




Phonak Target 8.0 Target Fitting Software User Guide

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Phonak

Phonak Target 8.0 Target Fitting Software



Phonak Target/ALPS

This guide contains details on using Phonak Target/ALPS available in Phonak Target fitting software. Phonak Target/ALPS allows you to enter data via Phonak Target directly into ALPS. This one step process avoids duplicate entry and allows you to manage all relevant Lyric fitting and subscription information in an easy way.

To use Phonak Target/ALPS effectively, make sure your computer has an internet connection.

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

More information is also be available under Web Help.

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.

Client: Doe, John

Instruments: Lyric

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Hearing aids


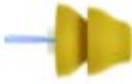
Lyric configuration

® Subscription

Not connected to ALPS

Connect to ALPS

Lyric



Serial number -

Seal size -

Insertion date -

Insertion depth Measured

-select-

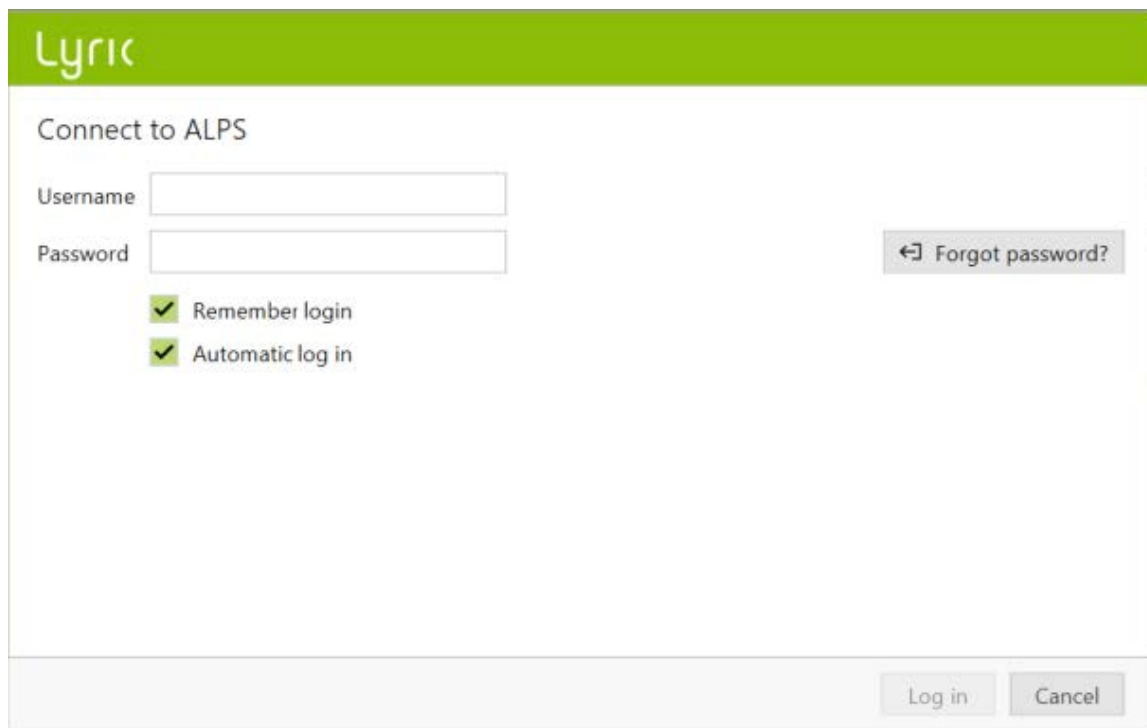
Select device

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.

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 button labeled "Forgot password?". Below the input fields are two checked checkboxes: "Remember login" and "Automatic log in". At the bottom right of the window are two buttons: "Log in" and "Cancel".

Lyric

Connect to ALPS

Username

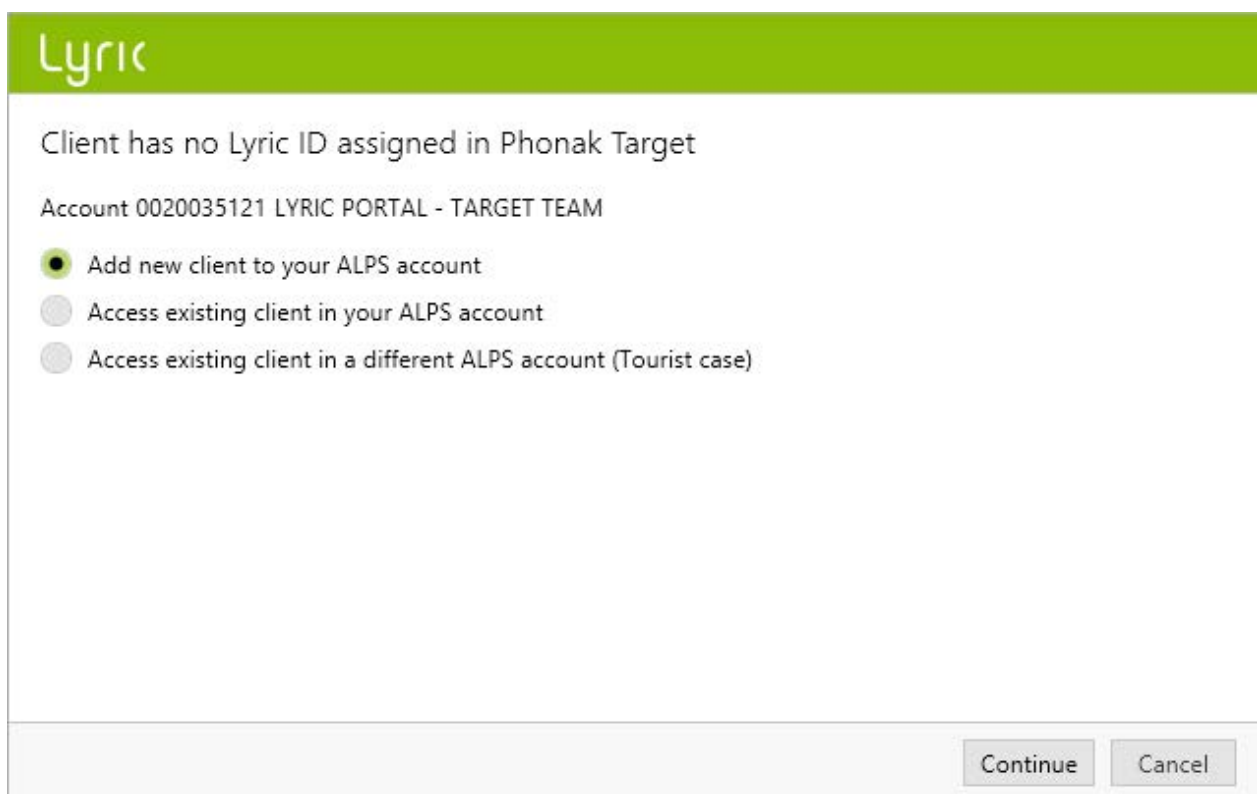
Password

☒ Remember login

☒ Automatic log in

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 screen titled "Lyric" with a green header. Below the header, the text "Client has no Lyric ID assigned in Phonak Target" is displayed. Below this text is the account information "Account 0020035121 LYRIC PORTAL - TARGET TEAM". 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 screen are two buttons: "Continue" and "Cancel".

Lyric

Client has no Lyric ID assigned in Phonak Target

Account 0020035121 LYRIC PORTAL - TARGET TEAM

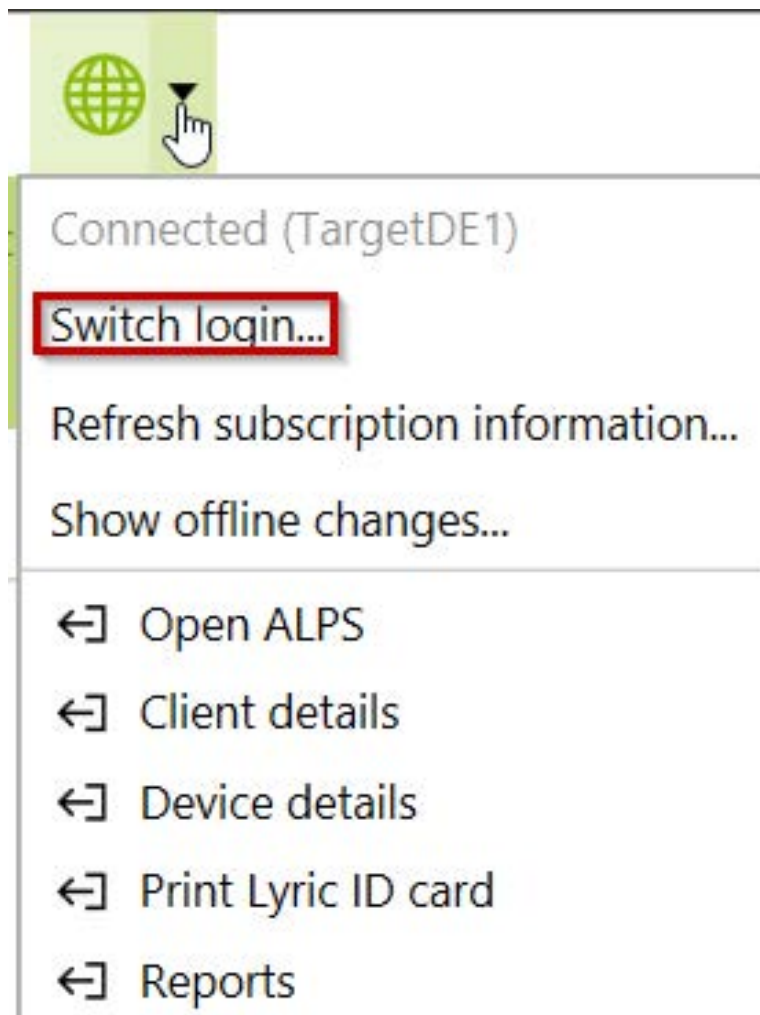
☒ Add new client to your ALPS account

☐ Access existing client in your ALPS account

☐ Access existing client in a different ALPS account (Tourist case)

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

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



You can now see the client's first and last name, date of birth and gender as entered in Phonak Target.

The additional information (date of birth and gender) is optional. You can uncheck [Submit additional information] if you do not wish to transmit this data.

A screenshot of a web form titled "Lyric" with a green header. The form is titled "Enter client details". It contains several input fields: "First name" with the value "Client", "Last name" with the value "New", "Date of birth" with the value "01.01.1948", and "Gender" with the value "-". Below these fields is a checkbox labeled "Submit additional information" which is checked. Further down is another checkbox, which is unchecked, followed by the text "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." At the bottom right of the form are two buttons: "Create Lyric ID" and "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.

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.

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
1406NY0JD	Lyric3	M		08.05.2015

Select

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.

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 [\[Proceed with other side\]](#) which leads you directly to selecting another device from your consignment stock.

Lyric

Successfully finished

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.

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Hearing aids

Lyric configuration

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 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.

(R) Gain - Real ear ▼

☒ Gain
Real ear ▼

☐ Output

(R) 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

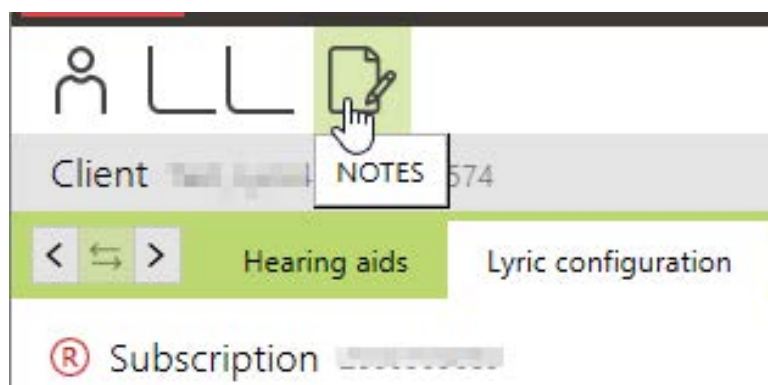
Choose the items you would like to save

☒ 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.



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

Phonak Target

Notes

+ New note

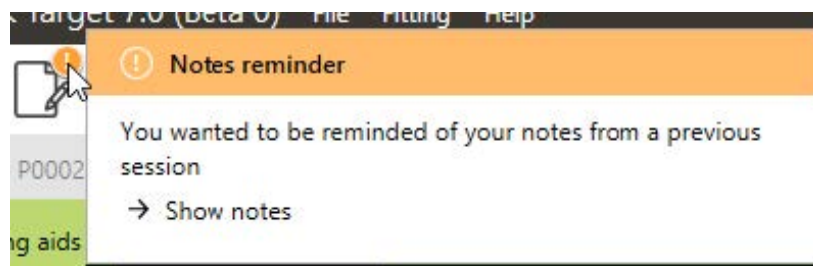
Patient lost his soundlync, replacement needs to be given...

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

☒ Remind me again (in next session)

Close

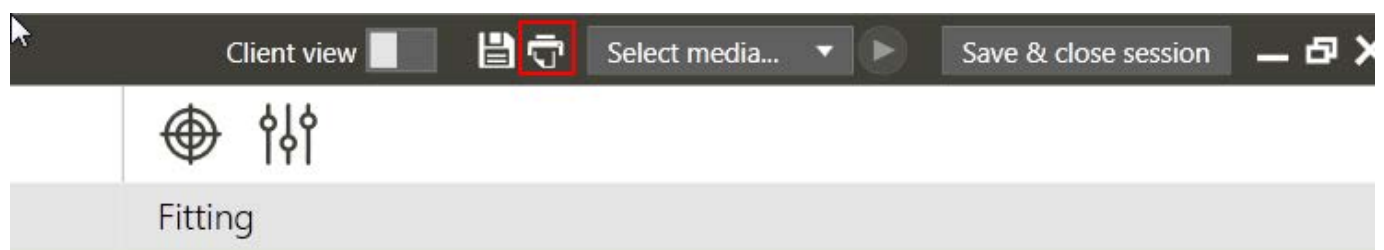
All note are then visible under [Client, Notes].



The following reports can be printed from the Print menu:

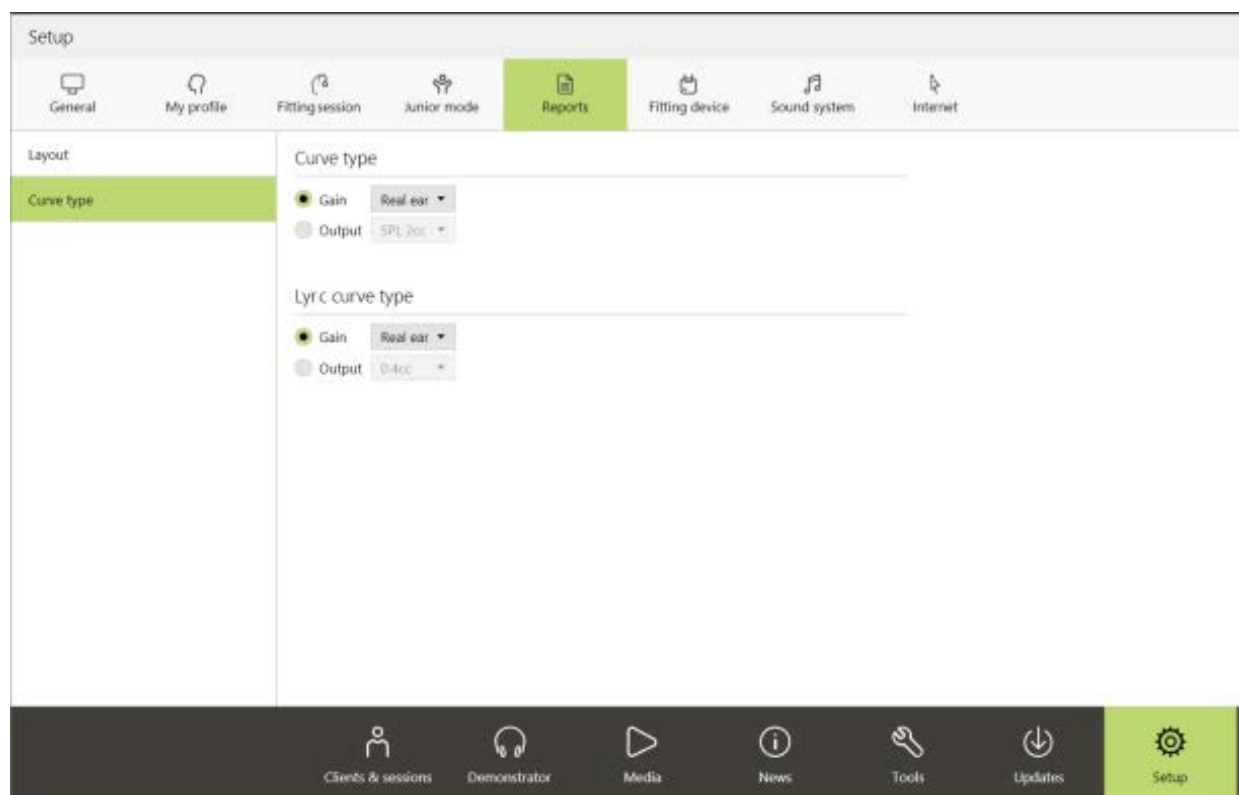
For Professional:

- Fitting Report
- Lyric Datasheet



For Client:

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

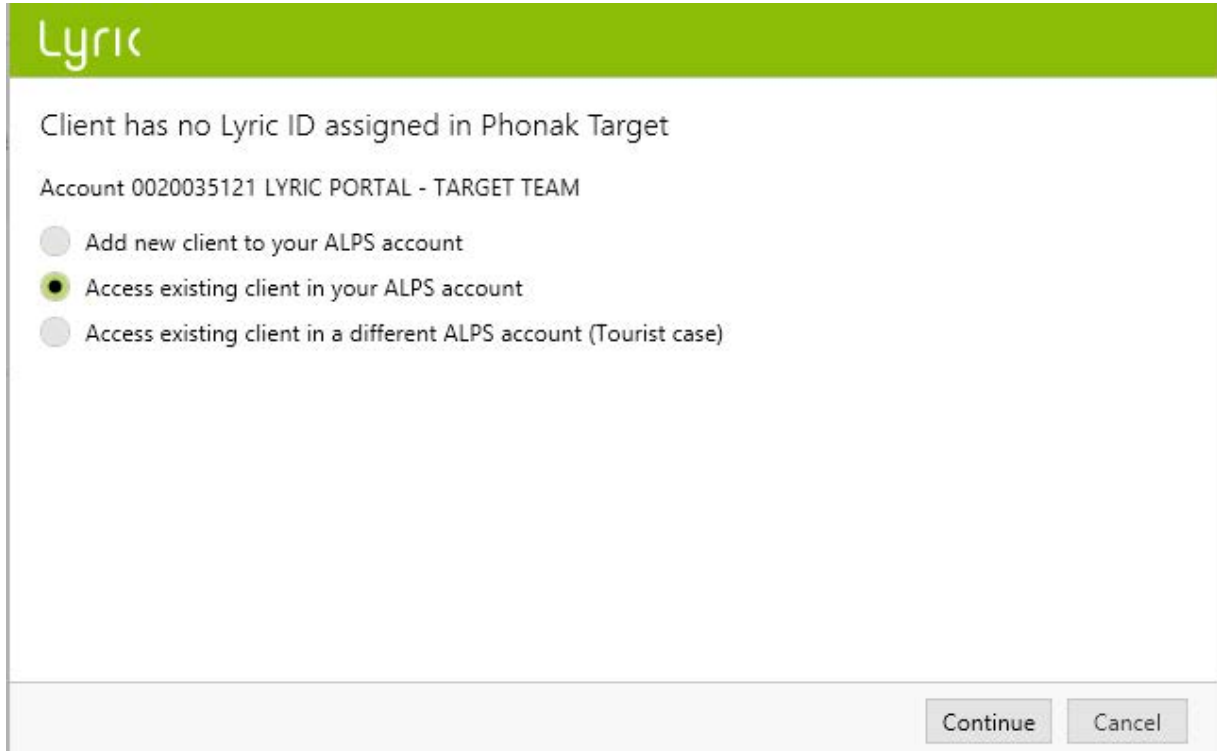


The curves reports can be printed as follows:

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].



Lyric

Client has no Lyric ID assigned in Phonak Target

Account 0020035121 LYRIC PORTAL - TARGET TEAM

☐ Add new client to your ALPS account

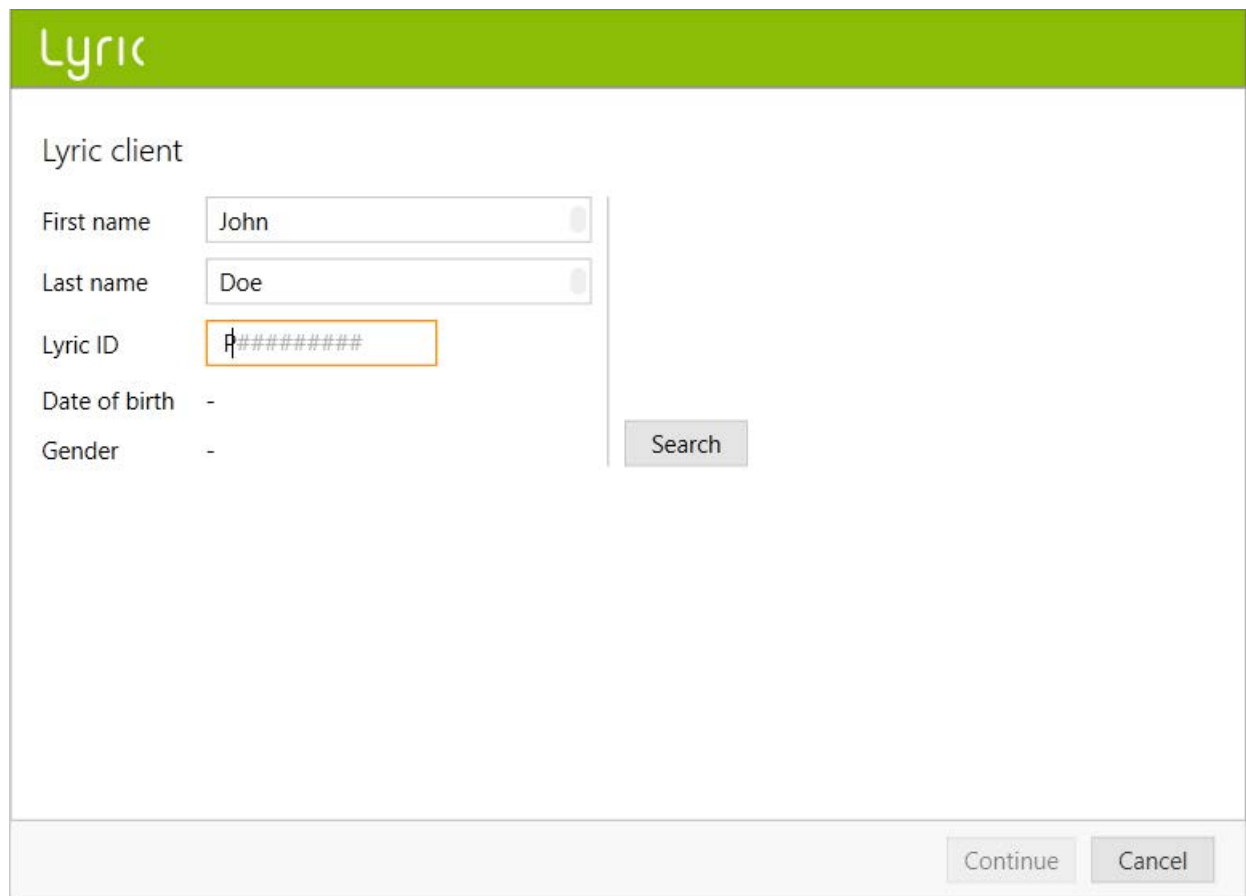
☒ Access existing client in your ALPS account

☐ Access existing client in a different ALPS account (Tourist case)

Continue Cancel

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.

The image shows a web form titled "Lyric" in a green header. Below the header, the form is titled "Lyric client". It contains several input fields: "First name" with the value "John", "Last name" with the value "Doe", "Lyric ID" with a placeholder "P#####", "Date of birth" with a hyphen "-", and "Gender" with a hyphen "-". To the right of these fields is a "Search" button. At the bottom right of the form are "Continue" and "Cancel" buttons.

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 get it from the printed Lyric ID card. Hit search to find P# (Lyric ID).

The Lyric ID has to be entered only if you are connecting an existing client for the first time. When opening the session again, you will automatically be connected to the ALPS data.

By selecting the search button the P# will populate, if the P# does not populate, this means the patient is not an existing patient or the name does not match the ALPS information.




If the data of the client was found, the client subscription information screen will show you all the relevant information.

Client subscription information

First name John

Last name Doe

Lyric ID P000087661

Information	 Right	 Left
Subscription	Trial  (20 days left)	No subscription
Start date	06.06.2014	
End date	05.06.2015	
Remaining devices	11	
Device	Lyric3	
Serial number	1406NY0JT	

Continue

Cancel

Device exchange (including ear canal observation)

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

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Hearing aids

Lyric configuration

Ⓡ

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

5

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.

The screenshot shows the 'Remove Lyric device' form with the following fields:

- Serial number: 2125NY1A9
- Removed by: ☒ Provider ☐ Patient self-removed
- Removal date: ☒ Today ☐ Previously
- Removal reason: **- select -** (dropdown menu is open)

The dropdown menu for 'Removal reason' is open, showing the following options:

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

The 'Device related' option is expanded, showing the following sub-options:

- Device became weak (highlighted)
- No/intermittent response to Soundlync wand
- Sound artifacts
- Device cycling
- Dead device

A tooltip is visible for 'Device became weak' with the text: 'Device performance decreases over time'.

Buttons: 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 needed some rest or a medical referral, the system will inform you accordingly.*

The screenshot shows the 'Remove Lyric device' form with the following fields:

- Serial number: 1633H00KR
- Removed by: ☐ Provider ☒ Patient self-removed
- Removal date: ☒ Today ☐ Previously
- Removal reason: Discomfort (dropdown menu is closed)
- Additional details (optional):
- Ear canal observation: OK for immediate refit (dropdown menu is open)
- Additional ear canal observation (optional):

The 'Ear canal observation' dropdown menu is open, showing the following options:

- OK for immediate refit (highlighted)
- OK for refit after rest
- Requires medical referral

Buttons: 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.

Lyrice

Ⓡ Remove Lyrice 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.

Lyrice

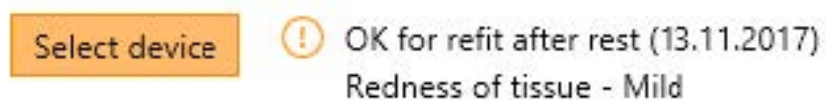
✓ Successfully removed

🕒 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.



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

The screenshot shows a form titled "Lyric" with a sub-header "Remove Lyric device". The form contains the following fields and options:

- Serial number: 1736NYHCG
- Removed by: ☒ Provider ☐ Patient self-removed
- Removal date: ☒ Today ☐ Previously
- Removal reason: Discomfort ▼
- Additional details (optional): [Text input field]
- Ear canal observation: OK for immediate refit ▼
- Additional ear canal observation (optional): [Text input field]

At the bottom right of the form are two buttons: "Remove" (highlighted in green) and "Cancel". A mouse cursor is pointing at the "Remove" button.

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

Ⓡ Select Lyric device from consignment stock

Former device seal size: M

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.

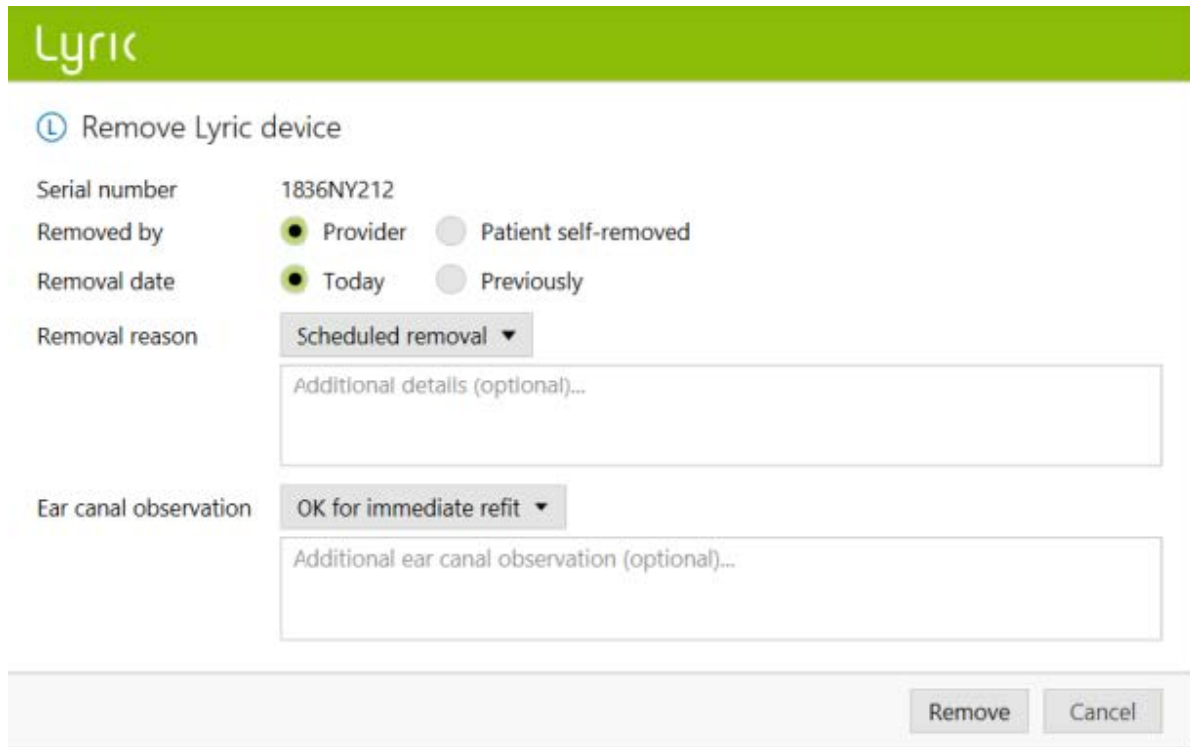
16.06.2014 13:56: ECO Left: OK for immediate refit.

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:

- Removed by provider
- Removed today
- Removal reason: scheduled removal

- Ear canal observation: “ok for immediate refit”



The image shows a web form titled "Lyric" with a green header. Below the header is a section titled "Remove Lyric device" with a clock icon. The form contains several fields: "Serial number" with the value "1836NY212"; "Removed by" with two radio buttons, "Provider" (selected) and "Patient self-removed"; "Removal date" with two radio buttons, "Today" (selected) and "Previously"; "Removal reason" with a dropdown menu showing "Scheduled removal" and a text area for "Additional details (optional)"; "Ear canal observation" with a dropdown menu showing "OK for immediate refit" and a text area for "Additional ear canal observation (optional)". At the bottom right are "Remove" and "Cancel" buttons.

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

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.

Lyric

Lyric client

First name

John

Last name

Doe

Lyric ID

P000087661

Date of birth

-

Gender

-

i

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

Continue

Cancel

To start the tourist case, proceed as you would with a new client. Log into your ALPS account and select [Access existing client in a different ALPS account] (Tourist case)].

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

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.

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	<div><div></div>Right</div>	<div><div></div>Left</div>
Subscription	Trial <div></div> (20 days left)	Trial <div></div> (30 days left)
ALPS	1406NYOYG (Tourist exchange)	No serial number
Target	No serial number	No serial number
Action	<div></div> Serial number will be updated in Phonak Target	<div></div> No action required

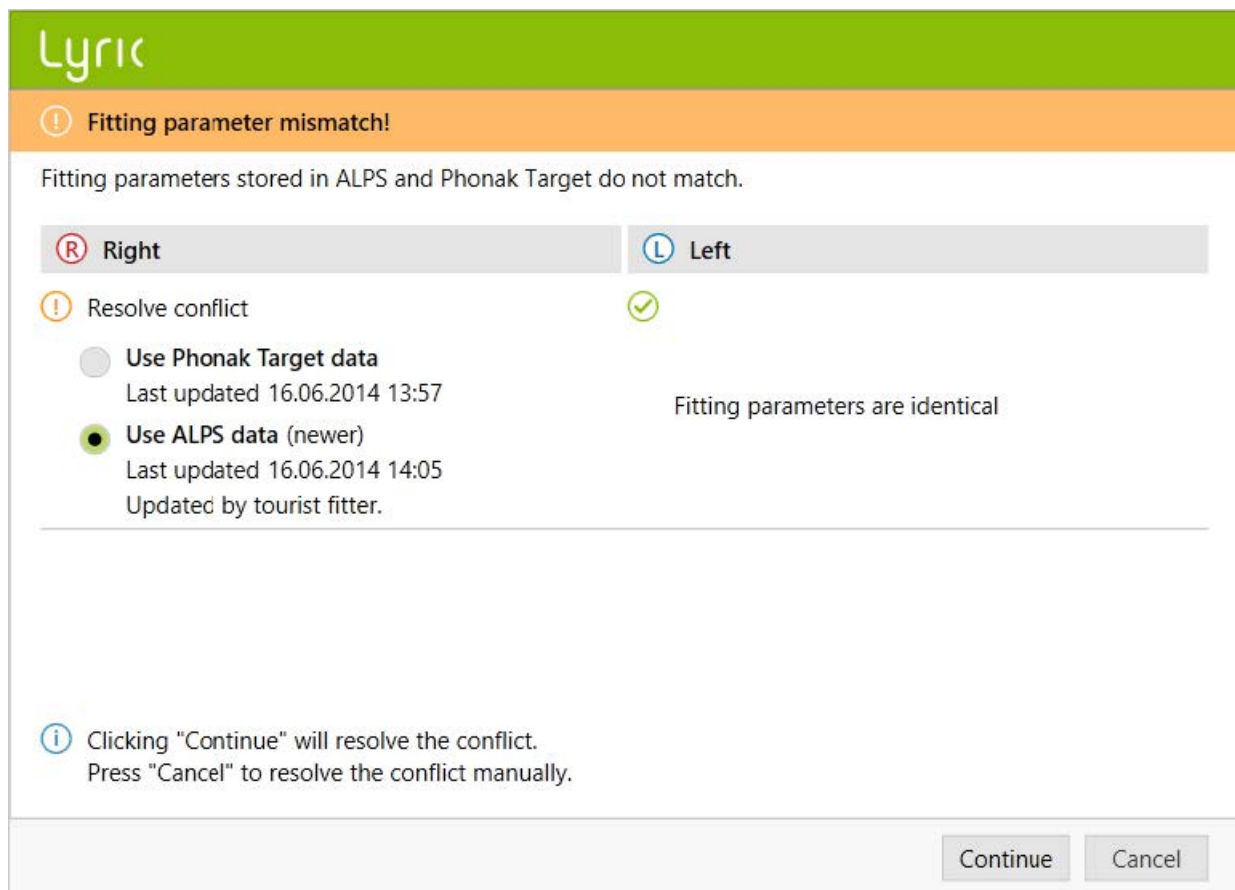
Press "Cancel" to resolve the conflicts manually.

Continue

Cancel

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

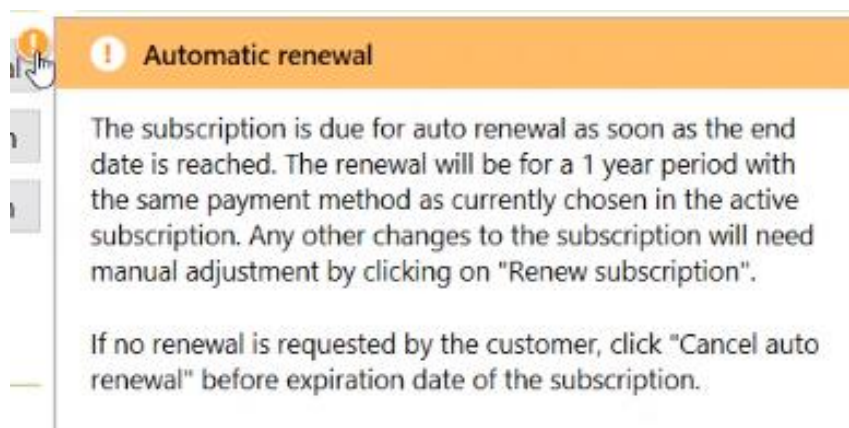
If the tourist Lyric fitter also changed the fitting parameters, a fitting parameter mismatch will be shown. You can solve the conflict by choosing the preferred option.



Please note that the ALPS data is the most up to date information from the tourist fitter and Phonak Target data is the data you entered yourself before the tourist fitting.

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

[Cancel auto renewal](#) 


[Cancel subscription](#)

[Renew subscription](#)

[ALPS links](#) ▼

Lyric


Ⓡ Renew current subscription

Current status  Active (17 days left)

End date 06.12.2019

New subscription

Subscription type 1-year subscription ▼

Payment type 
— select — ▼
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.

Ⓡ 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

The renewed subscription will automatically be an active subscription without a trial.

Cancellation of an active subscription

If there is a need to cancel an active subscription, you can do so by clicking [Cancel subscription] on the Lyric configuration screen.



The system will make you aware that you are about to cancel an active subscription. To proceed, choose the corresponding cancellation reason and click Continue. The cancellation request will be sent to Phonak.

Ⓡ 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 ▼

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.

Lyric configuration

✓ Successfully removed

Ⓡ

 Device successfully removed.

Select new device

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

i

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

Select

Cancel

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

Offline, Sync

Lyric ID P000149579

Session 11 26.10.2016 10:17

(R)

No audiogram

(L)

No audiogram



Lyric
SN: 1633H00L8

No hearing instrument



Fitting not saved to ALPS

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

Lyric

Synchronize offline changes

	Change	Serial number	Date	Reason	Sync status
(R)	Removal	1733NY3HJ	13.11.2017	Discomfort	Pending
(R)	Insertion	1733NY2YW	13.11.2017		Pending
(R)	Removal	1733NY2YW	13.11.2017	Discomfort	Pending

Synchronizing...

Sync to ALPS

Cancel

A green check mark will indicate that the synchronization has been successful.

After an offline fitting, logs on your desktop are available.

Lyric

ⓘ Synchronize offline changes

	Change	Serial number	Date	Reason	Sync status
Ⓜ	Removal	1633H00L5	26.10.2016	Discomfort	✓ Synced
Ⓜ	Insertion	1633H00L8	26.10.2016		✓ Synced

✓ Successfully synchronized.

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

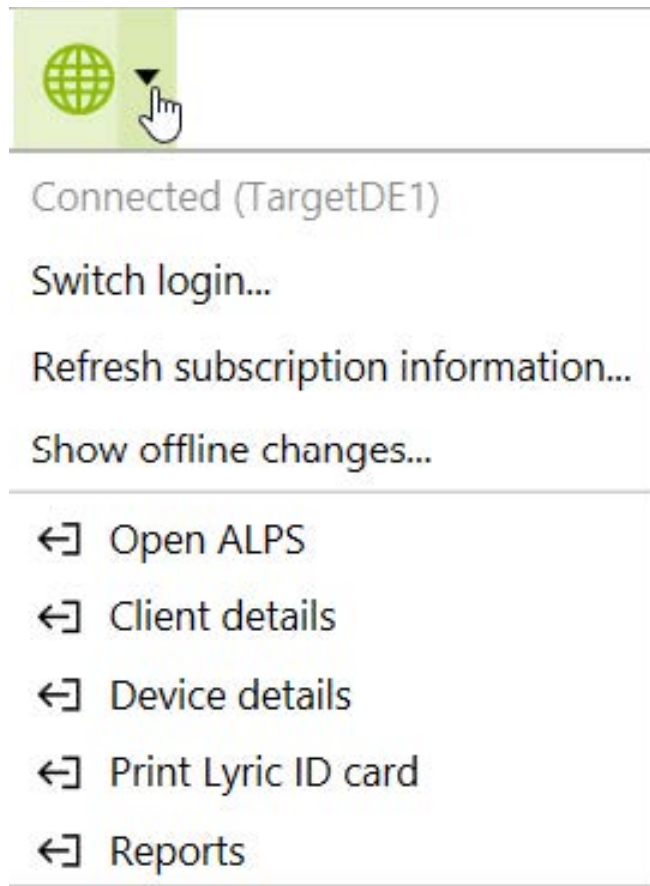
Continue

Cancel

ALPS home and reports

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

- Open ALPS
- Client details
- 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

Phonak Lyric™

Home Client Stock Subscriptions Device Return
Search
Target Testnet DE1

Dear Lyric Provider:
Welcome to ALPS



We help you to manage your Lyric business with ALPS (Authorized Lyric Partner System). ALPS provides you with an overview over your clients, stock and subscriptions.

[Open inventory Audit](#)

Trials to expire within the next 7 days:

Total end date ↑	Subscription no	Lyric ID	Client	Client Last Name	Side	Status
10/21/2021	Z000569014	P000221664	Stucke	Lyric	R	Final
10/21/2021	Z000569015	P000221664	Stucke	Lyric	L	Final
10/23/2021	Z000569016	P000221663	Ruge	Haber	R	Final
10/23/2021	Z000569017	P000221663	Ruge	Haber	L	Final

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	Phonak account number
01-Sep-2021	01-Sep-2021	P000223631	1 year	0020074843
1407	Ti	P000187886	4 year	0020074843
1407 changed	Ti	P000187888	4 year	0020074843
7.1.9	Miscodai	P000223648	1 year	0020074843
ss	ss	P000223629	1 year	0020074843
aaa	aaa	P000223686	1 year	0020074843
Abba	Abba	P000209396	2 year	0020074843
ALPS	Tot	P000223626	1 year	0020074843
Alps	Lrric	P000223621	1 year	0020074843
Alps	Lrric	P000217897	2 year	0020074843
alps	alps	P000217842	1 year	0020074843
ANDI	ANDI	P000223696	1 year	0020074843
Anonymous19350101	Anonymous19350101	P000218316	1 year	0020074843

- 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:

- Terms and Conditions
- Cancel Subscription
- Device History

Subscription
Z000569483

Subscription to
Z000569483

Client
[Check](#)

Terms and Conditions

Subscription type
1-yr subscription

Payment modality
Yearly upfront

Billing Date

Cancellation date

Date
Trial

Scale
R

Total end date
10/7/2021

Start date
9/7/2021

End date

Remaining devices
7

[Cancel Subscription](#)


Device History

Serial number	State	Insertion date	Removal date	Removal Reason	Wearing Duration
2152N36TN	In use	9/7/2021			

[View All](#)

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

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



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](#)

Insertion date

9/7/2021

Removal

Removal Reason

Removal date

Removal Comment

Return

Return reason

Return Date

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



Report: Accounts with Devices
Available Stock Detailed

Total Records

18

Device size ↑	Device: Serial number	Material number	Short description	Use by
<input type="checkbox"/> 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
<input type="checkbox"/> 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
<input type="checkbox"/> 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
<input type="checkbox"/> 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

Total Records: 75

Phonak account number ↑	Account Name ↑	Subscription no.	Lyric ID	First name	Last name	Start date	End date	Side	State	Subscription type	Payment modal
0020074643 (75)	Lyric-Testbundle #3 (75)	2000589559	P000221704	test	deepink	10/20/2021		R	Trial	1-yr subscription	Yearly upfront
		2000589560	P000221705	leise	Royal	10/20/2021		R	Trial	1-yr subscription	Yearly upfront
		2000589561	P000221706	Joe	Doe	10/20/2021		R	Trial	1-yr subscription	Yearly upfront
		2000589565	P000221700	Testing	501	10/18/2021	10/18/2022	R	Trial	1-yr subscription	Yearly upfront
		2000589556	P000221701	Kristina	Liljeqvist	10/18/2021	10/18/2022	R	Cancellation in trial	1-yr subscription	Yearly upfront
		2000589557	P000221701	Kristina	Liljeqvist	10/18/2021		R	Active	1-yr subscription	Yearly upfront
		2000589558	P000221703	Stefan	Schwartz	10/18/2021	10/18/2022	R	Trial	1-yr subscription	Yearly upfront
		2000589554	P000221689	Hans	Hubacher	10/18/2021		R	Trial	1-yr subscription	Yearly upfront
		2000589560	P000221694	Franciska	Beutler	10/14/2021		R	Trial	1-yr subscription	Yearly upfront
		2000589547	P000221694	Franciska	Beutler	10/14/2021		L	Trial	1-yr subscription	Yearly upfront
		2000589548	P000221685	Smoke Test	1278	10/14/2021		R	Trial	1-yr subscription	Monthly
		2000589537	P000221685	actual	above	10/7/2021		R	Trial	1-yr subscription	Monthly
		2000589538	P000221685	actual	above	10/7/2021		L	Trial	1-yr subscription	Monthly
		2000589539	P000221686	aaa	aaa	10/7/2021		R	Trial	1-yr subscription	Yearly upfront

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


- 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).

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

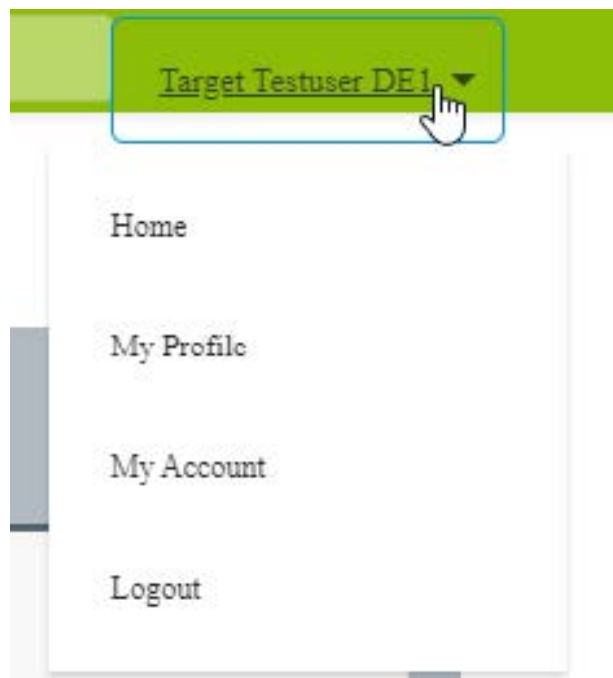
Return Reason
--None--

	Serial number	Device size	Side	Short description	Use by
<input type="checkbox"/>	2132NY7JY	S	R/L	Lyric4 (S)	8/6/2022
<input type="checkbox"/>	2132NY7KC	S	R/L	Lyric4 (S)	8/6/2022
<input type="checkbox"/>	2132NY7KA	S	R/L	Lyric4 (S)	8/6/2022
<input type="checkbox"/>	2132NY9WK	XL	R/L	Lyric4 (XL)	8/6/2022
<input type="checkbox"/>	2132NY9WD	XL	R/L	Lyric4 (XL)	8/6/2022
<input type="checkbox"/>	2132NY9WC	XL	R/L	Lyric4 (XL)	8/6/2022
<input type="checkbox"/>	2132NY9WG	XL	R/L	Lyric4 (XL)	8/6/2022
<input type="checkbox"/>	2132NY9WF	XL	R/L	Lyric4 (XL)	8/6/2022
<input type="checkbox"/>	2132NY9WE	XL	R/L	Lyric4 (XL)	8/6/2022
<input type="checkbox"/>	2132NY941	L	R/L	Lyric4 (L)	8/13/2022
<input type="checkbox"/>	2132NY94C	L	R/L	Lyric4 (L)	8/13/2022
<input type="checkbox"/>	2132NY943	L	R/L	Lyric4 (L)	8/13/2022
<input type="checkbox"/>	2132NY948	L	R/L	Lyric4 (L)	8/13/2022
<input type="checkbox"/>	2132NY946	L	R/L	Lyric4 (L)	8/13/2022
<input type="checkbox"/>	2132NY945	L	R/L	Lyric4 (L)	8/13/2022
<input type="checkbox"/>	2132NY8AY	M	R/L	Lyric4 (M)	8/13/2022
<input type="checkbox"/>	2132NY8C0	M	R/L	Lyric4 (M)	8/13/2022
<input type="checkbox"/>	2132NY8C4	M	R/L	Lyric4 (M)	8/13/2022

Select
Cancel

Under your name, there are the following sections:

- Home
- My Profile
- My Account
- Logout



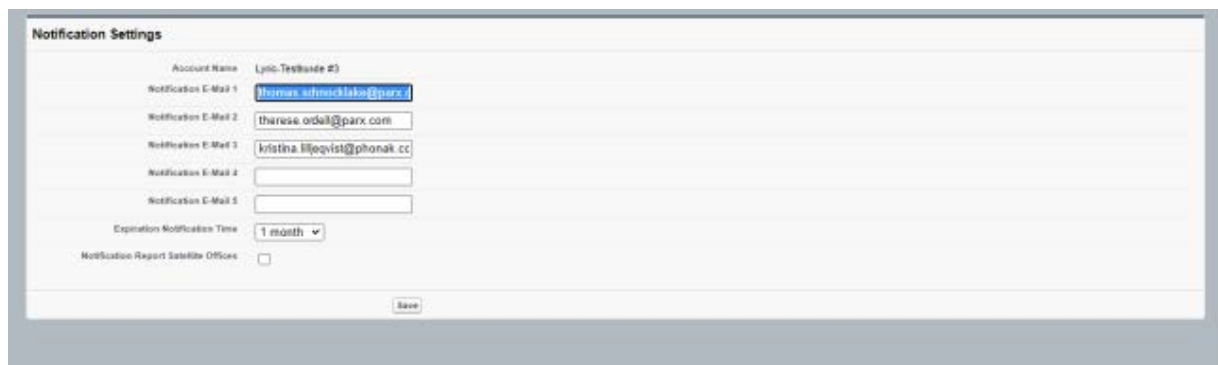
[My Profile] does allow you to change your language if needed.

A screenshot of the "My Settings" form. The form has a white background and a light gray border. It contains three dropdown menus: "Language" (set to "English"), "Locale" (set to "English (United States)"), and "Time Zone" (set to "(GMT+05:00) Central Daylight Time (America Chicago)"). At the bottom right of the form are two buttons: "Cancel" (light blue) and "Save" (dark blue).

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

A screenshot of the "Please choose your current location" form. The form has a light gray background and a white border. It contains a section titled "Your current account is:" with the following information: "0020074643", "Lyric-Testkunde #3", "Musterstraße 1", and "Stuttgart 70736". Below this is a table with the following columns: "Please choose one account", "Phone account number", "Account Name", "Address", "City", and "Zip code". The table has one row with the following data: "0020074643", "Lyric-Testkunde #3", "Musterstraße 1", "Stuttgart", and "70736". At the bottom of the table is a "Submit" button.

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: Lpilo-TestUser23

Notification E-Mail 1: thomas.schnecke@parx.de

Notification E-Mail 2: therese.ordel@parx.com

Notification E-Mail 3: kristina.liljeqvist@phonak.se

Notification E-Mail 4:

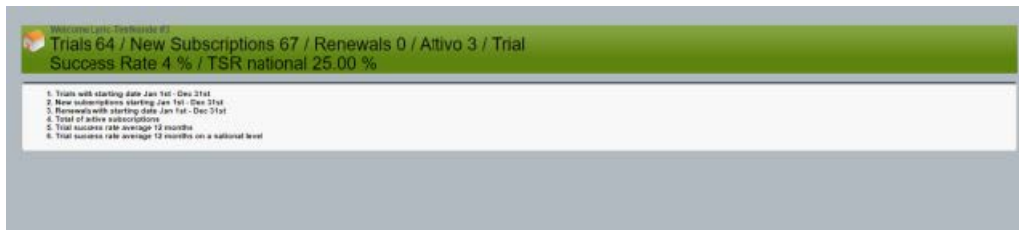
Notification E-Mail 5:

Expiration Notification Time: 1 month

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.



The [Device Analysis Form] and the end-user contract templates can be downloaded.

Forms to Download

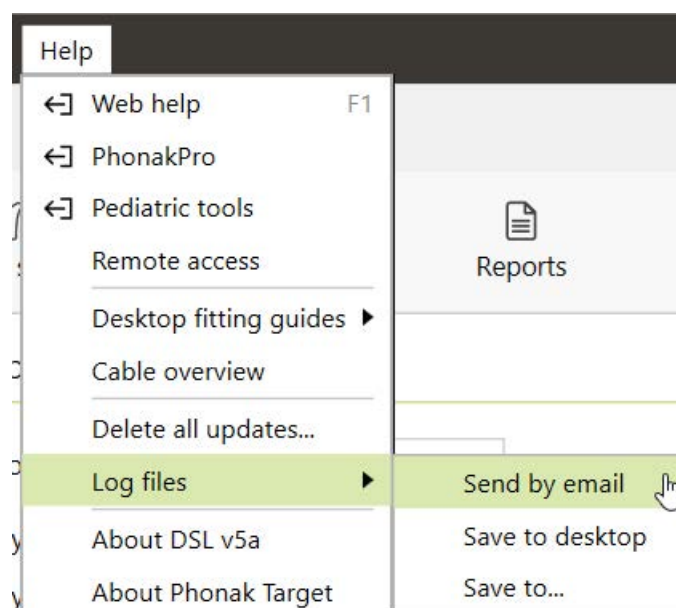
The [Search] field does allow you to search data such as subscription, client names, devices etc. directly.



Search...

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.



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



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EC REP

Sonova Deutschland GmbH
Max-Eyth-Str. 20
70736 Fellbach-Oeffingen • Germany

REF

058-0125-080 Phonak Target 8.0 DVD

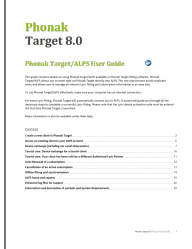
CE0459

CE mark applied 2022

Phonak Target 8.0 | Phonak Target/ALPS

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Documents / Resources

	<p>Phonak Target 8.0 Target Fitting Software [pdf] User Guide Target 8.0 Target Fitting Software, Target 8.0, Target Fitting Software, Fitting Software</p>
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References

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