


Phonak Target 7.2 Target Fitting Software User Guide

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Phonak Target 7.2

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, the computer you are using for fitting must have an internet connection.

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

More information is also available under Web Help.

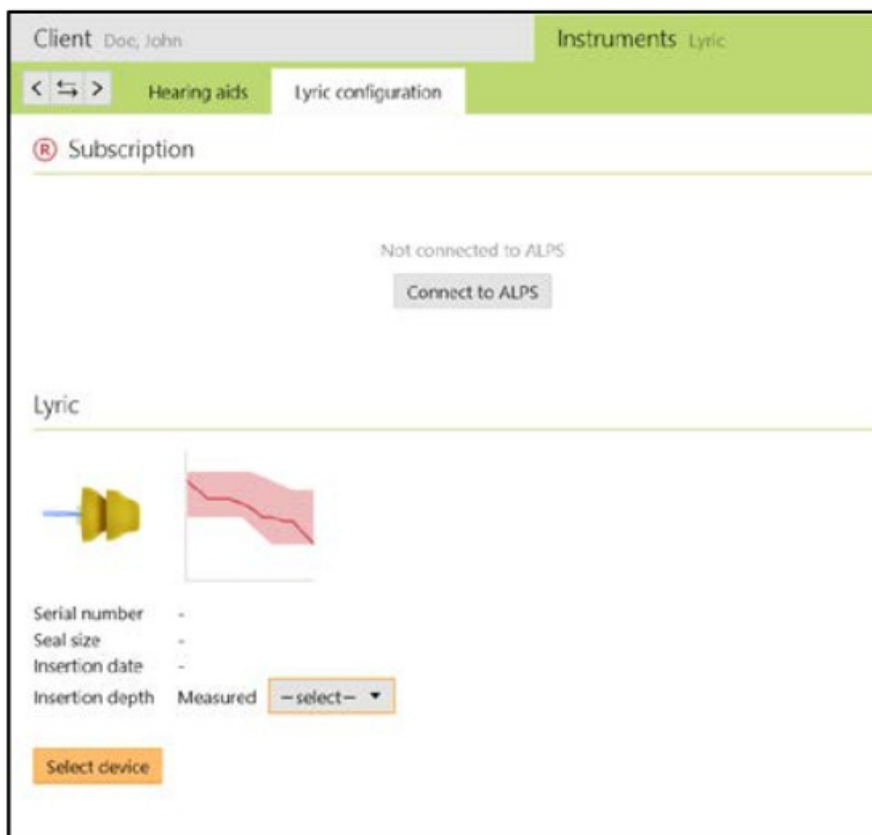
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Create a new client in Phonak Target

To create a new client in Phonak Target:

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



The ALPS button indicates your current connection status:

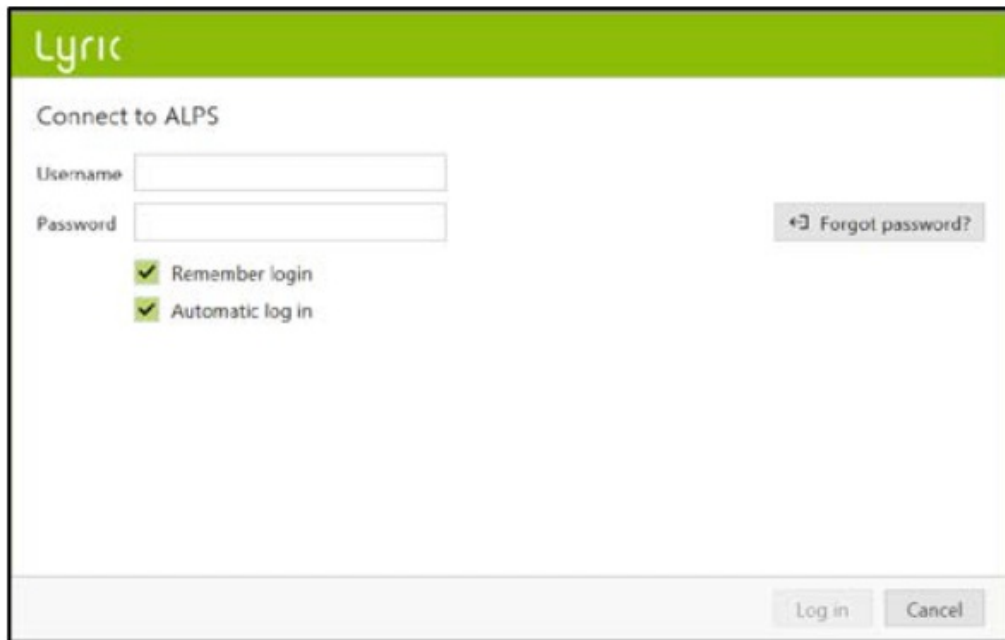
- Green – connected
- Black – disconnected



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

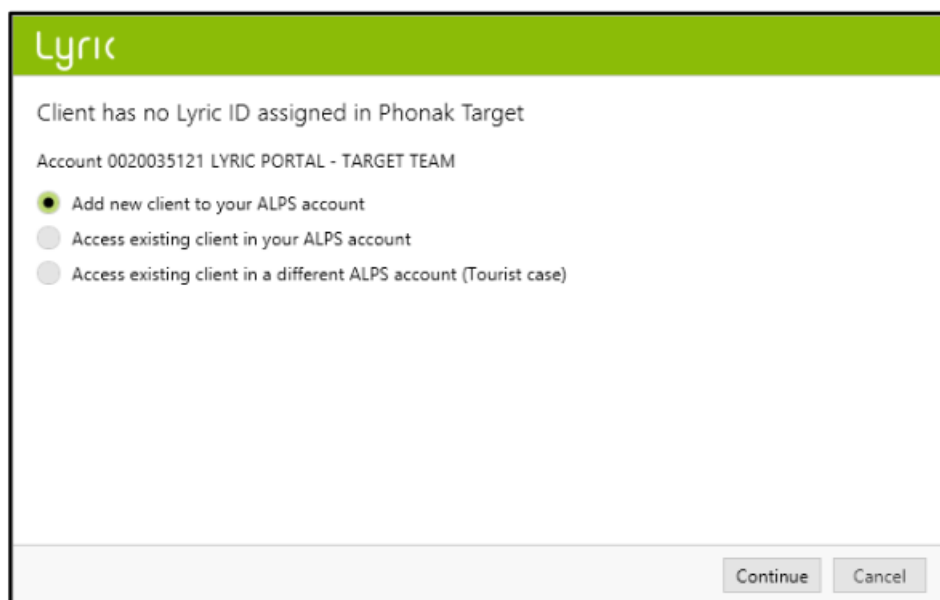
We strongly recommend that you select the [Automatic login] function. This time-saving feature enables you to remain logged into ALPS without the need to reenter your credentials. That only applies if you're not working on a shared workstation.

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



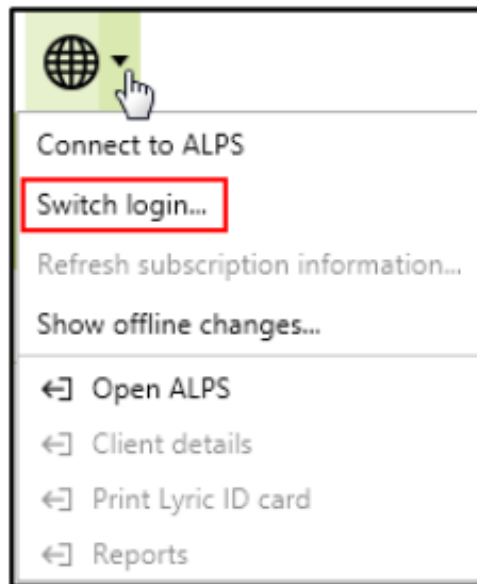
The image shows a login window titled "Lyric" with a green header. Below the header, the text "Connect to ALPS" is displayed. There are two input fields: "Username" and "Password". To the right of the "Password" field is a link that says "Forgot password?". Below the input fields, there are two checked checkboxes: "Remember login" and "Automatic log in". At the bottom right of the window, there are two buttons: "Log in" and "Cancel".

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



The image shows a window titled "Lyric" with a green header. Below the header, the text "Client has no Lyric ID assigned in Phonak Target" is displayed. Below this, the account information "Account 0020035121 LYRIC PORTAL - TARGET TEAM" is shown. There are three radio button options: "Add new client to your ALPS account" (which is selected), "Access existing client in your ALPS account", and "Access existing client in a different ALPS account (Tourist case)". At the bottom right of the window, there are two buttons: "Continue" and "Cancel".

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



You can now see the client's first and last name, date of birth and gender as entered in Phonak Target. The additional information (date of birth and gender) is optional. You can uncheck [Submit additional information] if you do not wish to transmit this data. For new clients, you are then asked to confirm that the client understands and gave consent that his/her data will be transferred to Sonova for processing. If the box is not ticked, the fitting cannot continue.

To select the appropriate Lyric device, choose the measured seal size and pick the first device in the list as it is the closest to expiration. Please note that expired devices can no longer be fit. To return an expired device, use the [device return process] in ALPS, select the serial number and the reason for device return as "expired" and send it back to Phonak.

Lyric

Ⓡ Select Lyric device from consignment stock

Q Serial# Insertion date: 06.06.2014

| Serial# | Model | Seal size | M | Insert by |
|-----------|--------|-----------|---|------------|
| 1406NY0JR | Lyric3 | M | | 08.05.2015 |
| 1406NY0JV | Lyric3 | M | | 08.05.2015 |
| 1406NY0JP | Lyric3 | M | | 08.05.2015 |
| 1406NY0JT | Lyric3 | M | | 08.05.2015 |
| 1406NY0K0 | Lyric3 | M | | 08.05.2015 |
| 1406NY0JX | Lyric3 | M | | 08.05.2015 |
| 1406NY0JW | Lyric3 | M | | 08.05.2015 |
| 1406NY0JN | Lyric3 | M | | 08.05.2015 |
| 1406NY0JG | Lyric3 | M | | 08.05.2015 |
| 1406NY0JE | Lyric3 | M | | 08.05.2015 |
| 1406NY0JF | Lyric3 | M | | 08.05.2015 |

Select Cancel

Select the measured insertion depth.

Lyric

Ⓡ Select measured insertion depth

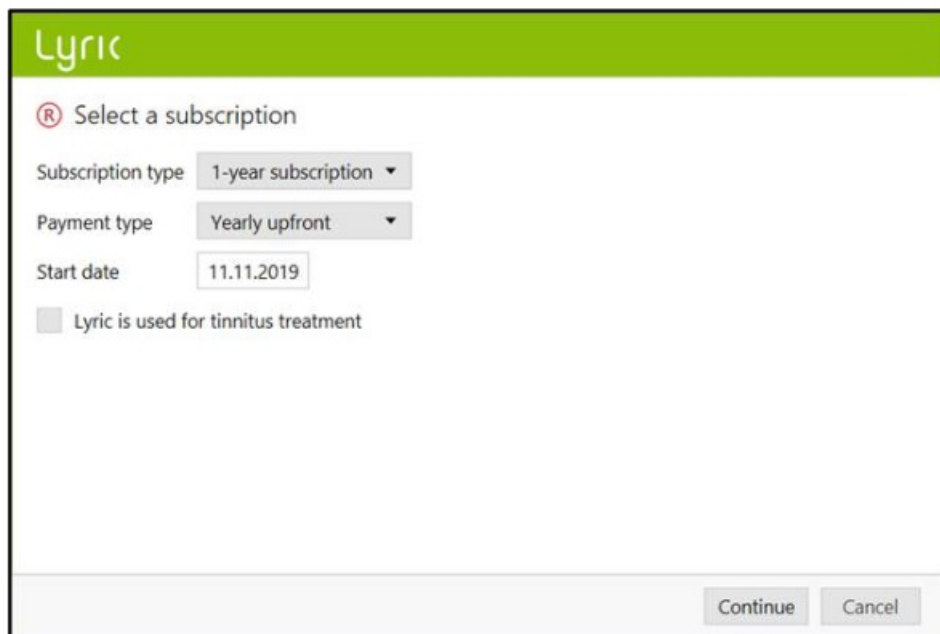
Initial device insertion for this ear.

—select— ▼

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

Continue Cancel

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



Lyric

Ⓜ Select a subscription

Subscription type 1-year subscription ▼

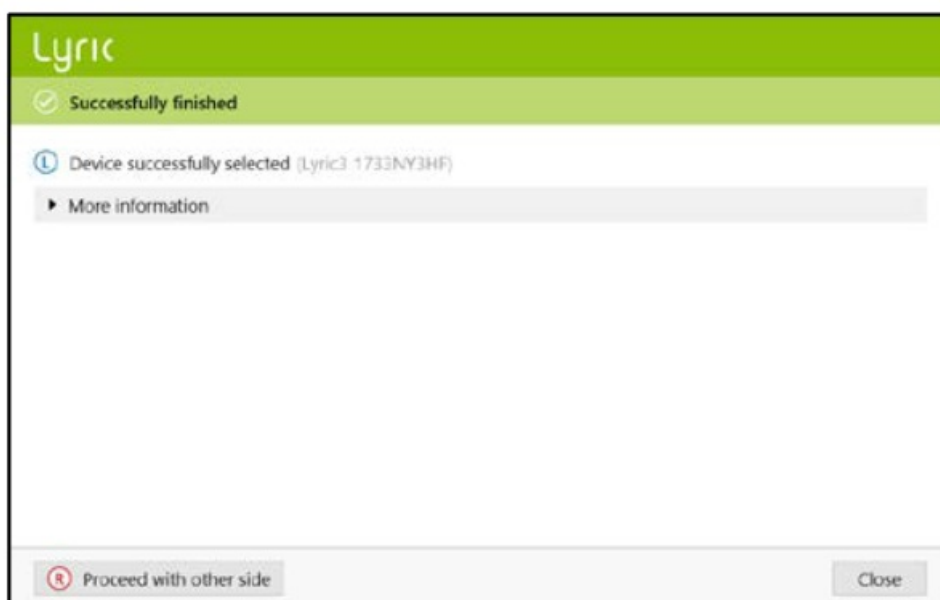
Payment type Yearly upfront ▼

Start date 11.11.2019

☐ Lyric is used for tinnitus treatment

Continue Cancel

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



Lyric

✓ Successfully finished

ℹ Device successfully selected (Lyric3 1733NY3HF)

▶ More information

Ⓜ Proceed with other side 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 2000462096

| | | |
|-------------------|------------------------|--------------------|
| Status | ✓ Trial (30 days left) | Cancel trial |
| Start date | 29.04.2019 | Extend trial |
| End date | 28.04.2020 | Renew subscription |
| Trial end date | 29.05.2019 | ALPS links ▼ |
| Remaining devices | 11 (in subscription) | |

Lyric3

Serial number 1912NY4MX (Code: E304)
 Seal size XS
 Insertion date Today
 Insertion depth Measured 6 mm ▼

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 ▼

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 and 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 the event, the achieved insertion depth varies from the measured one both values 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.

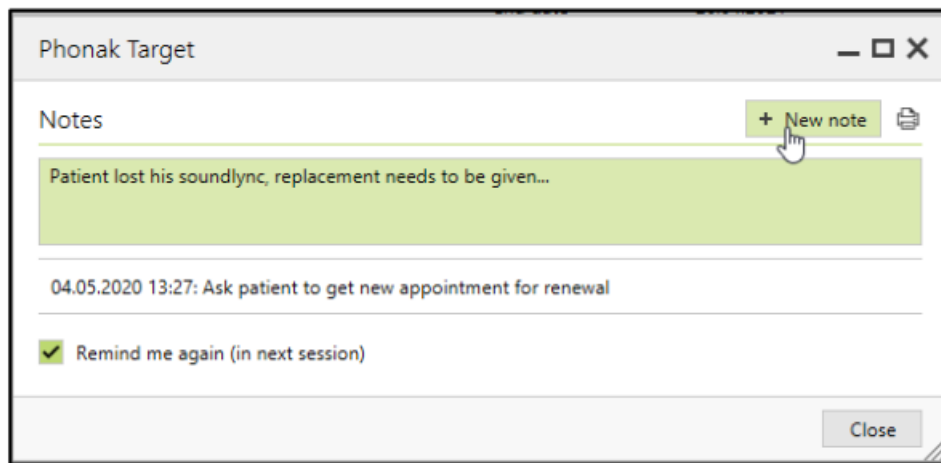
Client 574

NOTES

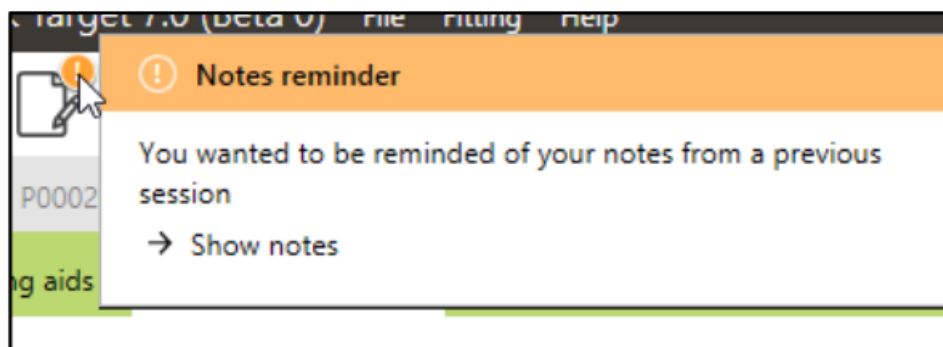
< <=> > Hearing aids Lyric configuration

® Subscription

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



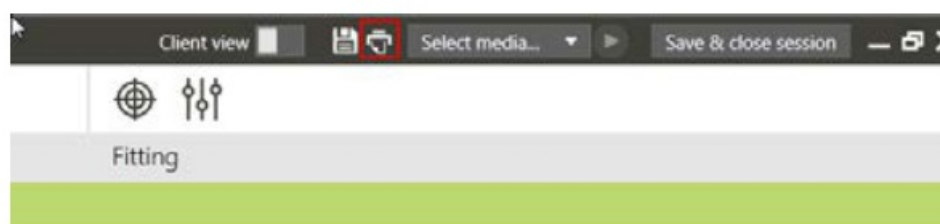
All notes are then visible under [Client, Notes].



The following reports can be printed from the Print menu:

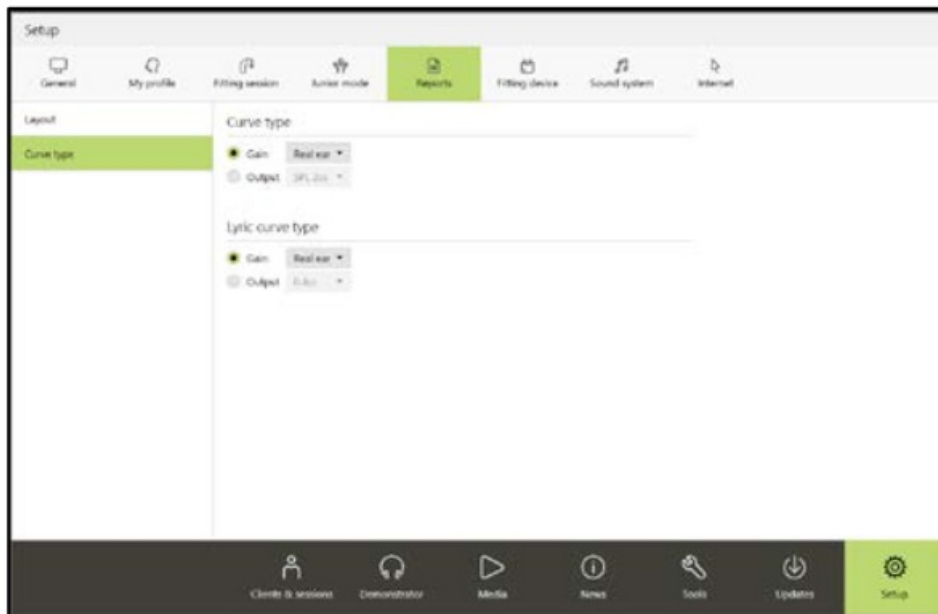
For Professional:

- Fitting Report
- Lyric Datasheet



For Client:

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



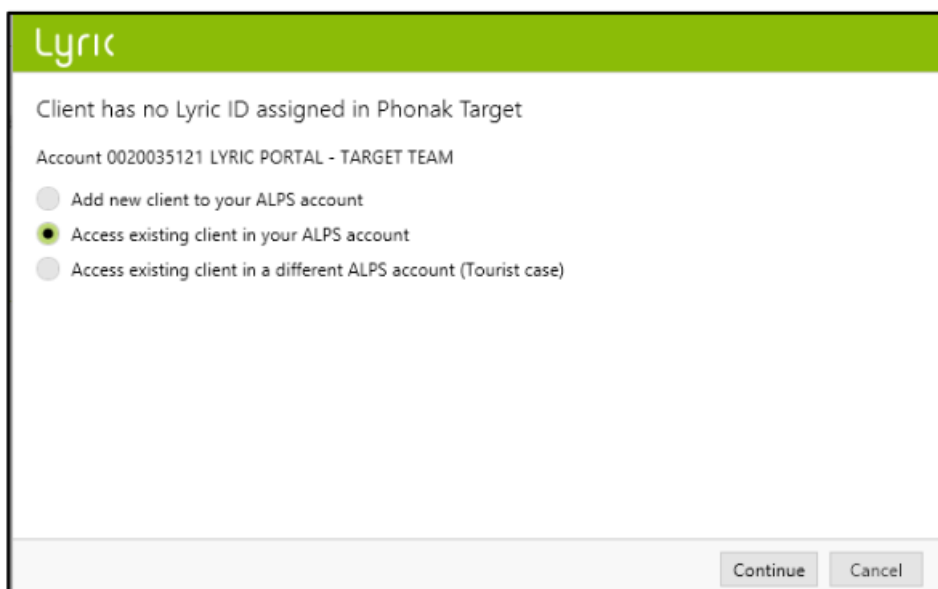
The curves reports can be printed as follows:

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

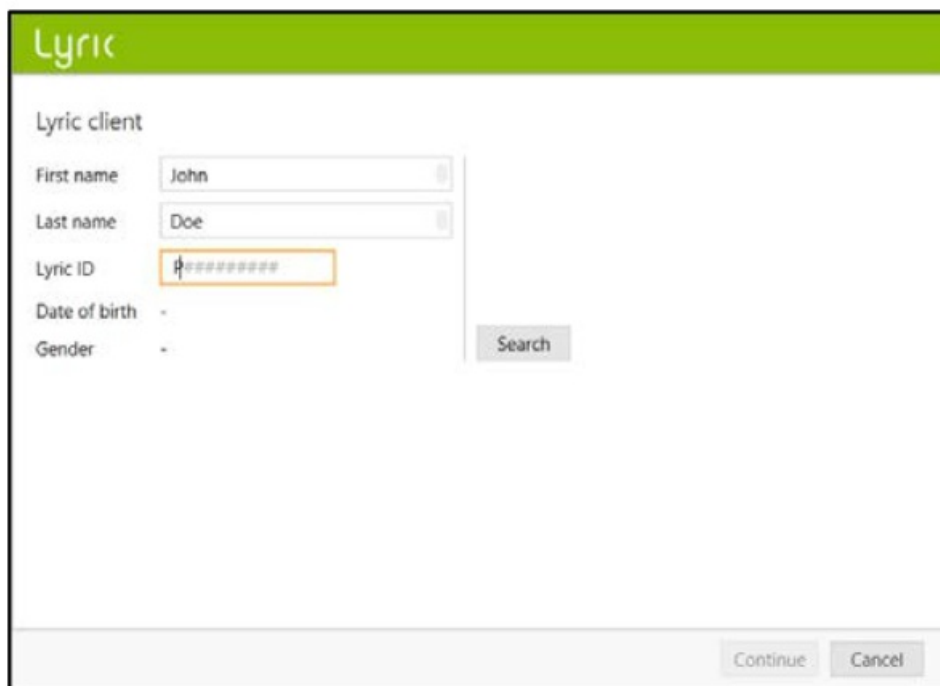
Access an existing client in your ALPS account

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

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



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



Lyric

Lyric client

First name: John

Last name: Doe

Lyric ID: P#

Date of birth: -

Gender: -

Search

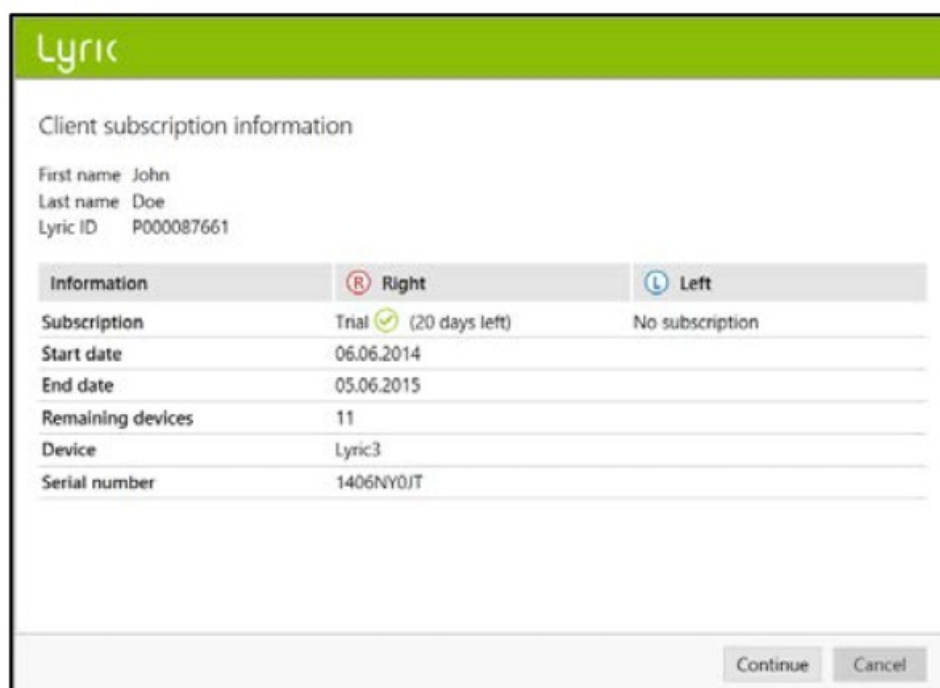
Continue Cancel

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

The Lyric ID has to be entered 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 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].

The screenshot shows the 'Lyric configuration' window with a green header. Below the header, there's a 'Subscription' section with a red circle icon. It lists details for a trial subscription: Status (Trial, 27 days left), Start date (07.11.2017), End date (C), Trial end date (07.12.2017), Billing date (C), and Remaining devices (C). There are buttons for 'Renew subscription' and 'ALPS links'. Below this is the 'Lyric3' section, which includes a small image of the device and a graph. It also lists: Serial number (1733NY3HT, Code: E325), Seal size (S), Insertion date (09.11.2017), and Insertion depth (Measured, 10 mm). A red box highlights the 'Exchange/remove device' button at the bottom.

Select if the provider or the patient has removed the device and specify the removal date. Choose the corresponding removal reason. The removal reasons are separated into our categories (Discomfort, Device related, Fitting related, Proactive removal, and Cancelled Subscription).

The screenshot shows the 'Remove Lyric device' dialog box with a green header. It contains fields for: Serial number (1849NY3G3), Removed by (radio buttons for Provider and Patient self-removed, with Provider selected), Removal date (radio buttons for Today and Previously, with Today selected), and Removal reason (a dropdown menu). The dropdown menu is open, showing options: Discomfort, Device related, Fitting related, Proactive removal, and Cancelled subscription. At the bottom right, there are 'Remove' and 'Cancel' buttons.

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

Lyric

Ⓡ Remove Lyric device

Serial number: 1849NY3G3

Removed by: ☒ Provider ☐ Patient self-removed

Removal date: ☒ Today ☐ Previously

Removal reason: --select--

- Discomfort
- Device related
- Fitting related
 - Occlusion
 - Feedback
 - Insufficient gain
 - Sound quality
 - Migrati...
- Proactive removal
- Cancelled subscription

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. If the ear canal was irritated and needed rest or a medical referral, the system will inform you accordingly.*

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

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

When [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 another side]. There are some reasons (scheduled removal, near the end of device life, and clinical proactive removal) that will automatically populate the second side 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 (today)] by checking the box at the bottom of the screen. Adding the comments about the patient's ear canal is optional.

The screenshot shows the 'Remove Lyric device' form. It includes fields for 'Serial number' (1736NYHCG), 'Removed by' (radio buttons for 'Provider' and 'Patient self-removed'), 'Removal date' (radio buttons for 'Today' and 'Previously'), and 'Removal reason' (a dropdown menu set to 'Discomfort'). There are two optional text input fields: 'Additional details (optional)...' and 'Additional ear canal observation (optional)...'. The 'Ear canal observation' dropdown is set to 'OK for immediate refit'. At the bottom right, there are 'Remove' and 'Cancel' buttons.

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

The screenshot shows the 'Select Lyric device from consignment stock' form. It includes a search bar for 'Serial...' and a field for 'Former device seal size: M'. The 'Insertion date' is set to '16.06.2014'. Below is a table of available devices:

| 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 |

At the bottom right, there are 'Select' and 'Cancel' buttons.

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

Fitting

Notes

Enter new session note...

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

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

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

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

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

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

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

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 ▼

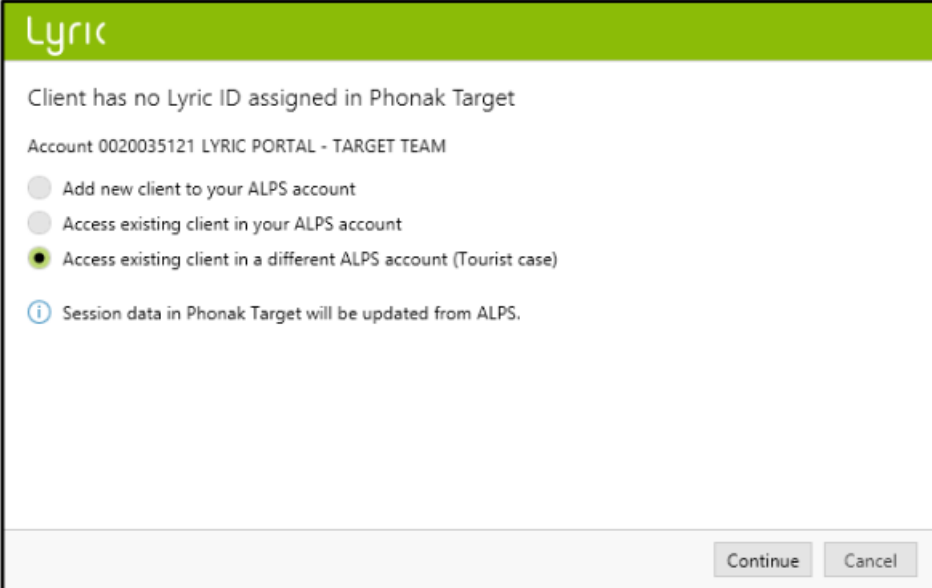
Additional ear canal observation (optional)...

Remove Cancel

Tourist case: Device exchange for a tourist client

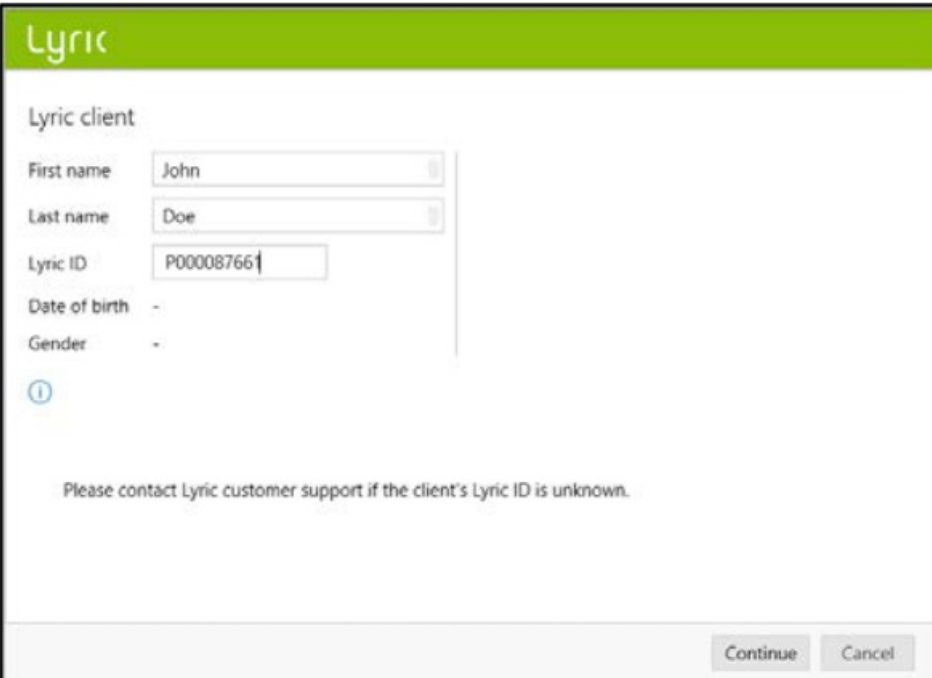
If you need to exchange a Lyric device for a client who was originally fit by another Authorized Lyric Partner, you need to obtain access to the client's ALPS fitting data. To do you need the client's individual Lyric ID. To start the tourist case, proceed as you would with a new client. Log into your ALPS account and select [Access

existing client in a different ALPS account] (Tourist case)].



The screenshot shows the Lyric software interface with a green header. The main text reads: "Client has no Lyric ID assigned in Phonak Target". Below this, the account information is displayed: "Account 0020035121 LYRIC PORTAL - TARGET TEAM". There are four radio button options: "Add new client to your ALPS account", "Access existing client in your ALPS account", "Access existing client in a different ALPS account (Tourist case)" (which is selected), and "Session data in Phonak Target will be updated from ALPS." (indicated by an information icon). At the bottom right, there are "Continue" and "Cancel" buttons.

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 does not know their Lyric ID, it can be obtained by calling Lyric customer service.



The screenshot shows the Lyric software interface with a green header. The section is titled "Lyric client". It contains several input fields: "First name" with the value "John", "Last name" with the value "Doe", "Lyric ID" with the value "P00008766", "Date of birth" with a dropdown arrow, and "Gender" with a dropdown arrow. Below the fields is an information icon and a note: "Please contact Lyric customer support if the client's Lyric ID is unknown." At the bottom right, there are "Continue" and "Cancel" buttons.

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

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

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

Lyric

Data conflict between ALPS and Phonak Target

First name John
Last name Doe
Lyric ID P000087661

Device data in ALPS and Phonak Target do not match:

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

Press "Cancel" to resolve the conflicts manually.

ContinueCancel

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 before the tourist fitting.

Lyric

Fitting parameter mismatch!

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

Right

Left

Resolve conflict

☐ Use Phonak Target data
Last updated 16.06.2014 13:57

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

Fitting parameters are identical

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

ContinueCancel

Renew a subscription

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

Subscription

| | | |
|-------------------|-----------------------|---------------------|
| Status | Active (61 days left) | Cancel subscription |
| Start date | 28.04.2014 | Renew subscription |
| End date | 01.08.2016 | ALPS links |
| Trial end date | 28.04.2015 | |
| Remaining devices | 7 (in subscription) | |

When the subscription is three months from expiration, an orange [Renew subscription] button will appear. Define which type of subscription you want to create in ALPS for your client and follow the instruction wizard. After renewing a canceled subscription (trial or active), a new trial will only be permitted after 60 days. The renewed subscription will automatically be an active subscription after renewing within 60 days of the cancellation.

Cancel a subscription in trial prior to the billing date

It is possible to cancel a trial up to the billing date directly from Phonak Target. In order to do so, please go to the Lyric configuration screen and click [Cancel trial]. The status between trial cancellation and the billing date will be stated as trial.

Subscription

| | | |
|-------------------|----------------------|--------------------|
| Status | Trial (14 days left) | Cancel trial |
| Start date | 28.04.2014 | Renew subscription |
| End date | 27.04.2015 | ALPS links |
| Trial end date | 28.05.2014 | |
| Billing date | 30.06.2014 | |
| Remaining devices | 7 | |

Lyric2

Serial number 1349NY408 (Code: A326)
 Seal size S
 Insertion date 28.04.2014
 Insertion depth Measured: 7 mm

Exchange/remove device

The system will now ask you to select a cancellation reason. Additionally, the devices will need to be removed in order to cancel the subscription successfully. Please note that [patient deceased] and [refit inconvenience] have been added as new cancellation reasons.

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

The billing date is shown in Phonak Target and also in ALPS, where you can sort all patients by billing date.

Note: You can either enter through Phonak Target or via www.phonakpro.com with the same username and password you use for Phonak Target.

Home New client Existing client Reports

Welcome LYRIC PORTAL - TARGET TEAM
Trials 200 / New Subscriptions 507 / Renewals 33 / Active 231

1. Trials with starting date July 1st - Dec 31st or Jan 1st - Jun 30th
2. New subscriptions starting with billing date July 1st - Dec 31st or Jan 1st - Jun 30th
3. Renewals with starting date July 1st - Dec 31st or Jan 1st - Jun 30th
4. Total active subscriptions

Defuncted

Subscriptions to expire

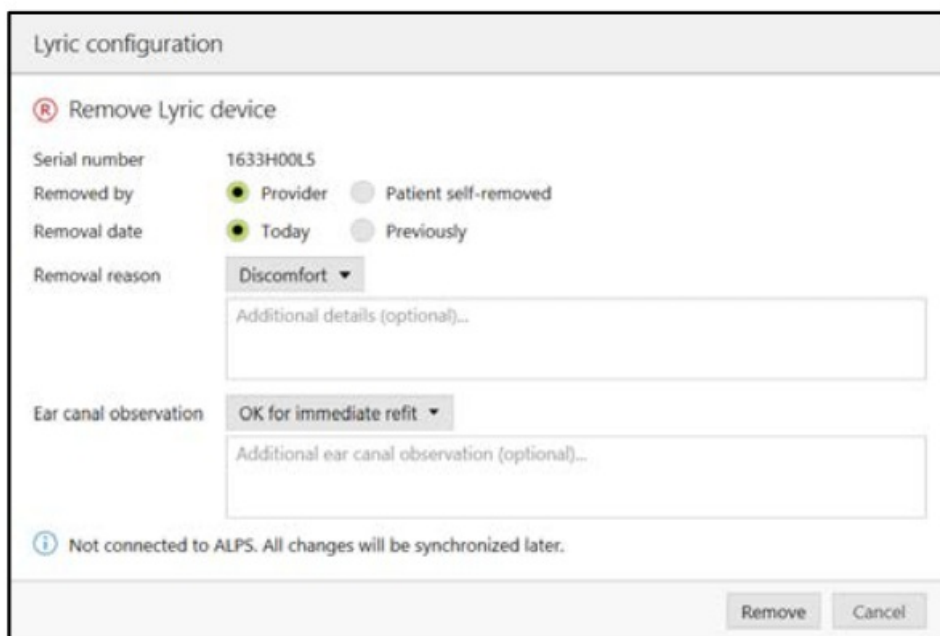
Trials

| Lyric ID | First name | Last name | Subscription no | Trial start date | Billing Date | Filter |
|------------|------------|-----------|-----------------|------------------|--------------|--------------------------|
| P00006391 | Ten | Lynn | 2008152370 | 07/05/2014 | 30/05/2014 | View Cancel subscription |
| P00006477 | Lynn | Extramerg | 2008152049 | 11/04/2014 | | View Cancel subscription |
| P00006407 | Paul | Paul | 2008152174 | 02/04/2014 | 30/04/2014 | View Cancel subscription |
| P00006462 | Lyric | Paul | 2008152303 | 20/04/2014 | 30/04/2014 | View Cancel subscription |
| P00006796 | Jean | Dee | 2008152642 | 26/06/2014 | 31/07/2014 | View Cancel subscription |
| P00006790 | Scott | Scott | 2008152209 | 16/04/2014 | 30/04/2014 | View Cancel subscription |
| P00006798 | Scott | Scott | 2008152290 | 16/04/2014 | 30/04/2014 | View Cancel subscription |
| P000067101 | Walter | Walter | 2008151795 | 23/03/2014 | 31/03/2014 | View Cancel subscription |
| P000067104 | Roger | Smith | 2008151800 | 23/03/2014 | 31/03/2014 | View Cancel subscription |
| P000067104 | Roger | Smith | 2008151799 | 23/03/2014 | 31/03/2014 | View Cancel subscription |
| P000067105 | Walter | Walter | 2008151801 | 26/03/2014 | 31/03/2014 | View Cancel subscription |
| P000067107 | Walter | Walter | 2008151804 | 26/03/2014 | 31/03/2014 | View Cancel subscription |

Offline fitting and synchronization

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

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

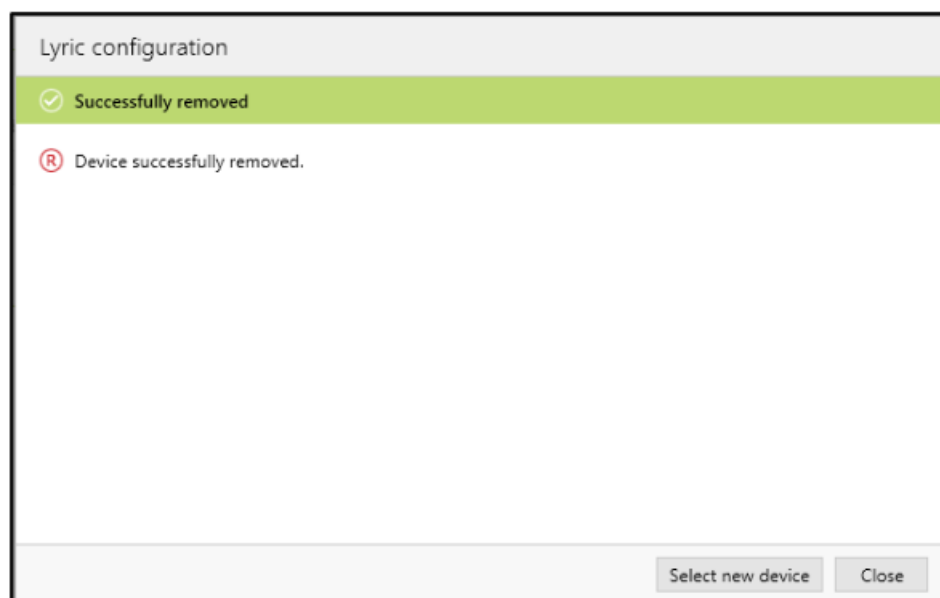


The dialog box is titled "Lyric configuration". It contains a red circle with a white "R" icon followed by the text "Remove Lyric device". Below this, there are several fields and options:

- Serial number:** 1633H00L5
- Removed by:** Two radio buttons: "Provider" (selected) and "Patient self-removed".
- Removal date:** Two radio buttons: "Today" (selected) and "Previously".
- Removal reason:** A dropdown menu showing "Discomfort". Below it is a text input field labeled "Additional details (optional)...".
- Ear canal observation:** A dropdown menu showing "OK for immediate refit". Below it is a text input field labeled "Additional ear canal observation (optional)...".

At the bottom left, there is an information icon (i) and the text "Not connected to ALPS. All changes will be synchronized later." At the bottom right, there are two buttons: "Remove" and "Cancel".

You are now asked to select a new device.



The dialog box is titled "Lyric configuration". It has a green header bar with a white checkmark icon and the text "Successfully removed". Below this, there is a red circle with a white "R" icon followed by the text "Device successfully removed." At the bottom right, there are two buttons: "Select new device" and "Close".

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

Lyric configuration

Ⓡ Enter device information

Serial number 1633H00L8

Code E396

Model Lyric3

Seal size XL

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

Select Cancel

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

Offline, Sync

Lyric ID P000149579

Session 11 26.10.2016 10:17

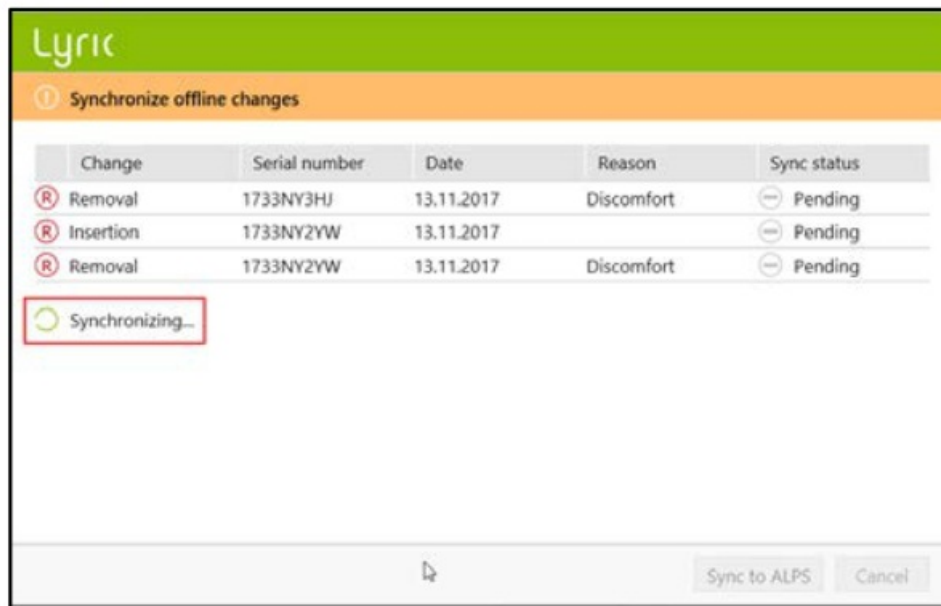
Ⓡ ⓘ

No audiogram No audiogram

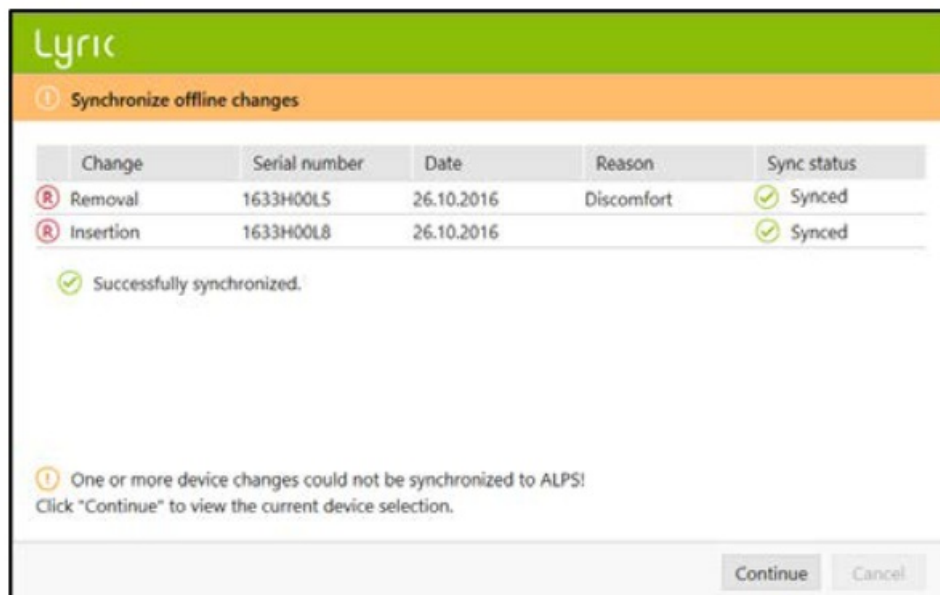
Lyric SN: 1633H00L8 No hearing instrument

ⓘ Fitting not saved to ALPS

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



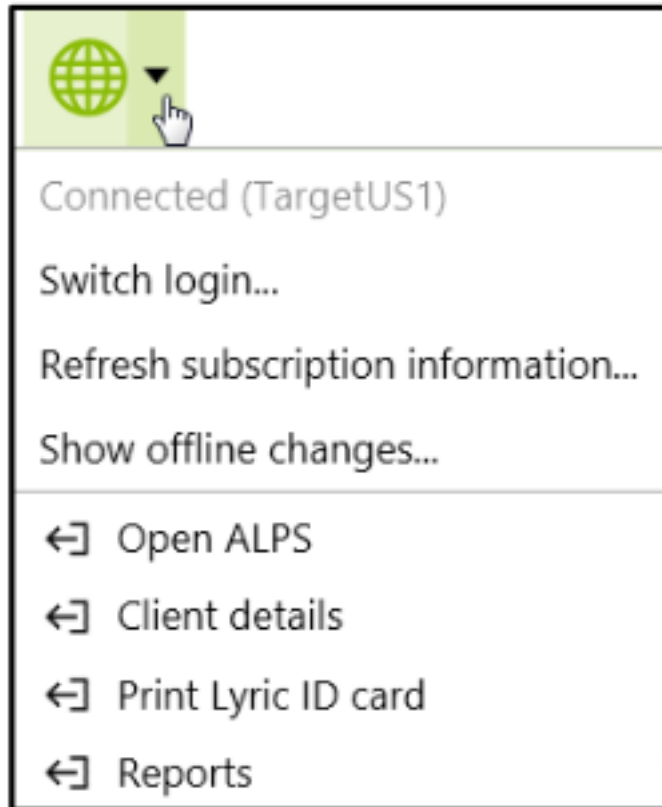
A green check mark will indicate that the synchronization has been successful.
After an offline fitting, logs on your desktop are available.



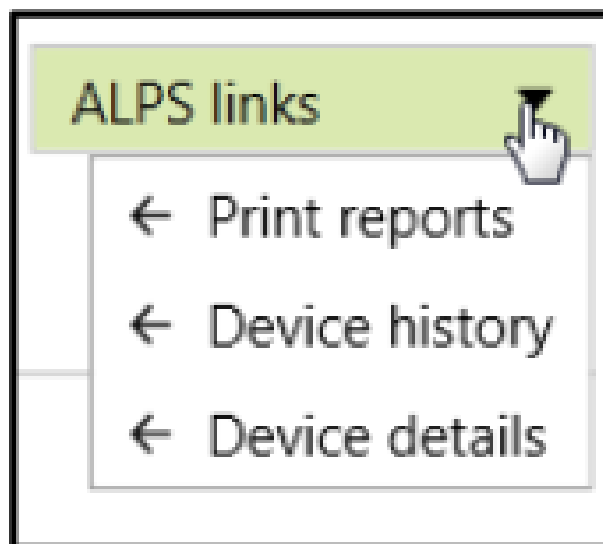
ALPS home and reports

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

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



- Print reports
- Device History
- Device details



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

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



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

Home

New client

Existing client

Reports

No client in session

Welcome LYRIC PORTAL - TARGET TEAM

Unlinked

Subscriptions to export

Totals

| Lyric ID# | First name | Last name | Subscription no | Trial end date | Billing Date | | |
|-----------|------------|-----------|-----------------|----------------|--------------|---------------------|---------------------|
| P0000000 | robert | robert | P0000000 | 10/2/2017 | Yes | Cancel subscription | |
| P0000000 | robert | robert | P0000000 | 11/1/2017 | Yes | Cancel subscription | |
| P0000000 | john | john | P0000000 | 10/2/2017 | Yes | Cancel subscription | |
| P0000000 | john | john | P0000000 | 11/1/2017 | Yes | Cancel subscription | |
| P0000000 | john | Thompson | P0000000 | 11/1/2017 | 11/30/2017 | Yes | Cancel subscription |
| P0000000 | john | Camp | P0000000 | 11/4/2017 | Yes | Cancel subscription | |
| P0000000 | john | Camp | P0000000 | 11/4/2017 | Yes | Cancel subscription | |
| P0000000 | john | Camp | P0000000 | 10/4/2017 | Yes | Cancel subscription | |
| P0000000 | john | john | P0000000 | 11/3/2017 | Yes | Cancel subscription | |
| P0000000 | john | john | P0000000 | 11/4/2017 | Yes | Cancel subscription | |
| P0000000 | john | john | P0000000 | 10/6/2017 | Yes | Cancel subscription | |
| P0000000 | john | john | P0000000 | 11/8/2017 | Yes | Cancel subscription | |
| P0000000 | john | john | P0000000 | 11/16/2017 | Yes | Cancel subscription | |
| P0000000 | john | john | P0000000 | 11/26/2017 | Yes | Cancel subscription | |

Custom Links

Tourist case

Change language / Create format

my first case

Device issues

List of connected patients

Linked subscriptions

Parent notification settings

Devices investigation Form

Dashboard

Account Information

Target Team (1)

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

- Trials to expire
- Subscriptions to renew

Lyric™

PHONAK
life is on

Home

New client

Existing client

Reports

No client in session

Custom Links

[Tourist case](#)
[Choose language / date format](#)
[Inventory audit](#)
[Device return](#)
[List of contacted patients](#)
[Payed Subscriptions](#)
[Patient notification settings](#)

Notification Settings

Account Name

Lyric-Test Kunde #3

Notification E-Mail 1

Notification E-Mail 2

Notification E-Mail 3

Notification Report Satellite Offices

☐

Save

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

Lyric™

PHONAK
life is on

Home

New client

Existing client

Reports

Overview

Show fitting history

Show device history

globe icon

Lyric ID: P000140156

Modul ID: 124

Subscriptions

4260917

Copy data

200020660

11 Remaining devices

Devices

In warranty

XS

Size

End session

Subscriptions to expire*

| First name | Last name | Subscription no | End date | Renewed | Comment |
|------------|-----------|-----------------|-----------|--------------------------|---------|
| James | Overseer | Z000257245 | 7/21/2016 | <input type="checkbox"/> | |
| James | Overseer | Z000257246 | 7/21/2016 | <input type="checkbox"/> | |
| Rick | Overseer | Z000256636 | 7/23/2016 | <input type="checkbox"/> | |
| John | Overseer | Z000256637 | 7/23/2016 | <input type="checkbox"/> | |
| Rick | Overseer | Z000256638 | 7/23/2016 | <input type="checkbox"/> | |
| Rick | Overseer | Z000256639 | 7/23/2016 | <input type="checkbox"/> | |
| James | Overseer | Z000256640 | 7/23/2016 | <input type="checkbox"/> | |
| James | Overseer | Z000256641 | 7/23/2016 | <input type="checkbox"/> | |

* Subscription and date -90 days / +6 days

Trials*

| First name | Last name | Subscription no | Billing Date | Confirmed | Comment |
|------------|-----------|-----------------|--------------|--------------------------|---------|
| John | Over | Z000256642 | 6/9/2016 | <input type="checkbox"/> | |

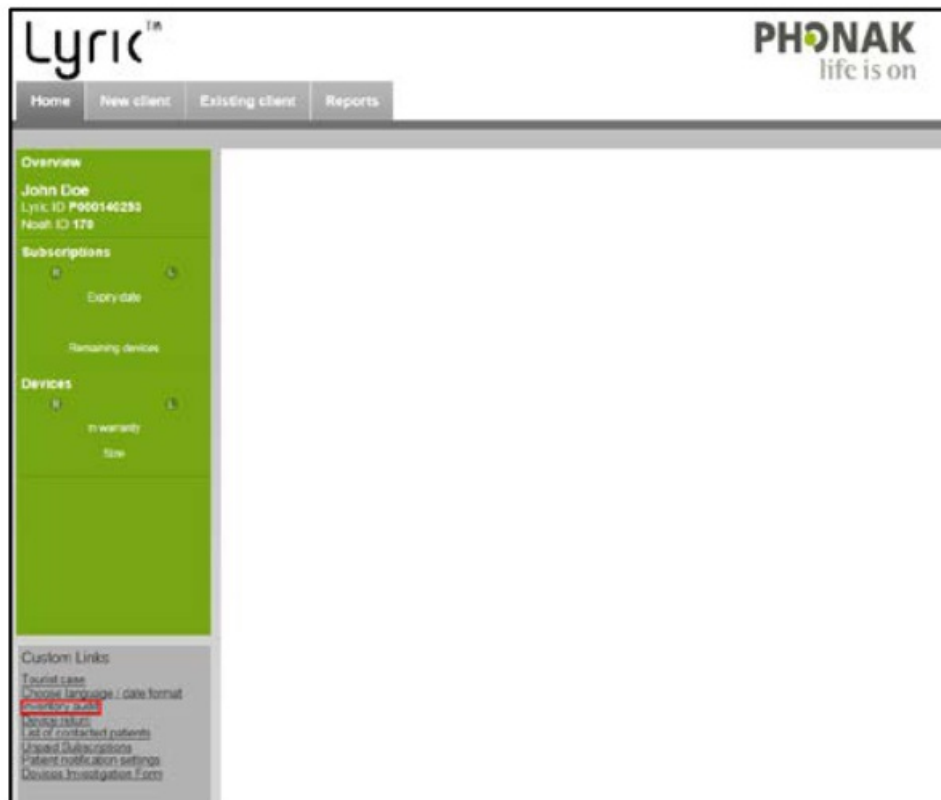
* End date -7 days

Save

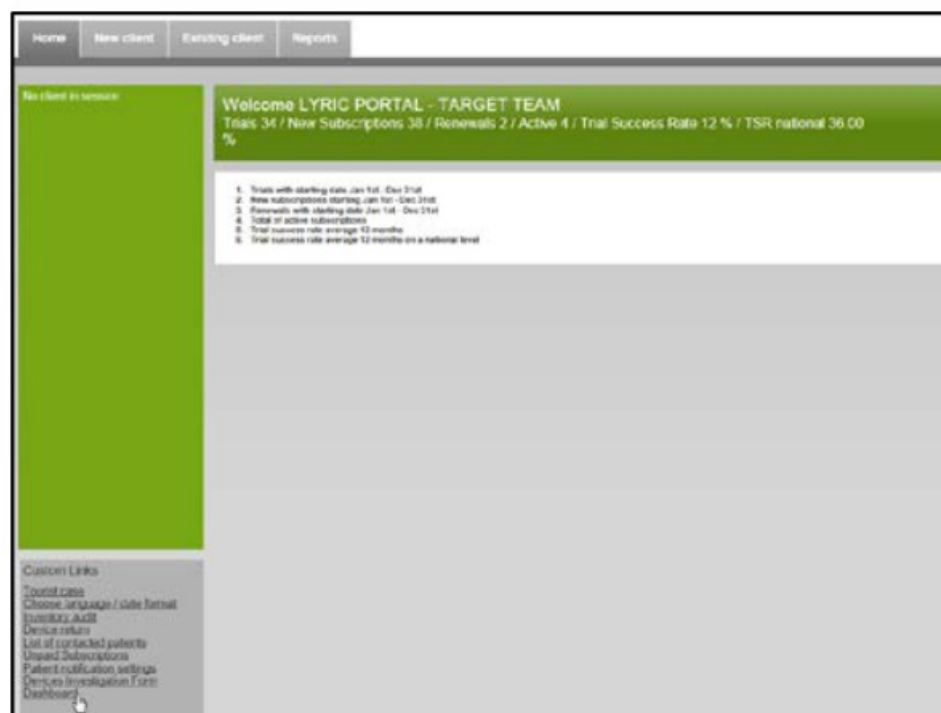
Custom Links

[Tourist case](#)
[Choose language / date format](#)
[Inventory audit](#)
[Device return](#)
[List of contacted patients](#)
[Payed Subscriptions](#)
[Patient notification settings](#)
[Device investigation facts](#)

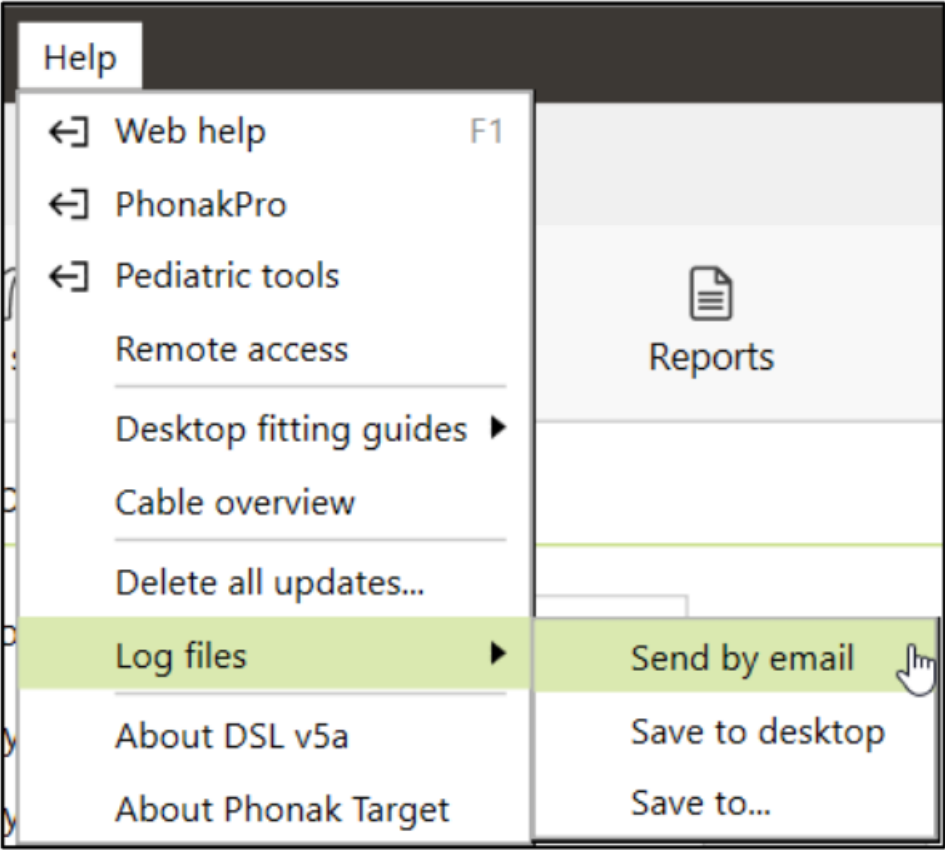
Under section [Inventory audit] you can view or print your Lyric Hearing Aid Consignment Stock Audit



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




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



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



| | | |
|--|--|---|
|  <div>2021-12-01 Sonova AG • Laubisrütistrasse 28 • CH-8712 Stäfa • Switzerland</div> | <div>EC REP</div> <div>Sonova Deutschland GmbH Max-Eyth-Str. 20 70736 Fellbach-Oeffingen • Germany</div> | <div>REF</div> <div>058-0125 Phonak T</div> |
|--|--|---|

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Phonak Target 7.2 | Phonak Target/ALPS

Documents / Resources

| | |
|---|---|
|  | <p>Phonak Target 7.2 Target Fitting Software [pdf] User Guide Target 7.2, Target Fitting Software, Fitting Software, Target 7.2, Software</p> |
|---|---|

References

-  [Hearing Aids and Solutions | Phonak](#)

Manuals+.