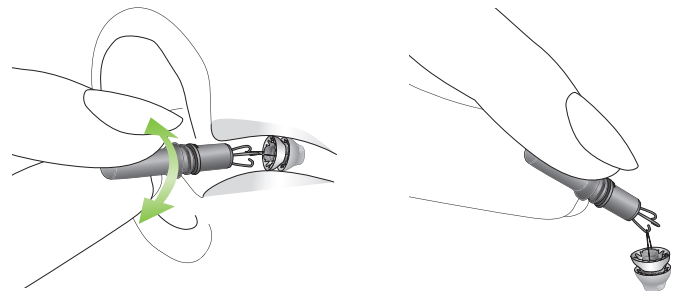
Lyric has to be removed from the ear when having an MRI, scuba diving, skydiving, constant pain or when it stops working.

How to remove Lyric

Lyric is removed by the patient using the removal tool that is built into the SoundLync.

- Unscrew the transparent cap to reveal the removal hooks
- Slowly and gently insert the removal tool into the ear canal until it slightly touches Lyric
- Engage the removal loops by spinning the tool between thumb and index finger
- Gently remove the hearing aid using a gradual circular motion

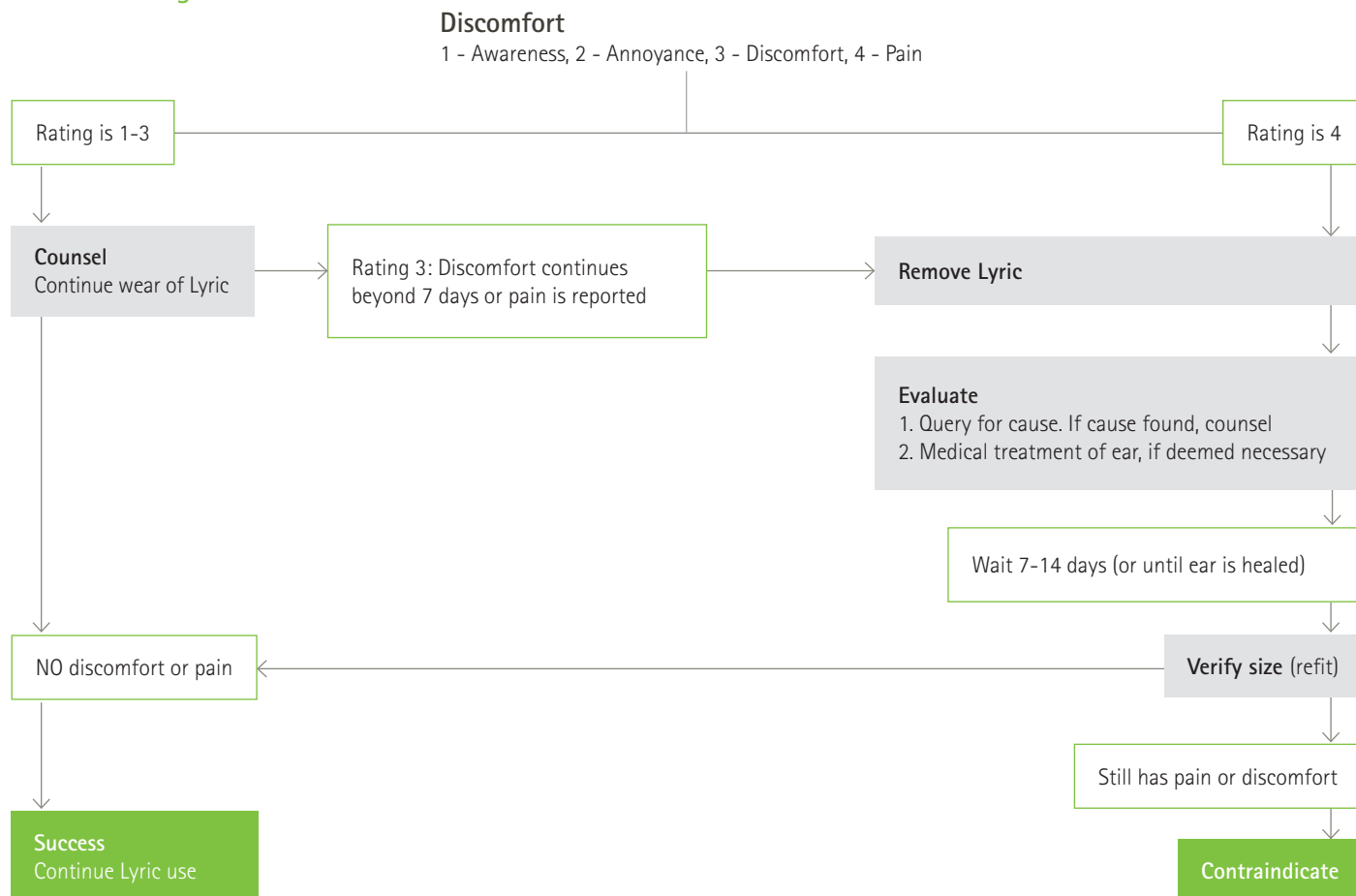
Note: Do not push on Lyric when removing it. Do not put Lyric back in the ear once removed. The Lyric User Guide (section 2.7) contains further information for the patient on removal.



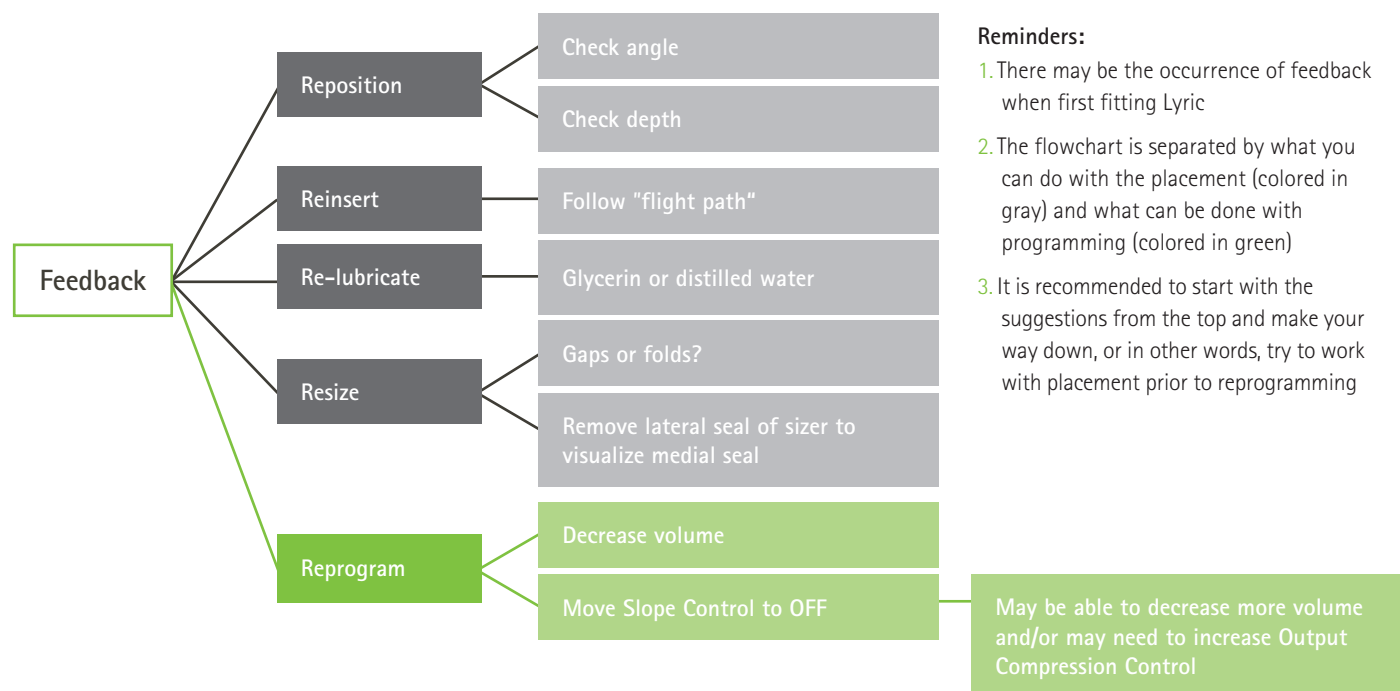
Suggested Lyric workflows

The following workflows help to troubleshoot the most common issues that might come up during or after a Lyric fitting: Comfort management, feedback, occlusion, migration.

Comfort management

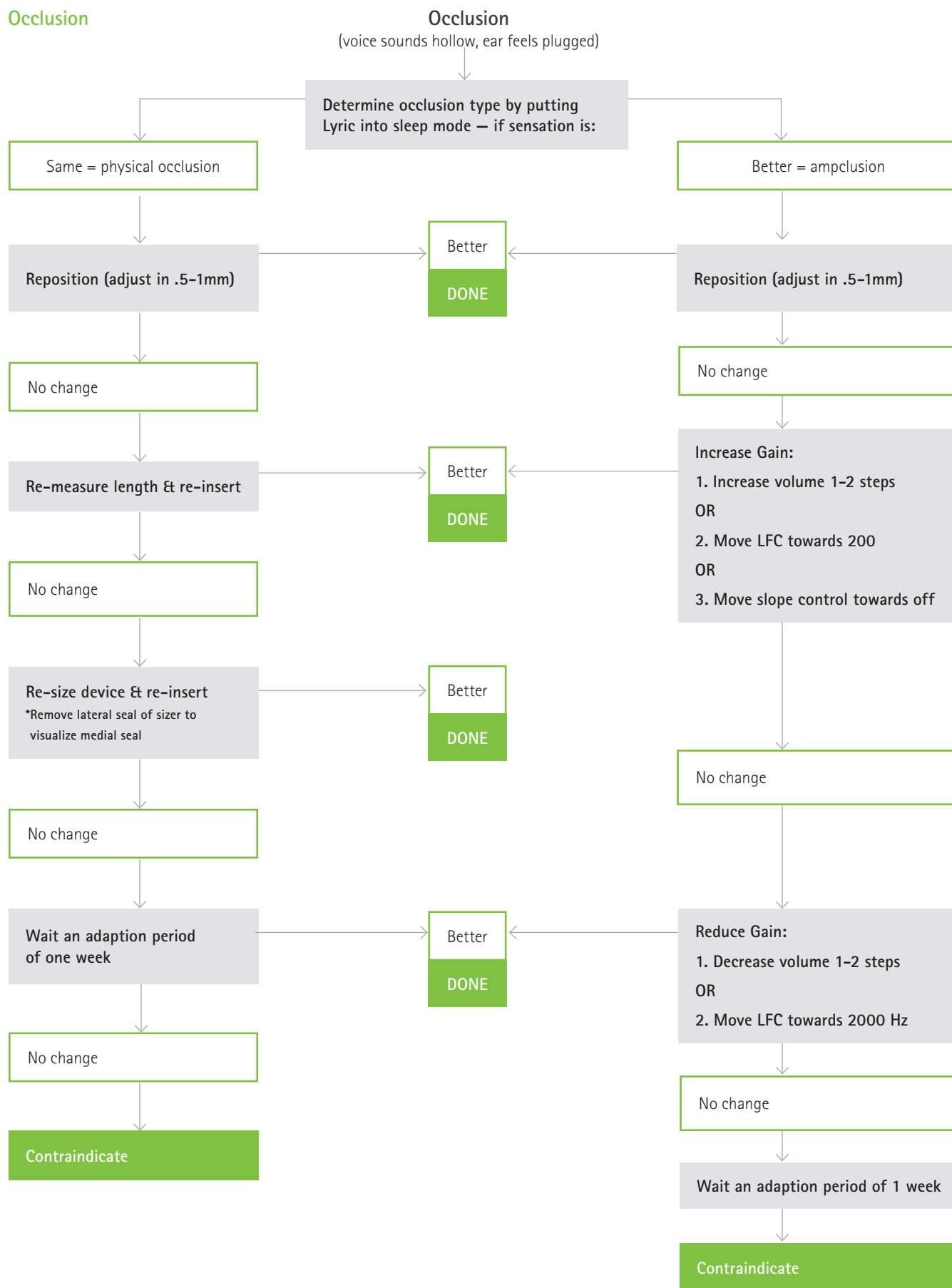


Feedback



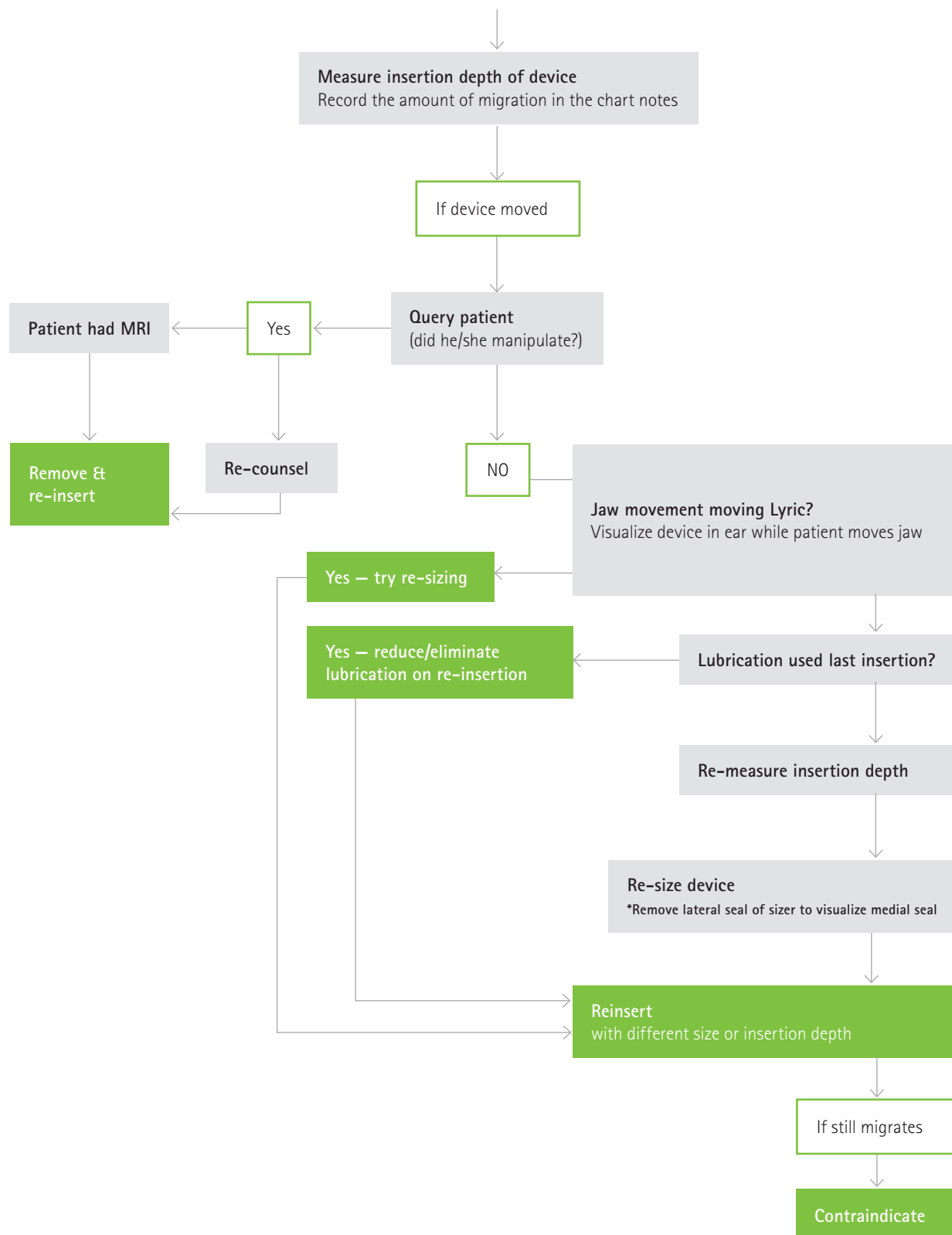
Suggested Lyric workflows (continued)

Occlusion



Migration

Migration
(unwanted device movement causing compromised sound quality, discomfort, visibility or preventing extended wear use of Lyric)

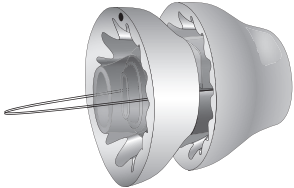


Re-sizing device size for troubleshooting: In some cases, the medial seal may be causing the issue you are troubleshooting. To observe this when re-sizing, it can help to remove the lateral seal from the device sizer, then placing that sizer in the canal to the insertion depth. This will allow you to inspect how the medial seal fits for that particular device size and determine if that size is appropriate for the patient.

Appendix: Phonak materials for Lyric fitting


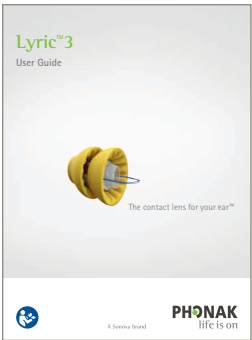


Lyric is shipped in a dedicated shipping mode in an air sealed pouch. As well as the Lyric hearing aid, the pouch contains two small packets that should be immediately thrown away (do not open and do not ingest their content).

Lyric hearing aid



	Lyric3 (XXS)
	Lyric3 (XS)
	Lyric3 (S)
	Lyric3 (M)
	Lyric3 (L)
	Lyric3 (XL)
	Lyric3 (XXL)

Lyric Sizing & Fitting Kit (054-0715)

	Lyric Sizer (XXS)	054-0754
	Lyric Sizer (XS)	054-0697
	Lyric Sizer (S)	054-0698
	Lyric Sizer (M)	054-0699
	Lyric Sizer (L)	054-0700
	Lyric Sizer (XL)	054-0703
	Lyric Sizer (XXL)	054-0753
	Lyric insertion tool	054-0486
	Lyric slider forceps	054-0611
	Length sizer	026-1270
	Ear speculum set	054-0309
	Glycerin	098-0369

	SoundLync	058-1066
  	Lyric patient kit	054-0772

Other fitting tools from Phonak

	Lyric programming wand	054-0697
	Phonak Target (fitting software)	Version 5.0 or later

Appendix: Lyric sample appointment script

Introduction

The following Pro Script of a patient appointment provides a guide to facilitate introducing Lyric to patients who did not come in specifically asking about Lyric. Because it is an example, the actual visit should occur as a natural conversation and will require you to adjust based on the patient's tone and responses, as well as your Lyric trial period offer for your practice; this is not a script that must be strictly followed.



Pro Script:

Lyric Fitter: [Patient Name], thanks so much for coming in today. As you know, my name is Dr. Washington, and I've been with ABC Hearing for 7 years. We have been serving this community for over 10 years, and we are also proud to be one of the select offices nationwide that is Authorized and Certified to offer the Lyric hearing device.

Today, we're going to assess your particular needs, conduct a hearing test, take a look at your ear canal, and find the right solution for you if you have a hearing loss. How does that sound?

Patient: Great!

Lyric Fitter: Have you ever spoken to anyone about your hearing before?

Patient: Yes. My doctor gave me a hearing test before and said I had a mild hearing loss.

Lyric Fitter: Ok. It's great that you've already taken the step to learn more about your hearing. We'll want to check your hearing again today to see where it is now. But first, can you tell me about some of the environments that you'd like to hear better in?

Patient: I am having trouble hearing in the office, especially when someone is standing behind me. And I would also like to hear my granddaughter better when I get to see her.

Lyric Fitter: Those are great reasons to come into the office today. By improving hearing, we can communicate better with friends and loved ones, and stay better connected with the world around us. We've had major advances in hearing technology that can help people hear better in exactly the types of scenarios you just mentioned. What I'd like to do now is test your hearing. When we're done, we'll look at your results and discuss the best solution for your needs so you can start treating your hearing loss today. Okay?

Patient: Okay.

[Conduct hearing test at this point. If the results fall within the Lyric fitting range, move directly into the candidacy and contraindication assessment.]

Lyric Fitter: [Review hearing test results.] The great news is that we definitely have a solution that is appropriate for your hearing needs. Our practice offers two main categories of hearing devices: daily-wear hearing aids, and an extended-wear device called Lyric. I think that Lyric might be right for you, but I'll need to take a few ear measurements to make sure.

[If the patient has no contraindications, move forward with a Lyric recommendation as follows.]

Lyric Fitter: Based on your hearing levels, the shape of your ear canal, and all you've told me about your lifestyle, my recommendation would be Lyric. Lyric is completely invisible, so no one at work will know you're wearing a hearing device, and Lyric will also help you hear higher-pitched voices like your granddaughter's so that you don't miss out on anything she's saying. The great news is that we can put it in your ears today for a [risk-free 30-day] trial period, so you can go home and try it out in your own environment. Are you ready to give it a try?



Patient: How much does Lyric cost?

Lyric Fitter: The cost is \$1800 for one ear, or \$3600 for two ears. Lyric is purchased on an annual subscription basis, so two years with Lyric is about the cost of purchasing a traditional hearing aid. Most people want to upgrade their hearing aid technology after about three years, so even though Lyric is a little more expensive over that period of time, my Lyric wearers tend to find the added flexibility is worth it. Why don't we try it and see how you feel after the trial?

Patient: Okay.

[Proceed with Lyric Fitting]

Lyric Fitter: I am so excited that you are trying Lyric. Our Lyric wearers are some of our happiest patients. Lyric may take some time to adjust to, just as if you were trying anything new for the first time. Just remember that I will be here with you throughout the process to help you adapt.

For the next **[30 days]**, I want you to see how you are hearing with your Lyric devices. I'll be giving you a call across the next day or so to see if you have any questions or concerns. I'd also like to schedule a follow-up appointment in a week to check how everything is going and to see if we need to make any adjustments, and a second appointment toward the end of your trial period. Let's watch a short video to give you some more detailed information about your new Lyric devices.

[illegible]

Life is on

At Phonak, we believe that hearing well is essential to living life to the fullest. For more than 70 years, we have remained true to our mission by developing pioneering hearing solutions that change people's lives to thrive socially and emotionally. Life is on.

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