


Phonak
PHONAK Target 10
Target Fitting Software



PHONAK Target 10 Target Fitting Software User Guide

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Phonak
PHONAK Target 10 Target Fitting Software



Product Information

Specifications

- Product Name: Phonak Target 10
- Compatibility: Phonak Target fitting software
- Functionality: Allows data entry directly into ALPS for managing Lyric fitting and subscription information
- Internet Connection: Required for effective use

Product Usage Instructions

Creating a New Client in Phonak Target

1. Click on [Instruments] and select Lyric devices in [Hearing aids]
2. Click on [Lyric configuration] and then click on [Select device] to open the Phonak Target/ALPS wizard
3. If you need to switch logins, choose [Switch login] under the ALPS button and login with another username

Selecting Measured Insertion Depth and Subscription Duration

Choose the desired subscription duration for your client and ensure to select the measured insertion depth. Check the box if the customer is using Lyric for treating tinnitus.

Confirmation and Device Selection

Phonak Target confirms the device selection. You can access more information about the subscription or choose to close. For binaural fittings, proceed with the other side to select another device from your consignment stock. The start and end date of the subscription are displayed, along with the days remaining until the trial end date. You can extend a trial once for 10 days. Incorrect serial numbers can be returned to stock. Choose between Gain and Output display when fitting Lyric.

Saving Fitting Data and Adding Notes

Click [Save to database] to synchronize your fitting data with ALPS at the end of the session. Add notes in the new notes section for storing additional patient information. Reminders can be set for the next session. All notes are visible under [Client, Notes]. Reports can be printed from the Print menu.

FAQ

- **Q: What should I do if my achieved insertion depth varies from the measured one?**

A: In such cases, you can enter both the measured and achieved insertion depths in the Fitting section. A warning will be displayed if the achieved insertion depth is higher than the measured one.

- **Q: How can I access more information about the subscription?**

A: You can click on [More information] in the confirmation window to get details about the subscription or choose to close.

Target 10

Phonak Target/ALPS User 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 available under Web Help.

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:

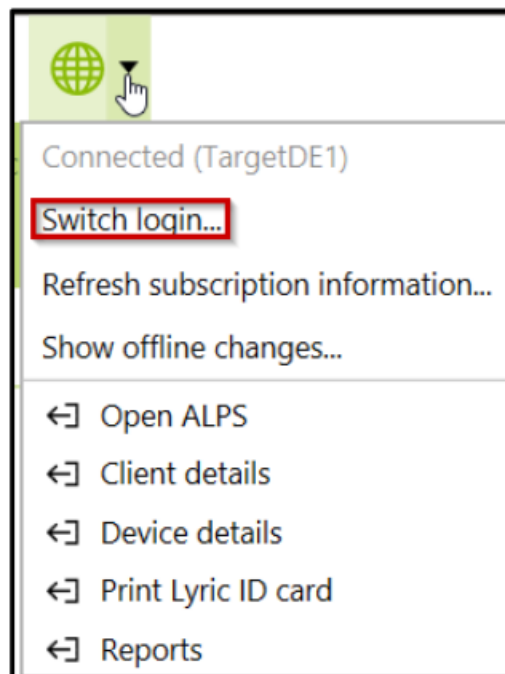
- Green – connected
- Black – disconnected



- 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. That only applies
- if you're not working on a shared workstation.
- 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, which 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

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

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

®

Select Lyric device from consignment stock

Former device seal size: XXL

Q

Serial...

Insertion date 14.03.2023

Serial#	Model	Seal size	XXL ▼	Insert by
2307NY5EH	Lyric4	XXL		30.03.2023
2307NY5EK	Lyric4	XXL		05.04.2023
2307NY5EL	Lyric4	XXL		05.04.2023
2307NY5EJ	Lyric4	XXL		09.04.2023
2307NY5F2	Lyric4	XXL		13.04.2023
2307NY5EP	Lyric4	XXL		17.02.2024
2307NY5EW	Lyric4	XXL		17.02.2024
2307NY5EV	Lyric4	XXL		17.02.2024
2307NY5EU	Lyric4	XXL		17.02.2024

Select

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. Devices about to expire within 30 days are marked red.

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

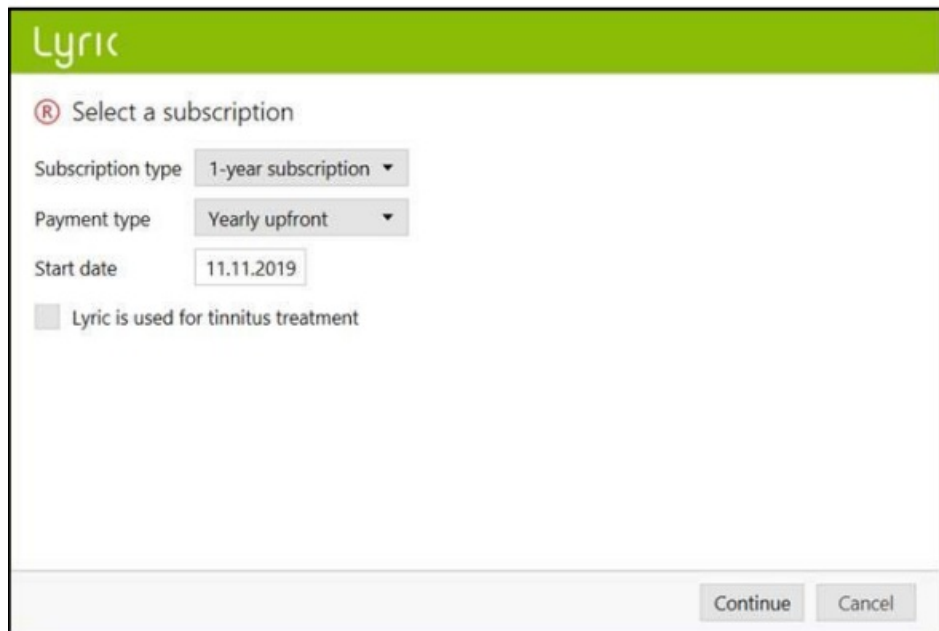
14 mm

15 mm

Continue

Cancel

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

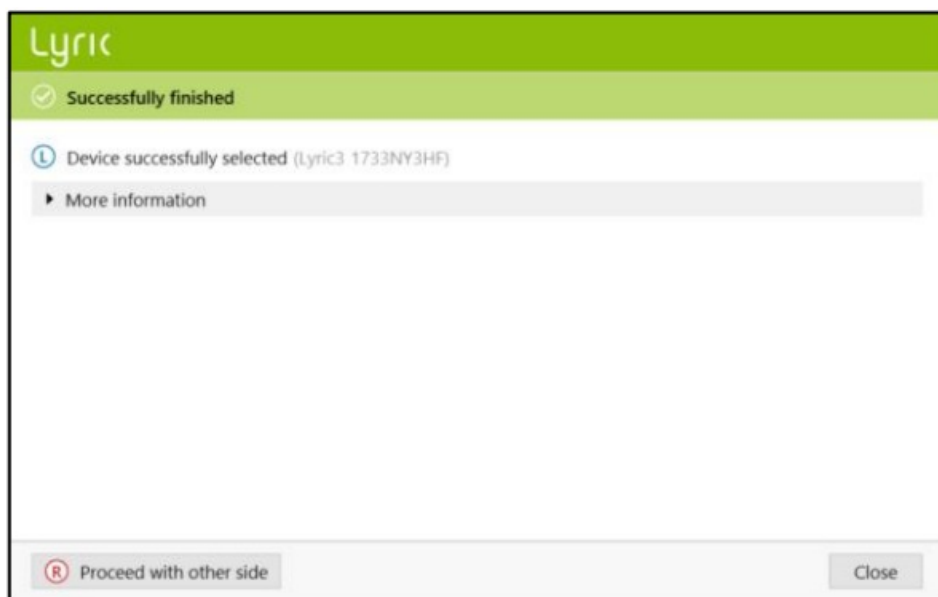


The image shows a software window titled "Lyric" with a green header. Below the header, there is a section titled "Select a subscription" with a red circle icon containing an "R". This section contains four fields: "Subscription type" with a dropdown menu showing "1-year subscription", "Payment type" with a dropdown menu showing "Yearly upfront", "Start date" with a text box showing "11.11.2019", and a checkbox labeled "Lyric is used for tinnitus treatment" which is currently unchecked. At the bottom right of the window, there are two buttons: "Continue" and "Cancel".

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

- 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.

•



The image shows a software window titled "Lyric" with a green header. Below the header, there is a green bar with a white checkmark icon and the text "Successfully finished". Below this bar, there is a blue circle icon containing an "L" and the text "Device successfully selected (Lyric3 1733NY3HF)". Below this text, there is a button labeled "More information". At the bottom left of the window, there is a red circle icon containing an "R" and the text "Proceed with other side". At the bottom right of the window, there is a button labeled "Close".

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.

Subscription Z000462096

Status: ✔ Trial (30 days left)

Start date: 29.04.2019

End date: 28.04.2020

Trial end date: 29.05.2019

Remaining devices: 11 (in subscription)

Buttons: Cancel trial, Extend trial, Renew subscription, ALPS links ▼

Lyric3

Serial number: 1912NY4MX (Code: E304)

Seal size: XS

Insertion date: Today

Insertion depth: Measured 6 mm ▼

Buttons: Exchange/remove device

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

Serial number: 2016NY3EG (Code: E396)

Seal size: XL

Insertion date: 04.05.2020

Insertion depth: Measured 7 mm ▼

Buttons: Exchange/remove device, **Return device to stock**

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

Gain - Real ear ▼

☒ Gain

Real ear ▼

☐ Output

Output - SPL real ear ▼

☐ Gain

☒ Output

SPL real ear ▼

☒ Show 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.

INSERTION DEPTH Achieved 12 mm

VOLUME DOWN -2

Insertion depth validation

The achieved insertion depth is bigger than the measured insertion depth.

→ Lyric configuration

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

Close session

Choose the items you would like to save

☒ Save to database

Enter optional session note...

Save Cancel

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

Client [Name] [Address] 574

NOTES

Hearing aids Lyric configuration

Subscription

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

Phonak Target

Notes

+ New note

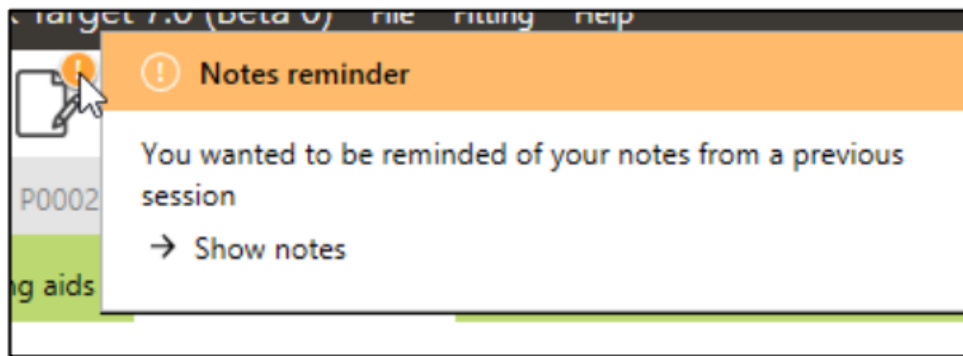
Patient lost his soundlync, replacement needs to be given...

04.05.2020 13:27: Ask patient to get new appointment for renewal

☒ Remind me again (in next session)

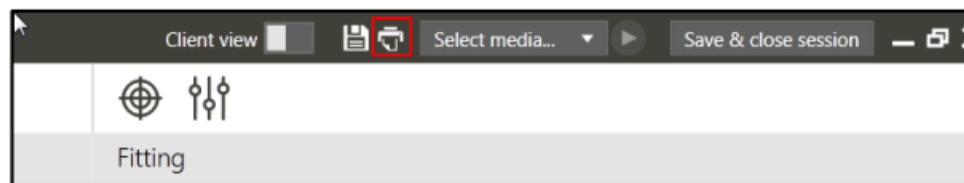
Close

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



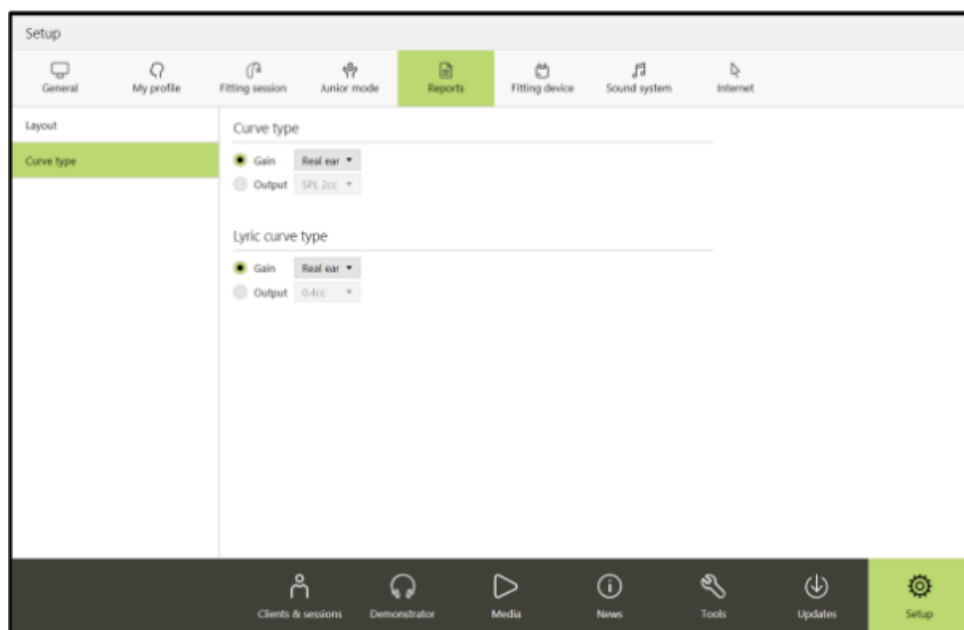
The following reports can be printed from the Print menu: For Professional:

- Fitting Report
- Lyric Datasheet



For Client:

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

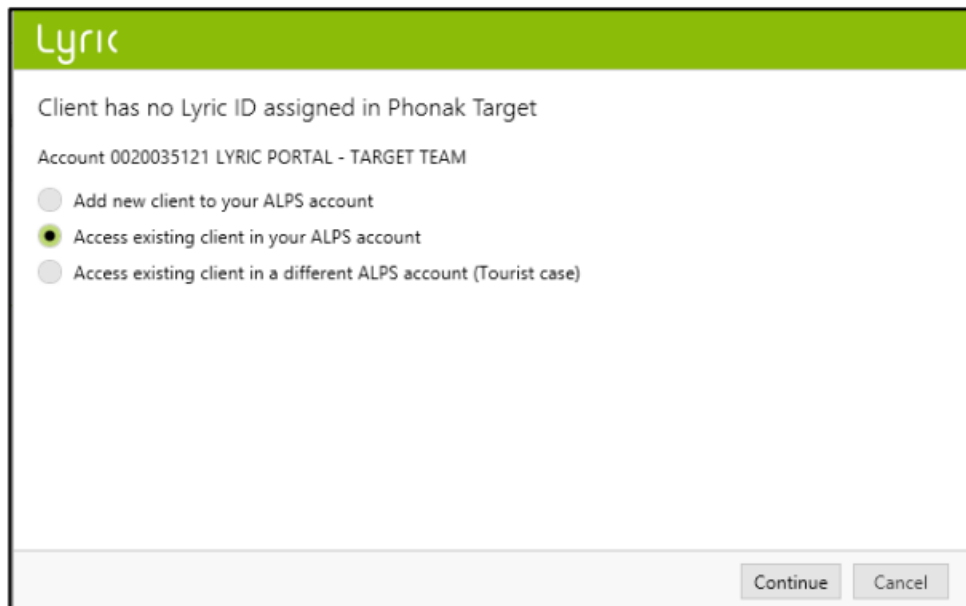


The curves reports can be printed as follows:

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

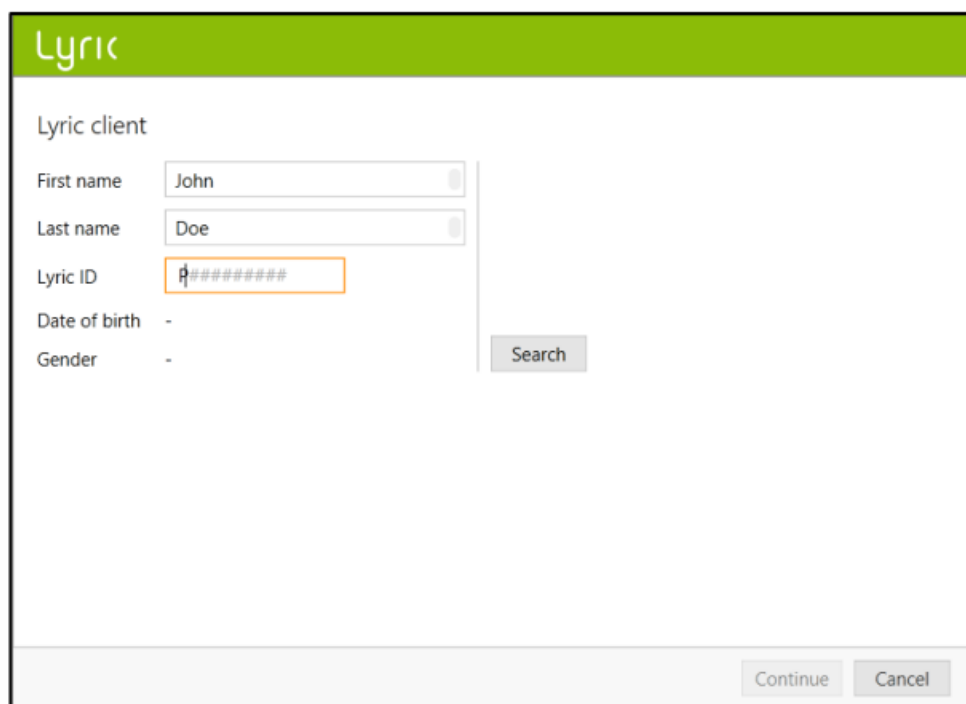
Access an existing client in your ALPS account

If the client exists in ALPS but not in Target (or in case of a first access within a satellite office), you can [Access existing client in your ALPS account].
First, create a new client in Noah and enter the client's data. This will be transferred into Phonak Target. Proceed until you reach the screen where you are asked to add or access an existing client.



The screenshot shows a web interface with a green header containing the 'Lyric' logo. Below the header, the text reads 'Client has no Lyric ID assigned in Phonak Target' followed by 'Account 0020035121 LYRIC PORTAL - TARGET TEAM'. There are three radio button options: 'Add new client to your ALPS account', 'Access existing client in your ALPS account' (which is selected), and 'Access existing client in a different ALPS account (Tourist case)'. At the bottom right, there are 'Continue' and 'Cancel' buttons.

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 screenshot shows a web interface with a green header containing the 'Lyric' logo. Below the header, the text reads 'Lyric client'. There are four input fields: 'First name' with the value 'John', 'Last name' with the value 'Doe', 'Lyric ID' with a masked value 'P#####', and 'Date of birth' with a hyphen. There is also a 'Gender' field with a hyphen. A 'Search' button is located to the right of the input fields. At the bottom right, there are 'Continue' and 'Cancel' buttons.

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 subscription information

First name John
Last name Doe
Lyric ID P000087661

Information	R Right	L 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].

Hearing aids
Lyric configuration

R Subscription

Status Trial (27 days left)
Start date 07.11.2017
End date
Trial end date 07.12.2017
Billing date
Remaining devices
Renew subscription
ALPS links

Lyric3



Serial number 1733NY3HT (Code: E325)
Seal size S
Insertion date 09.11.2017
Insertion depth Measured 10 mm

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, Self-replacement and Cancelled Subscription).

Lyric

Ⓡ Remove Lyric device

Serial number 2125NY1A9

Removed by ☒ Provider ☐ Patient self-removed

Removal date ☒ Today ☐ Previously

Removal reason — select —

- Discomfort
- Device related ▶
- Fitting related ▶
- Proactive removal ▶
- Self-replacement
- Cancelled subscription

Remove Cancel

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

Lyric

Ⓡ Remove Lyric device

Serial number 2125NY1A9

Removed by ☒ Provider ☐ Patient self-removed

Removal date ☒ Today ☐ Previously

Removal reason — select —

- Discomfort
- Device related ▶
- Fitting related ▶
- Proactive removal ▶
- Self-replacement
- Cancelled subscription

Device became weak
No/intermittent response to Soundlync/wand.
Device performance decreases over time

Remove Cancel

- 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 needs some rest or a medical referral, the system will inform you accordingly.*

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

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: 1849NY3G3

Removed by: ☒ Provider ☐ Patient self-removed

Removal date: ☒ Today ☐ Previously

Removal reason: Discomfort ▼

Additional details (optional)...

Ear canal observation: Requires medical referral ▼

Additional details: —select— ▼

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

Remove Cancel

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

Lyric

✓ Successfully removed

ⓘ Device successfully removed.

↩ Print return form

Select new device Close

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

Select device

ⓘ OK for refit after rest (13.11.2017)
Redness of tissue - Mild

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

Lyric

Ⓡ Remove Lyric device

Serial number 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

Q Serial...

Insertion date 16.06.2014

Serial#	Model	Seal size	M ▼	Insert by
1406NY0JV	Lyric3	M		08.05.2015
1406NY0JN	Lyric3	M		08.05.2015
1406NY0K0	Lyric3	M		08.05.2015
1406NY0JX	Lyric3	M		08.05.2015
1406NY0JJ	Lyric3	M		08.05.2015
1406NY0JH	Lyric3	M		08.05.2015
1406NY0JM	Lyric3	M		08.05.2015
1406NY0JK	Lyric3	M		08.05.2015

Select

Cancel

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

Fitting

Notes

Enter new session note...

16.06.2014 13:57: ECO Right: OK for refit after rest.

ECO Right: OK for refit after rest.

Ear canal observation after device removal.

Ear canal is a bit irritated.

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

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

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

Lyric

ⓘ Remove Lyric device

Serial number 1836NY212

Removed by ☒ Provider ☐ Patient self-removed

Removal date ☒ Today ☐ Previously

Removal reason Scheduled removal ▼

Additional details (optional)...

Ear canal observation OK for immediate refit ▼

Additional ear canal observation (optional)...

Remove Cancel

- 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)].

Lyric

Lyric client

First name John

Last name Doe

Lyric ID P00008766

Date of birth -

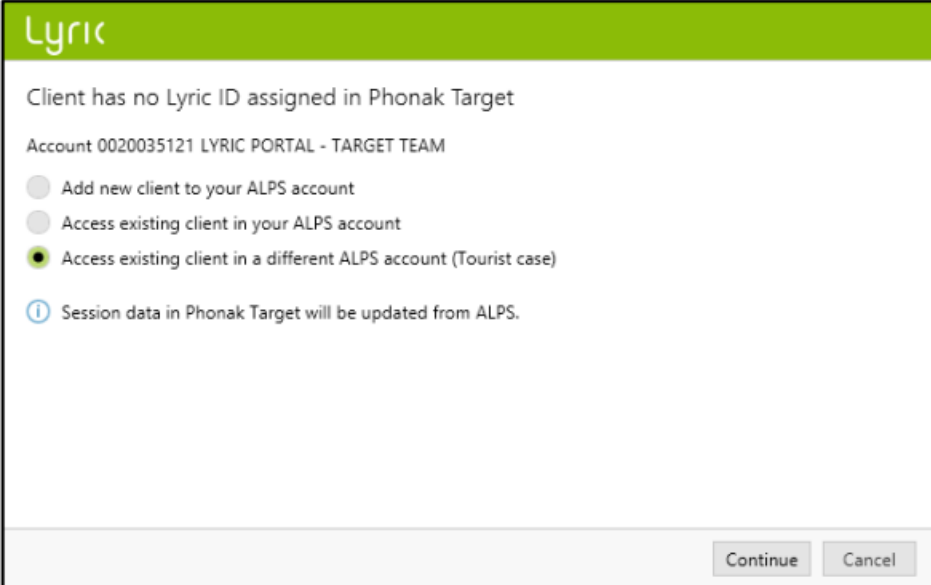
Gender -

ⓘ

Please contact Lyric customer support if the client's Lyric ID is unknown.

Continue Cancel

- 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.



Lyric

Client has no Lyric ID assigned in Phonak Target

Account 0020035121 LYRIC PORTAL - TARGET TEAM

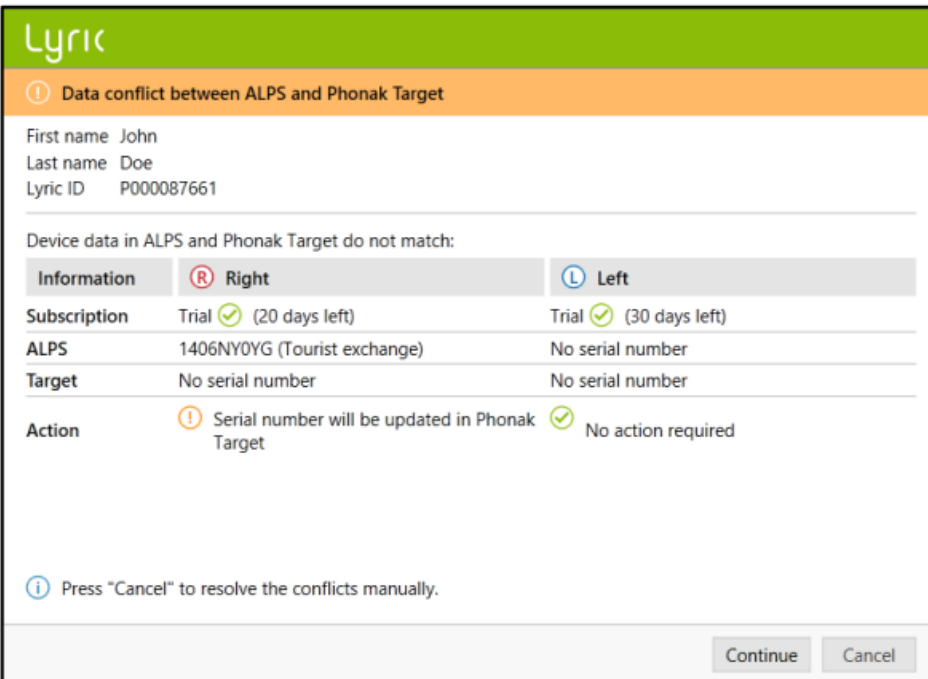
☐ Add new client to your ALPS account
☐ Access existing client in your ALPS account
☒ Access existing client in a different ALPS account (Tourist case)

i Session data in Phonak Target will be updated from ALPS.

Continue 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.



Lyric

i Data conflict between ALPS and Phonak Target

First name John
Last name Doe
Lyric ID P000087661

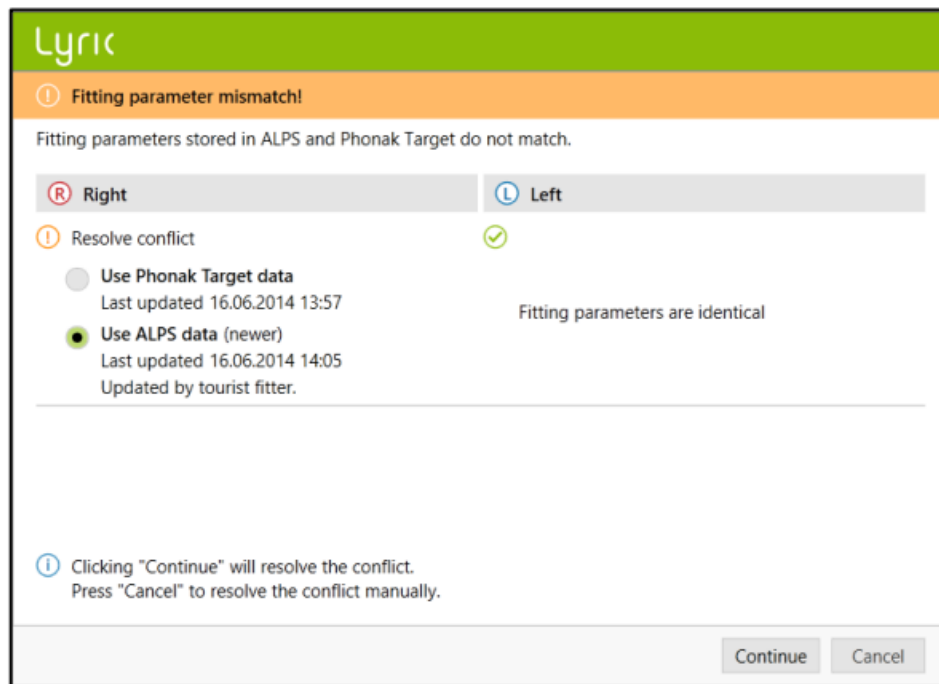
Device data in ALPS and Phonak Target do not match:

Information	<i>R</i> Right	<i>L</i> Left
Subscription	Trial <i>✓</i> (20 days left)	Trial <i>✓</i> (30 days left)
ALPS	1406NY0YG (Tourist exchange)	No serial number
Target	No serial number	No serial number
Action	<i>i</i> Serial number will be updated in Phonak Target	<i>✓</i> No action required

i Press "Cancel" to resolve the conflicts manually.

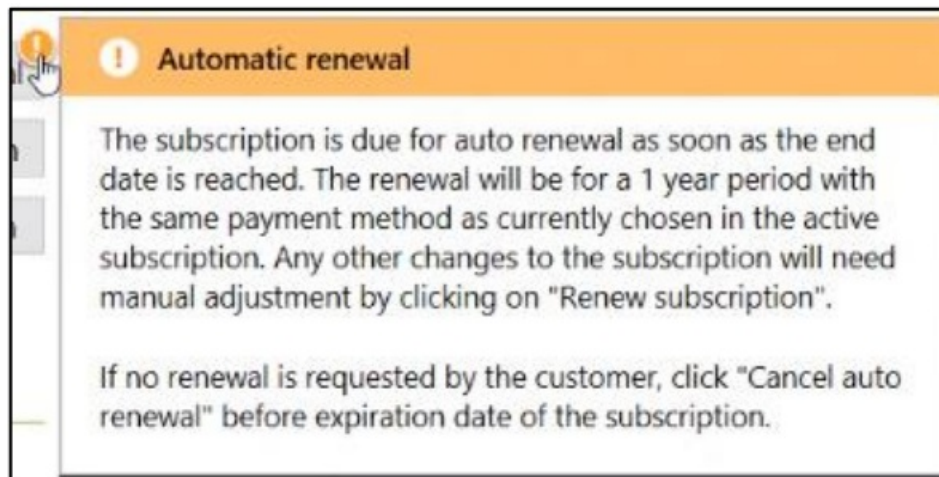
Continue Cancel

- If the tourist Lyric fitter also changed the fitting parameters, a fitting parameter mismatch will be shown. You can solve the conflict by choosing the preferred option.
- Please note that the ALPS data is the most up to date information from the tourist fitter and Phonak Target data is the data you entered yourself before the tourist fitting.



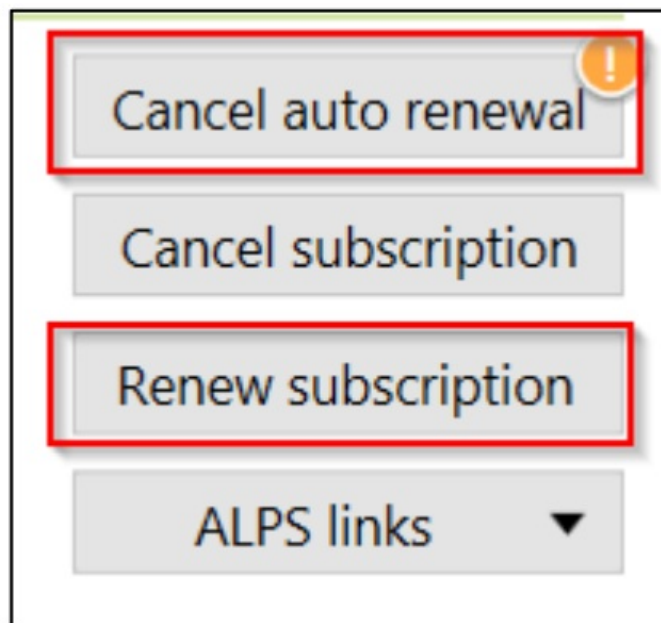
Auto Renewal of a subscription

- Two months before the subscription expires, you'll get a renewal pop-up in Target/ALPS, that informs you when the subscription is up for automatic renewal.
- Once the subscription is up for renewal, it will automatically be renewed for another year with the same payment method as chosen in the active subscription.



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

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



Lyric

Ⓡ Renew current subscription

Current status Active (17 days left)

End date 06.12.2019

New subscription

Subscription type 1-year subscription ▾

Payment type ▾

- Yearly upfront
- Monthly upfront

Continue Cancel

In case the customer doesn't want to renew the subscription any more, then it is mandatory to enter a non-renewal reason that is given when entering a cancellation of the upcoming subscription.
The renewed subscription will automatically be an active subscription without a trial.

Lyric

Ⓜ Cancel automatic subscription renewal

Current status ✓ Active (17 days left)

End date 06.12.2019

Cancellation reason —select—

- Likes Lyric but too expensive
- Discomfort
- Medical reasons or ear health issue
- Early device removal
- Feedback
- Sound quality issues
- Occlusion
- Needs more power/gain
- Prefers self-insertion/removal

Continue Cancel

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.

Lyric configuration

Ⓜ Subscription

Status Active ✓ (237 days left)

Start date 17.02.2014

End date 16.02.2015

Trial end date 19.03.2014

Remaining devices 7 (in subscription)

Cancel subscription

Renew subscription

ALPS links

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.

Lyric

Ⓡ Cancel current subscription

Current status ✓ Active

End date

ⓘ You are about to cancel an active subscription!

Cancellation reason --select--

- Likes Lyric, but too expensive
- Prefers self-insertion/removal
- Refit inconvenience
- Discomfort
- Ear canal appearance
- Speech intelligibility
- Feedback
- Occlusion
- Early device failure
- Sound quality
- Migration
- Patient deceased

Continue Cancel

Offline fitting and synchronization

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

Lyric configuration

Ⓡ Remove Lyric device

Serial number 1633H00L5

Removed by ☒ Provider ☐ Patient self-removed

Removal date ☒ Today ☐ Previously

Removal reason Discomfort

Additional details (optional)...

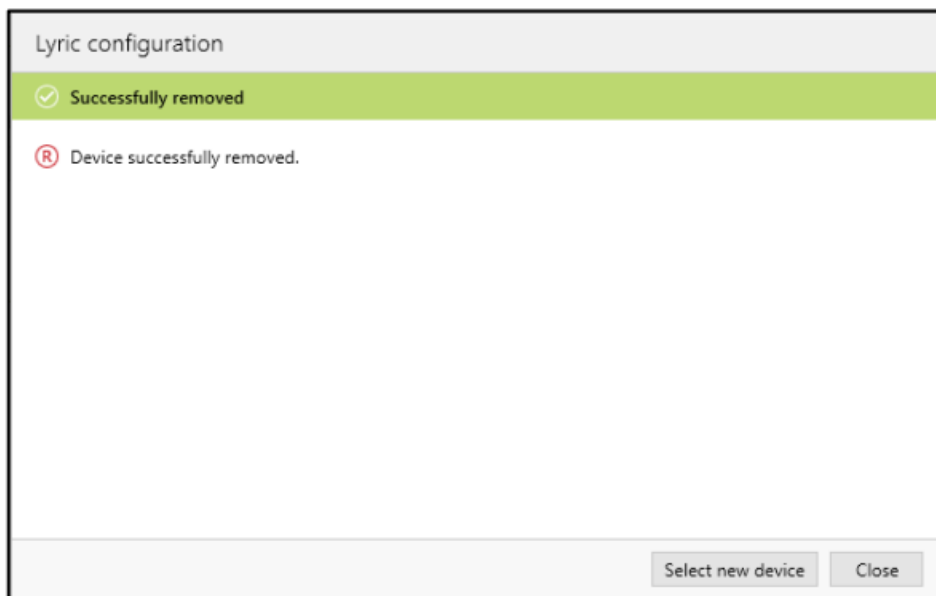
Ear canal observation OK for immediate refit

Additional ear canal observation (optional)...

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

Remove Cancel

- Removing a device in offline mode works the same way as in removing a device in online mode.
- You are now asked to select a new device.



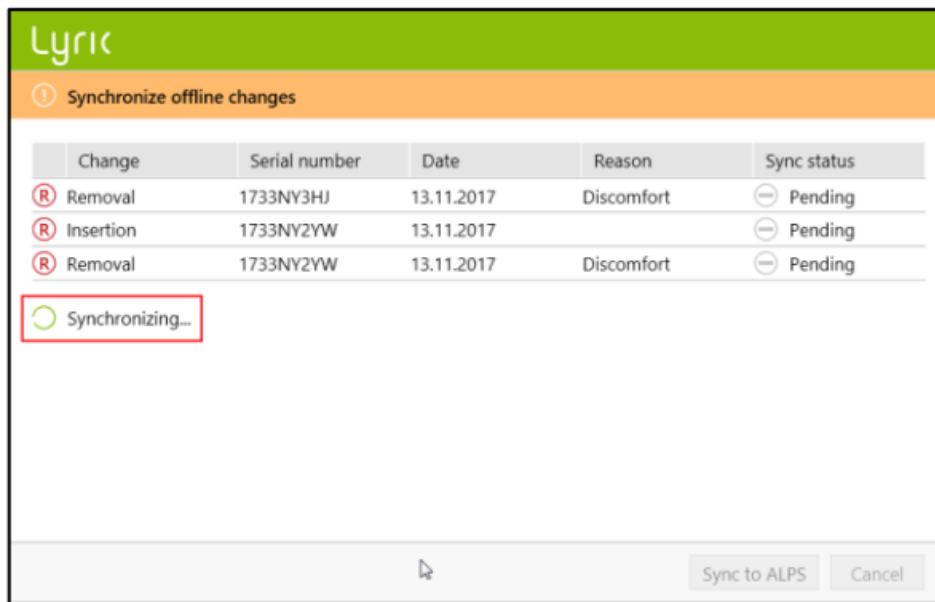
- Enter the serial number as well as the code that is shown on the Lyric package. Enter the measured insertion depth. If needed, the fitting parameters can be changed.

 A screenshot of the 'Lyric configuration' dialog box. It has a title bar 'Lyric configuration'. Below the title bar, there is a red 'R' icon followed by the text 'Enter device information'. There are four input fields: 'Serial number' with the value '1633H00L8', 'Code' with the value 'E396', 'Model' with the value 'Lyric3', and 'Seal size' with the value 'XL'. At the bottom left, there is a blue 'i' icon followed by the text 'Not connected to ALPS. All changes will be synchronized later.' At the bottom right, there are two buttons: 'Select' and 'Cancel'.

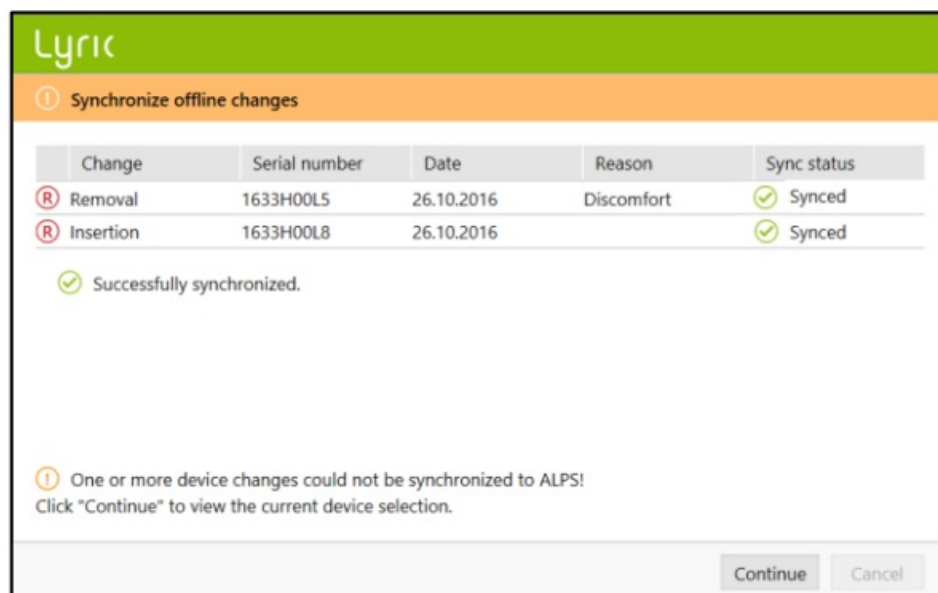
- Once the internet connection problem is resolved and you are able to use Phonak Target/ALPS again, you will be notified by an orange exclamation point [Fitting not saved to ALPS] message for each patient that was fit offline.

 A screenshot of the 'Offline, Sync' screen. At the top, it says 'Offline, Sync'. Below that, on the right, is 'Lyric ID P000149579'. On the left, it says 'Session 11 26.10.2016 10:17'. There are two columns for the right ear (R) and left ear (L). The R column has a red 'R' icon and the text 'No audiogram'. The L column has a blue 'L' icon and the text 'No audiogram'. Below the R column, there is a yellow ear icon and the text 'Lyric SN: 1633H00L8'. Below the L column, it says 'No hearing instrument'. At the bottom, there is a red box with an orange exclamation point icon and the text 'Fitting not saved to ALPS'.

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



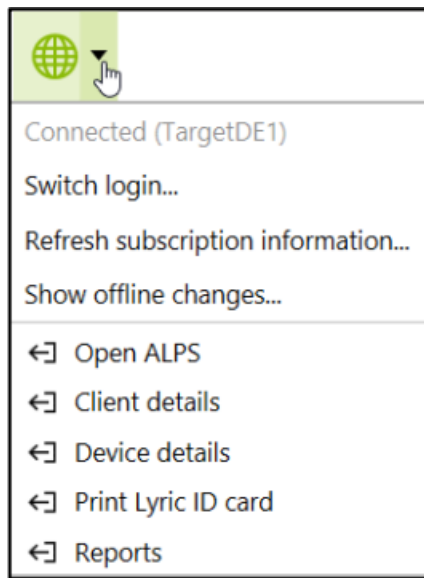
- A green check mark will indicate that the synchronization has been successful.
 - After an offline fitting, logs on your desktop are available.



ALPS home and reports

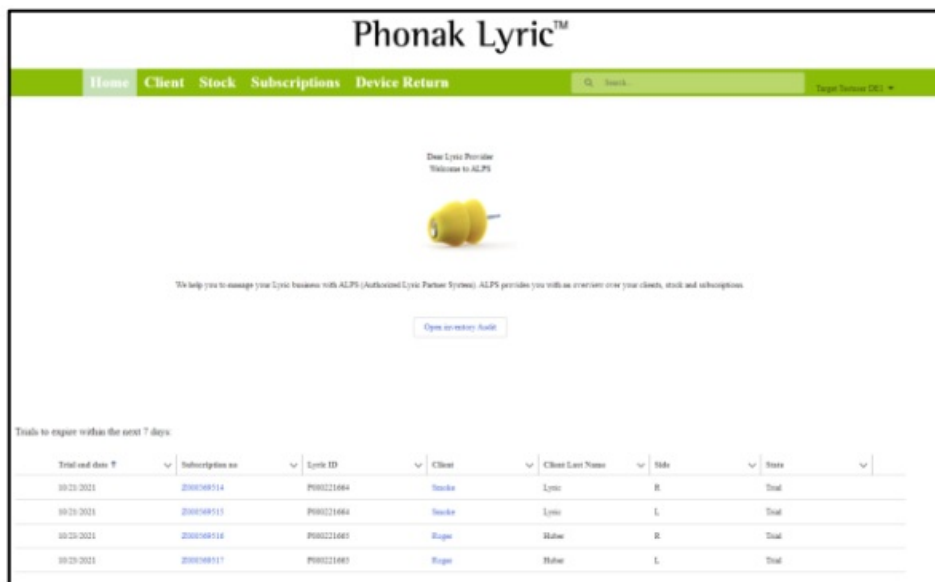
There are some actions that require a direct link to ALPS:

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



Alternatively, ALPS can also be opened via Phonakpro.com.

On the [Home Screen] you have an overview over:



- Inventory Audit
- Trials about to expire within 7 days
- Subscriptions about to expire within 90 days
- Devices to expire within 120 days

The section [Client] does give you an overview over all your clients. By clicking on the first name (marked in blue), you'll get to a level where you see:

First name ↑	Last name	Lyric ID	Patient Since	Phoneak account number
01-Sep-2021	03-Sep-2021	P000221618	1. year	0020074643
1407	TC	P000187886	4. year	0020074643
1407 changed	TC	P000187886	4. year	0020074643
7.3.9	Bimodal	P000221648	1. year	0020074643
aa	aa	P000221629	1. year	0020074643
aaa	aaa	P000221686	1. year	0020074643
Abba	Abba	P000205596	2. year	0020074643
ALPS	Test	P000221620	1. year	0020074643
Alps	Lyric	P000221621	1. year	0020074643
Alps	Lyric	P000217657	2. year	0020074643
alps	alps	P000217942	1. year	0020074643
ANDI	ANDI	P000221690	1. year	0020074643
Anonymous19350101	Anonymous19350101	P000218319	1. year	0020074643

- Print Lyric ID
- Subscription of that client
- Renew Subscription(s)
- Remove Devices (needed when cancelling the subscription)
- Client details (such as fitting parameter)

By clicking on the blue subscription number, more details about the subscription are shown:

Subscription: 2000569483

Subscription no
2000569483

Client
[Check](#)

State
Total

Side
R

Terms and Condition

Subscription type
1-yr subscription

Payment modality
Yearly upfront

Billing Date

Total end date
10/7/2021

Start date
9/7/2021

End date

Cancellation date

Remaining devices
7

[Cancel Subscription](#)


Device History

Serial number	State	Insertion date	Removal date	Removal Reason	Wearing Duration
2132N7W7N	In use	9/7/2021			

[View All](#)

- Terms and Conditions
- Cancel Subscription
- Device History

When clicking on the blue device number, this information is available:



Device
2132NY6TN

State
In use

Short description
Lyric4 (XS)

Account
[Lyric-Testkunde #3](#)

Serial number
2132NY6TN

Device Code
F306

Warranty date
10/7/2021

Use by
8/13/2022

Subscription / Insertion

Subscription
[Z000569483](#)

Removal

Removal Reason

Removal Comment

Insertion date
9/7/2021

Removal date

Return

Return reason


Return Date

- Device State
- Device Code, Warranty & Use By Date
- Subscription/Insertion
- Removal and Return Information

The [Stock] overview shows all devices in the respective account, sorted by device size. That list can also be exported to Excel.

Phonak Lyric™

Home
Client
Stock
Subscriptions
Device Return


Report: Accounts with Devices
Available Stock Detailed

Total Records
18

Device size ↑	Device: Serial number	Material number	Short description	Use by
L (6)	2132NY941	078-0064	Lyric4 (L)	8/13/2022
	2132NY945	078-0064	Lyric4 (L)	8/13/2022
	2132NY946	078-0064	Lyric4 (L)	8/13/2022
	2132NY948	078-0064	Lyric4 (L)	8/13/2022
	2132NY943	078-0064	Lyric4 (L)	8/13/2022
	2132NY94C	078-0064	Lyric4 (L)	8/13/2022
M (3)	2132NY8AY	078-0063	Lyric4 (M)	8/13/2022
	2132NY8C0	078-0063	Lyric4 (M)	8/13/2022
	2132NY8C4	078-0063	Lyric4 (M)	8/13/2022
S (3)	2132NY7JY	078-0062	Lyric4 (S)	8/6/2022
	2132NY7KA	078-0062	Lyric4 (S)	8/6/2022
	2132NY7KC	078-0062	Lyric4 (S)	8/6/2022
XL (6)	2132NY9WK	078-0065	Lyric4 (XL)	8/6/2022
	2132NY9WE	078-0065	Lyric4 (XL)	8/6/2022
	2132NY9WF	078-0065	Lyric4 (XL)	8/6/2022

Row Counts ☒
Detail Rows ☒
Subtotals ☐
Grand Total ☐

Under [Subscriptions], all subscriptions with all states can be found. When working in a satellite office that is connected in the system, then all clients are visible but separated by account number. That list can be exported to Excel.

Home

Client

Stock

Subscriptions

Device Return

Report Accounts with Endusers with Subscriptions

Account Subscriptions

Q

Search

Q

Add Chart

Export

Total Records

75

Phonak account number	Account Name	Subscription no.	Eple ID	First name	Last name	Start date	End date	Side	State	Subscription type	Payment method
000074643 (75)	Lynn-Testburde #1 (75)	200069959	R00021704	test	deppink	10/05/2021	-	R	Trail	1-yr subscription	Yearly upfront
		200069960	R00021705	lewis	Koyal	10/05/2021	-	R	Trail	1-yr subscription	Yearly upfront
		200069961	R00021706	lee	Doe	10/05/2021	-	R	Trail	1-yr subscription	Yearly upfront
		200069955	R00021705	teeling	501	10/18/2021	10/18/2022	R	Trail	1-yr subscription	Yearly upfront
		200069956	R00021701	Kristina	Ulligstad	10/18/2021	10/18/2022	R	Cancellation in trail	1-yr subscription	Yearly upfront
		200069957	R00021701	Kristina	Ulligstad	10/18/2021	-	R	Active	1-yr subscription	Yearly upfront
		200069958	R00021703	Stefan	Schwartz	10/18/2021	10/18/2022	R	Trail	1-yr subscription	Yearly upfront
		200069954	R00021699	Hans	Hutcher	10/18/2021	-	R	Trail	1-yr subscription	Yearly upfront
		200069956	R00021694	Franciska	Boutier	10/14/2021	-	R	Trail	1-yr subscription	Yearly upfront
		200069947	R00021694	Franciska	Boutier	10/14/2021	-	L	Trail	1-yr subscription	Yearly upfront
		200069946	R00021685	Sevika Test	1270	10/14/2021	-	R	Trail	1-yr subscription	Monthly
		200069957	R00021685	edward	arnold	10/7/2021	-	R	Trail	1-yr subscription	Monthly
		200069958	R00021685	edward	arnold	10/7/2021	-	L	Trail	1-yr subscription	Monthly
		200069959	R00021686	anna	anna	10/7/2021	-	R	Trail	1-yr subscription	Yearly upfront

The [Device Return] section allows you to return devices to Phonak that are either

Home Client Stock Subscriptions Device Return

Choose the devices that need to be returned to Phonak. Click on the respective device and choose a return reason.
Click select and then print a return form that can be sent in with a device to return (if needed).

Device return

Return Reason: --None--

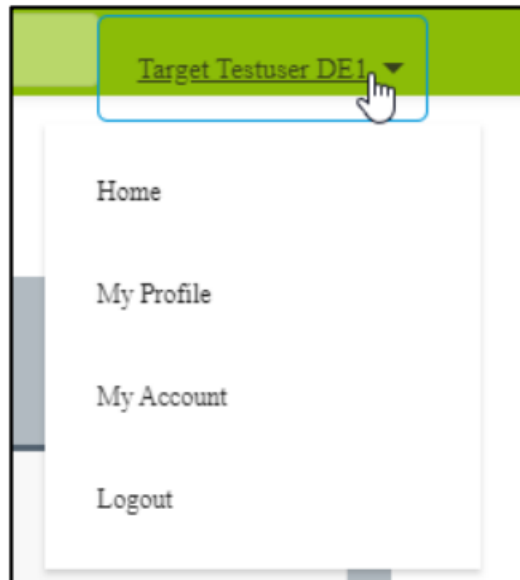
	Serial number	Device size	Side	Short description	Use by
<input type="checkbox"/>	2132NY7JY	S	R/L	Lytic4 (S)	8/6/2022
<input type="checkbox"/>	2132NY7KC	S	R/L	Lytic4 (S)	8/6/2022
<input type="checkbox"/>	2132NY7KA	S	R/L	Lytic4 (S)	8/6/2022
<input type="checkbox"/>	2132NY9WK	XL	R/L	Lytic4 (XL)	8/6/2022
<input type="checkbox"/>	2132NY9WD	XL	R/L	Lytic4 (XL)	8/6/2022
<input type="checkbox"/>	2132NY9WC	XL	R/L	Lytic4 (XL)	8/6/2022
<input type="checkbox"/>	2132NY9WG	XL	R/L	Lytic4 (XL)	8/6/2022
<input type="checkbox"/>	2132NY9WF	XL	R/L	Lytic4 (XL)	8/6/2022
<input type="checkbox"/>	2132NY9WE	XL	R/L	Lytic4 (XL)	8/6/2022
<input type="checkbox"/>	2132NY941	L	R/L	Lytic4 (L)	8/13/2022
<input type="checkbox"/>	2132NY94C	L	R/L	Lytic4 (L)	8/13/2022
<input type="checkbox"/>	2132NY943	L	R/L	Lytic4 (L)	8/13/2022
<input type="checkbox"/>	2132NY948	L	R/L	Lytic4 (L)	8/13/2022
<input type="checkbox"/>	2132NY946	L	R/L	Lytic4 (L)	8/13/2022
<input type="checkbox"/>	2132NY945	L	R/L	Lytic4 (L)	8/13/2022
<input type="checkbox"/>	2132NY8AY	M	R/L	Lytic4 (M)	8/13/2022
<input type="checkbox"/>	2132NY8C0	M	R/L	Lytic4 (M)	8/13/2022
<input type="checkbox"/>	2132NY8C4	M	R/L	Lytic4 (M)	8/13/2022

Select Cancel

- New (overstock)
- Dead on arrival
- Wrong deliver
- Expired

Choose the devices that need to be returned to Phonak. Click on the respective device and choose a return reason. Click select and then print a return form that can be sent with a device to return (if needed).

Under your name, there are the following sections:



- Home
- My Profile
- My Account
- Logout

[My Profile] does allow you to change your language if needed.

A screenshot of a web application form titled 'My Settings'. The form has a white background and a thin grey border. It contains three dropdown menus: 'Language' with 'English' selected, 'Locale' with 'English (United States)' selected, and 'Time Zone' with '(GMT-05:00) Central Daylight Time (America/Chicago)' selected. At the bottom right of the form, there are two buttons: 'Cancel' (light blue) and 'Save' (blue).

- Under [My Account] you can choose your current location (when working in different locations).

Please choose your current location:

Your current account is:

0020074843
Lyko-Testkunde #3
Musterstraße 1
Stuttgart 70736

Please choose one account. Phonak account number	Account Name	Address	City	Zip code
<input type="checkbox"/> 0020074843	Lyko-Testkunde #3	Musterstraße 1	Stuttgart	70736

Submit

- In case you'd like to get a weekly e-mail about the trials, subscriptions and stock about to expire, you can fill in up to five e-mail addresses. Also, choose how many months before expiration of the subscriptions you'd like to get a notification. For satellite offices, a report with a full overview over all offices can also be requested by ticking the box.

Notification Settings

Account Name: Lyko-Testkunde #3

Notification E-Mail 1:

Notification E-Mail 2:

Notification E-Mail 3:

Notification E-Mail 4:

Notification E-Mail 5:

Expiration Notification Time:

Notification Report Satellite Offices: ☐

Save

- The [Dashboard] gives you an indication about how your business is doing. Explanation is found in more details in the legend within the dashboard.

Welcome Lyko-Testkunde #3

Trials 64 / New Subscriptions 67 / Renewals 0 / Active 3 / Trial Success Rate 4 % / TSR national 25.00 %

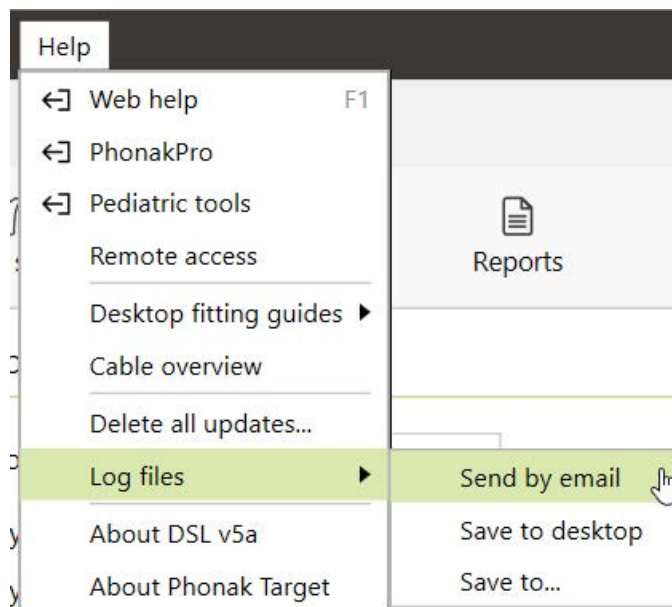
1. Trials with starting date Jan 1st - Dec 31st
2. New subscriptions starting Jan 1st - Dec 31st
3. Renewals with starting date Jan 1st - Dec 31st
4. Total of active subscriptions
5. Trial success rate average 12 months
6. Trial success rate average 12 months on a national level

- The [Device Analysis Form] and the end-user contract templates can be downloaded.
- The [Search] field does allow you to search data such as subscription, client names, devices etc. directly.

Forms to Download

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.

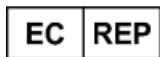
Information and description of symbols and System Requirements

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

This user guide is applicable for Target 10.0 and later subversions of Target 10.0 fitting software. For previous versions of the fitting software user guide contact your local Phonak representative.



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Documents / Resources

	<p>PHONAK Target 10 Target Fitting Software [pdf] User Guide v10, 10, Target 10 Target Fitting Software, Target 10, Target Fitting Software, Fitting Software, S oftware</p>
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References

- [User Manual](#)

Manuals+. Privacy Policy

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