



PHONAK Target 8.0 Target/ALPS User Guide

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Phonak

PHONAK Target 8.0 Target/ALPS



Phonak Target 8.0

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 be available under Web Help.

Create a new client in Phonak Target

To create a new client in Phonak Target:

Client: Doe, John

Instruments: Lyric

< >

Hearing aids


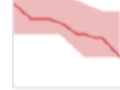
Lyric configuration

Subscription

Not connected to ALPS

Connect to ALPS

Lyric

Serial number

-

Seal size

-

Insertion date

-

Insertion depth

Measured

- select -

Select device

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

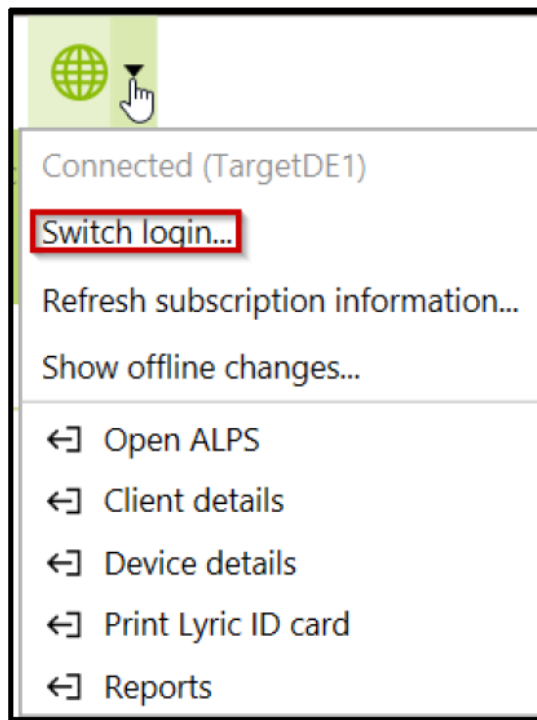
To connect into ALPS, enter your user name and password to log into your Lyric account. In case you have forgotten your password, click on the link [forgot password] and change it in www.phonakpro.com directly.

A screenshot of the Lyric 'Connect to ALPS' login screen. It features a green header with the 'Lyric' logo. Below the header, there are input fields for 'Username' and 'Password'. To the right of the password field is a 'Forgot password?' link. Below the password field are two checked checkboxes: 'Remember login' and 'Automatic log in'. At the bottom right, there are 'Log in' and 'Cancel' buttons.

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.

A screenshot of the Lyric client selection screen. It has a green header with the 'Lyric' logo. The main text reads 'Client has no Lyric ID assigned in Phonak Target'. Below this, it shows '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, there are 'Continue' and 'Cancel' buttons.

In case you don't intend to login with the last login shown or you want to remove the automatic login checkbox, 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 then match the serial number of the device you intend to use from your stock with the matching serial number in the system. 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

Search 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

Select the measured insertion depth.

Lyric

Ⓡ Select measured insertion depth

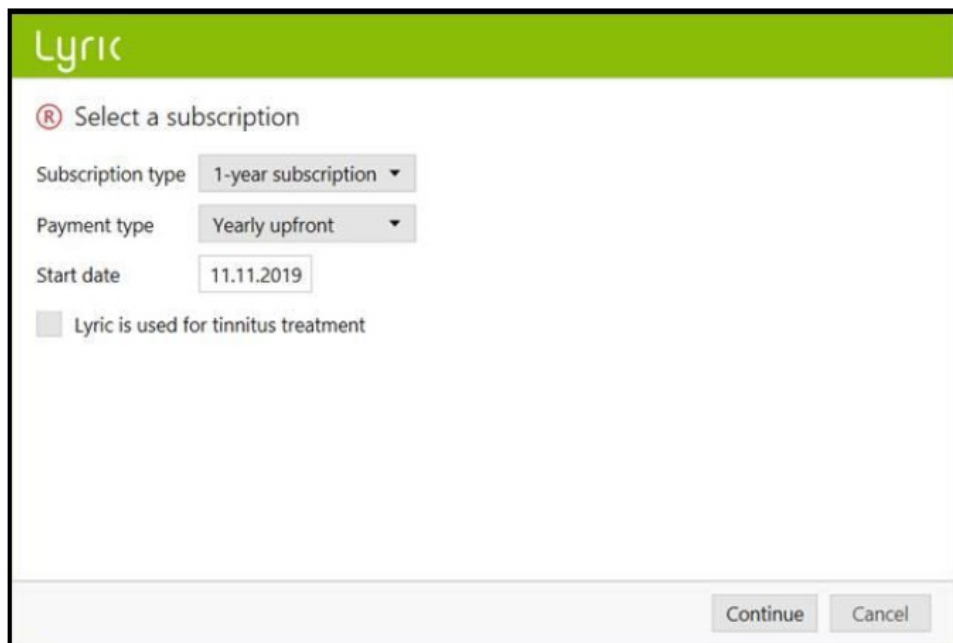
Initial device insertion for this ear.

— 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 ▼

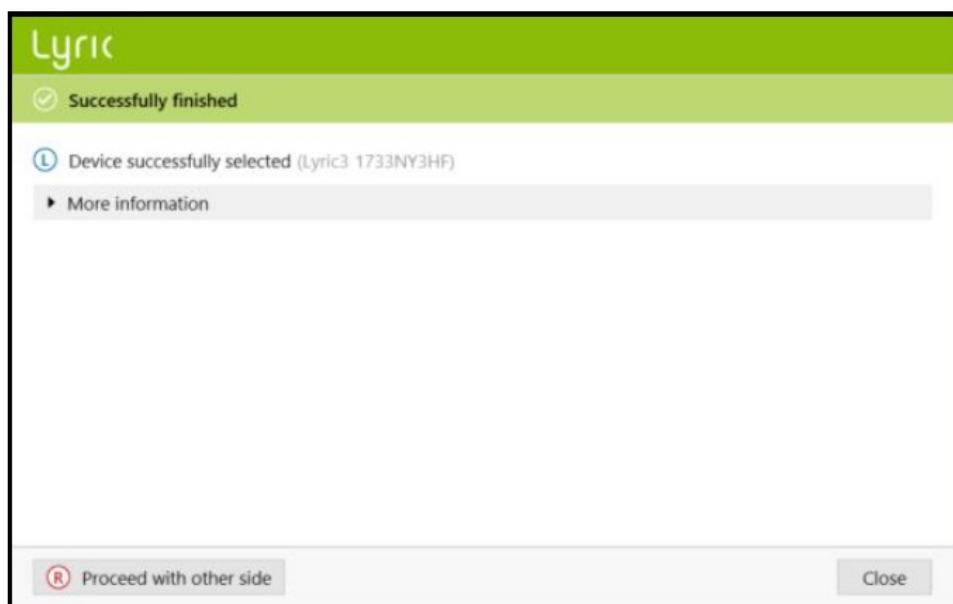
Payment type Yearly upfront ▼

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

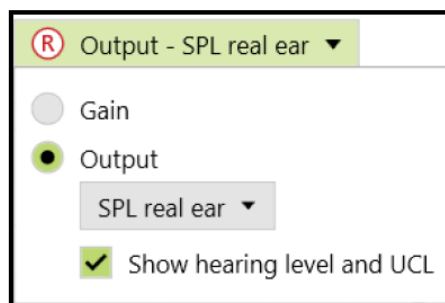
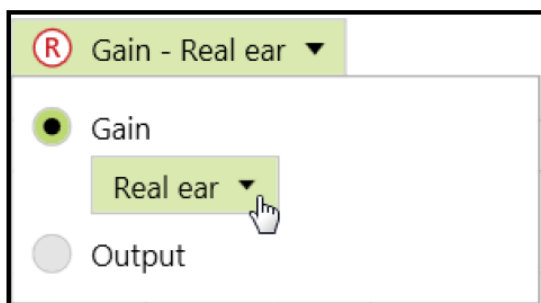
✓ Successfully finished

Ⓛ Device successfully selected (Lyric3 1733NY3HF)

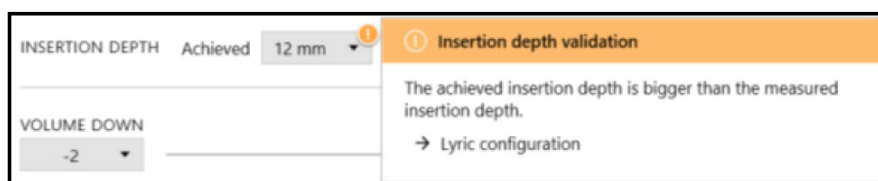
▶ More information

Ⓡ Proceed with other side Close

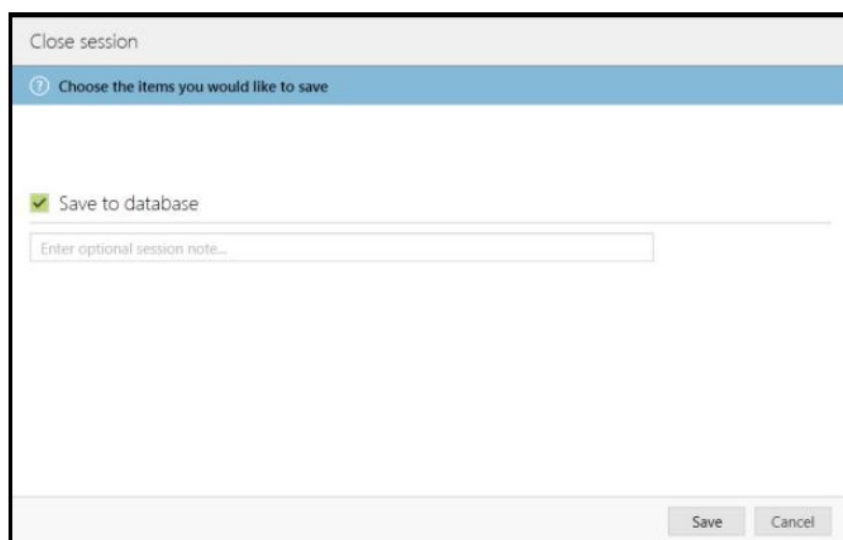
Below the start and end date of the subscription and actual days remaining to the trial end date are shown. It is now possible to extend a trial once for an amount of 10 days. The new end date will then be shown in Target/ALPS.



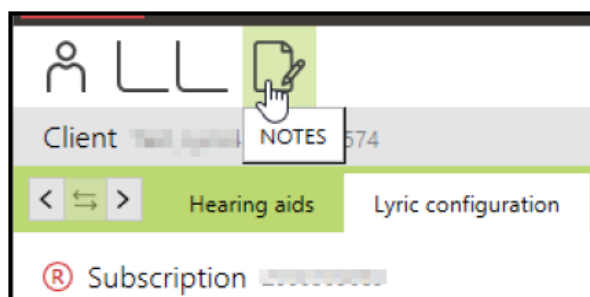
In the event the achieved insertion depth varies from the measured one, both values can be entered in [Fitting]. A warning will be shown if the achieved insertion depth is higher than the measured one.



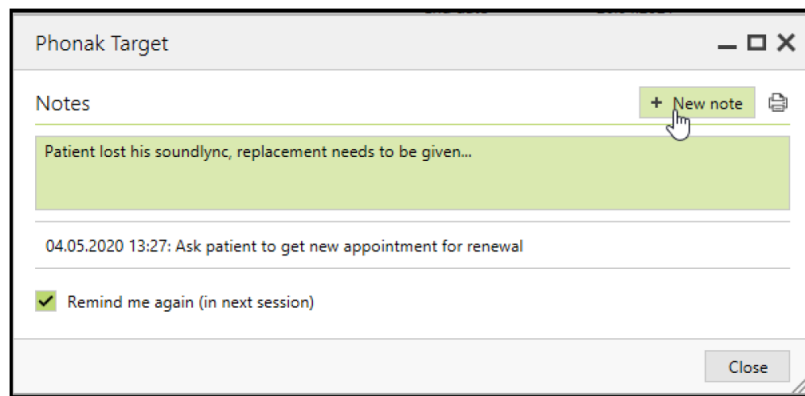
By clicking [Save to database] at the end of the session, your fitting data will be synchronized with ALPS.



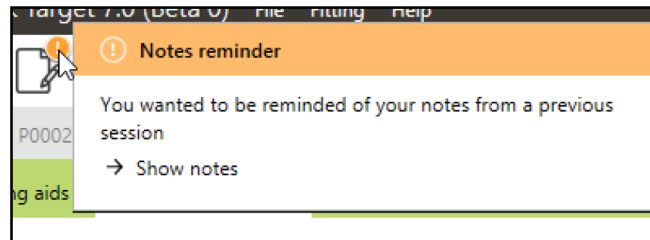
In case you need to have more notes stored about the patient, fill them in on the new notes section.



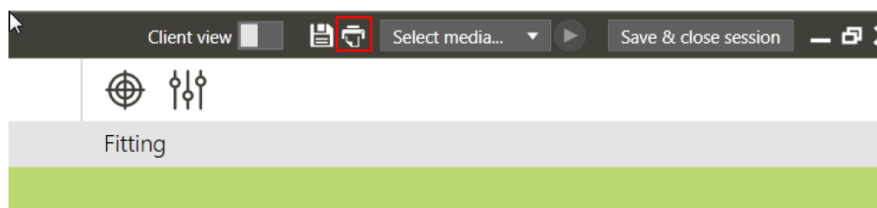
A new note can be added and Target allows a “remind me again in next session” function.



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



The following reports can be printed from the Print menu:



For Professional:

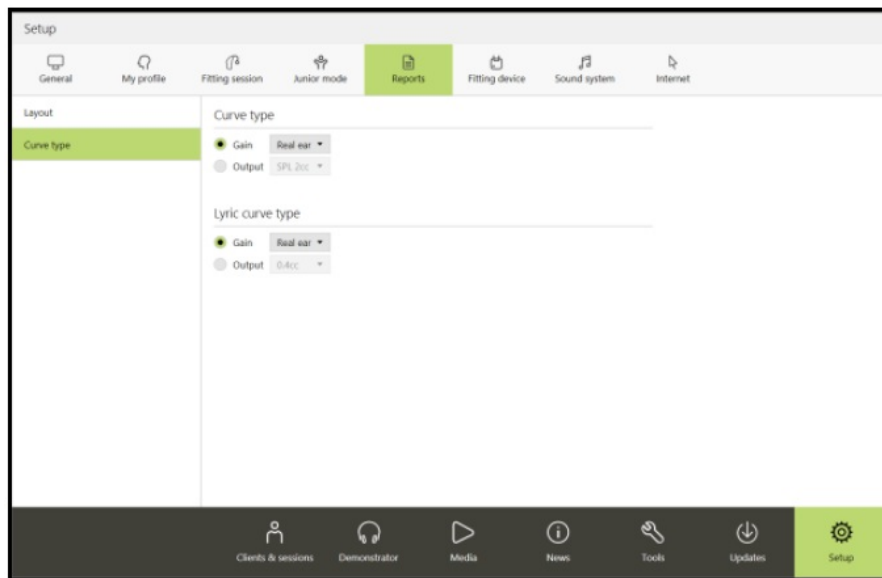
- Fitting Report
- Lyric Datasheet

For Client:

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

The curves reports can be printed as follows:

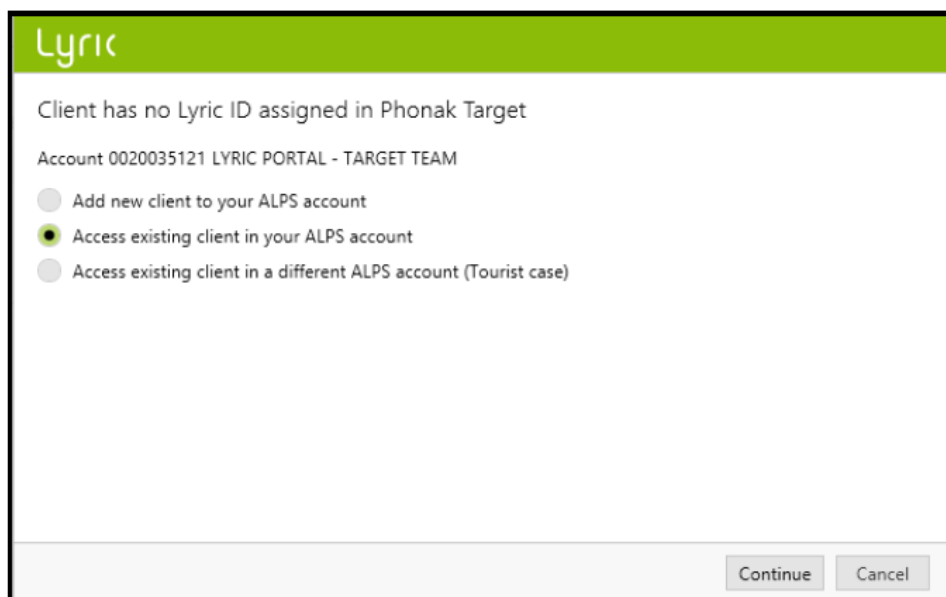
Choose [Setup], [Reports], [Curve type] and choose between Gain or Output.
The selected curve type will then be visible on the curve report.



Access an existing client in your ALPS account

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

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

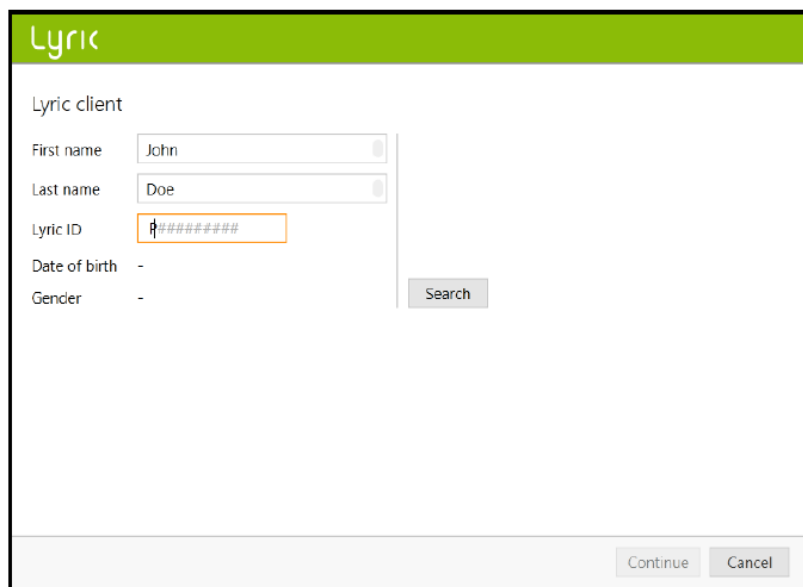


Enter the correct Lyric ID and/or the first and last names as stored in ALPS.

To retrieve the Lyric ID you can open the ALPS portal in a separate browser or 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.



Lyric

Lyric client

First name

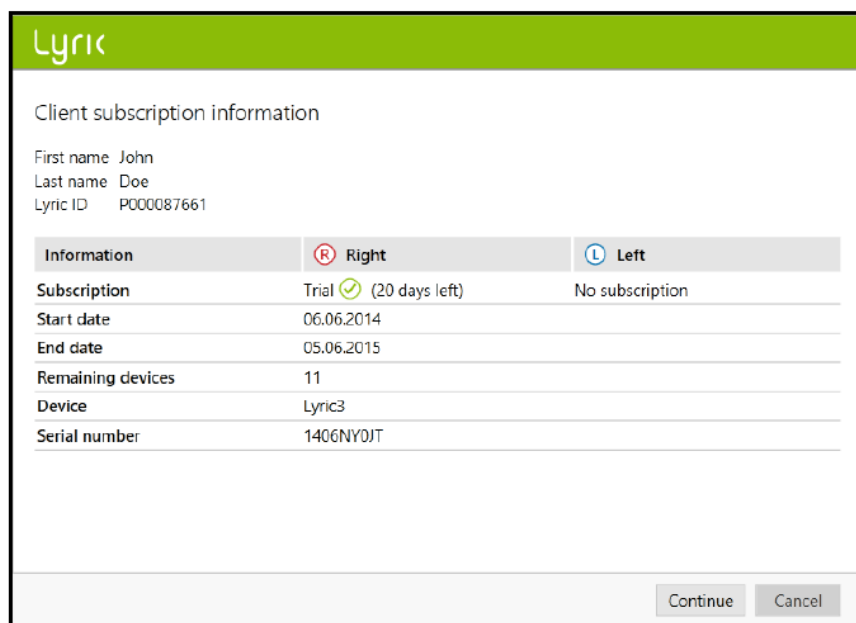
Last name

Lyric ID

Date of birth

Gender




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	 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	

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' tab in a software interface. At the top, there are navigation arrows and tabs for 'Hearing aids' and 'Lyric configuration'. Below this is a 'Subscription' section with a red circle icon. It lists the following details:

- Status: Trial (27 days left) with a green checkmark icon.
- Start date: 07.11.2017
- End date: (empty field with a calendar icon)
- Trial end date: 07.12.2017
- Billing date: (empty field with a calendar icon)
- Remaining devices: (empty field with a calendar icon)

On the right side of the subscription section, there are two buttons: 'Renew subscription' and 'ALPS links' with a dropdown arrow. Below the subscription section is a 'Lyric3' section. It features an illustration of a yellow hearing aid and a line graph showing a red line on a pink background. Below the illustration, the following details are listed:

- Serial number: 1733NY3HT (Code: E325)
- Seal size: S
- Insertion date: 09.11.2017
- Insertion depth: Measured 10 mm (with a dropdown arrow)

At the bottom of the Lyric3 section, there is a button labeled 'Exchange/remove device' which is highlighted with a red rectangular box.

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 four categories (Discomfort, Device related, Fitting related, Proactive removal and Cancelled Subscription).

The screenshot shows a dialog box titled 'Lyric' with a sub-header 'Remove Lyric device'. It contains the following fields and options:

- Serial number: 1849NY3G3
- 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 currently showing '- select -'. A mouse cursor is hovering over it, and a list of options is displayed:
 - Discomfort
 - Device related
 - Fitting related
 - Proactive removal
 - Cancelled subscription

At the bottom right of the dialog box, there are two buttons: 'Remove' and 'Cancel'.

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**

Device is not loud enough for patient hearing loss
 - 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 reason 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.

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 automatically populate the second side as a default but it can be changed if the removal reason is different.

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

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.

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
1406NY0KO	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”

Click [Remove] and then choose a new device accordingly.

When the criteria doesn'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 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

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

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.

Lyric

Lyric client

First name

Last name

Lyric ID

Date of birth

Gender

i

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

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

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.

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 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.

Continue Cancel

Renew a subscription

As soon as a subscription is active (no longer in trial) it can be renewed by clicking on [Renew subscription]. When the subscription is three months from expiration, an orange [Renew subscription] button will appear. Define which type of subscription length you want to create in ALPS for your client and follow the instruction wizard.

After renewing a cancelled/expired subscription (trial or active), a new trial will only be permitted after 60 days. A subscription renewed within 60 days of the expiration date will automatically be an active subscription.

Navigation: < ⇌ > Hearing aids **Lyric configuration**

Subscription

Status	Active ✓ (61 days left)	Cancel subscription Renew subscription ALPS links ▼
Start date	28.06.2014	
End date	01.08.2016	
Trial end date	28.06.2014	
Remaining devices	7 (in subscription)	

Cancel 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.

Navigation: < ⇌ > Hearing aids **Lyric configuration**

Subscription

Status	Active ✓ (237 days left)	Cancel subscription Renew subscription ALPS links ▼
Start date	17.02.2014	
End date	16.02.2015	
Trial end date	19.03.2014	
Remaining devices	7 (in subscription)	

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.

The 'Lyric configuration' dialog box is titled 'Remove Lyric device'. It contains the following fields and options:

- Serial number: 1633H00LS
- Removed by: ☒ Provider ☐ Patient self-removed
- Removal date: ☒ Today ☐ Previously
- Removal reason: Discomfort (dropdown menu)
- Additional details (optional): (text input field)
- Ear canal observation: OK for immediate refit (dropdown menu)
- Additional ear canal observation (optional): (text input field)

At the bottom, there is an information icon and the text: 'Not connected to ALPS. All changes will be synchronized later.' Below this, there are 'Remove' and 'Cancel' buttons.

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.

The 'Lyric configuration' dialog box now shows a green success banner at the top with a checkmark icon and the text 'Successfully removed'. Below this, there is a red circle with an 'R' icon and the text 'Device successfully removed.' At the bottom right, there are 'Select new device' and 'Close' buttons.

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 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

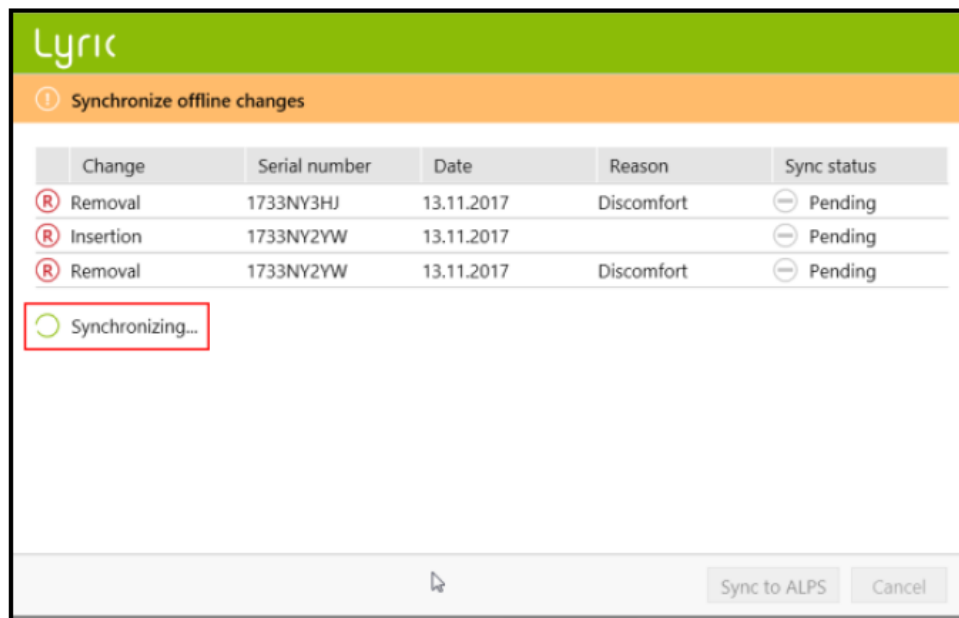
 Lyric
SN: 1633H00L8

No hearing instrument

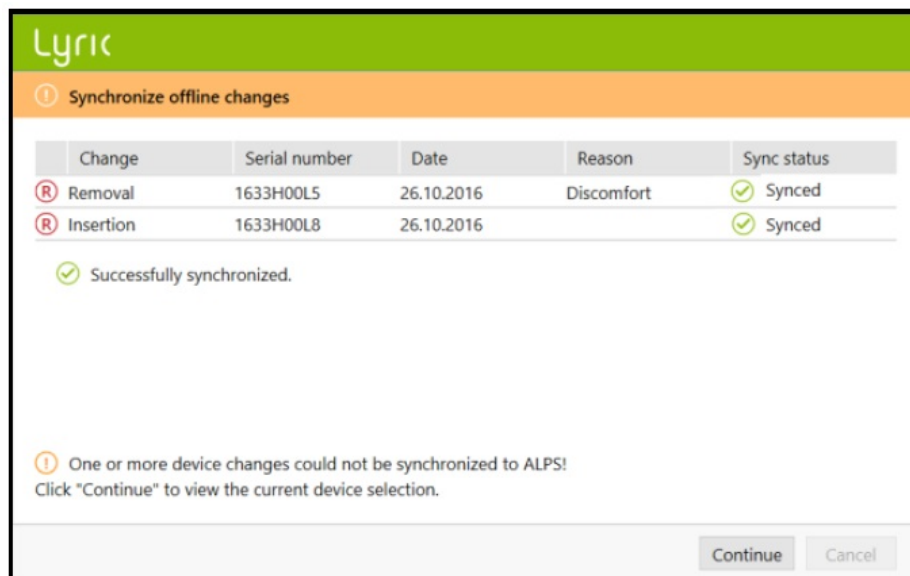
i

Fitting not saved to ALPS

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



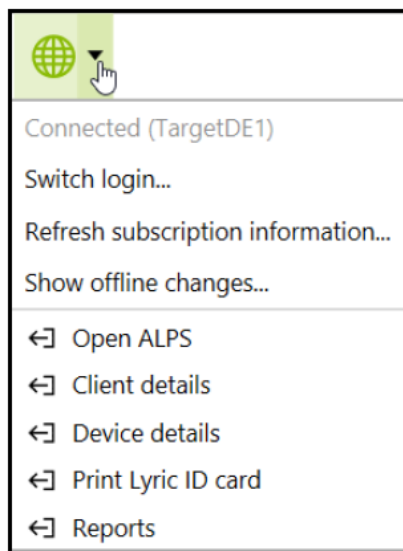
A green check mark will indicate that the synchronization has been successful.
After an offline fitting, logs on your desktop are available.



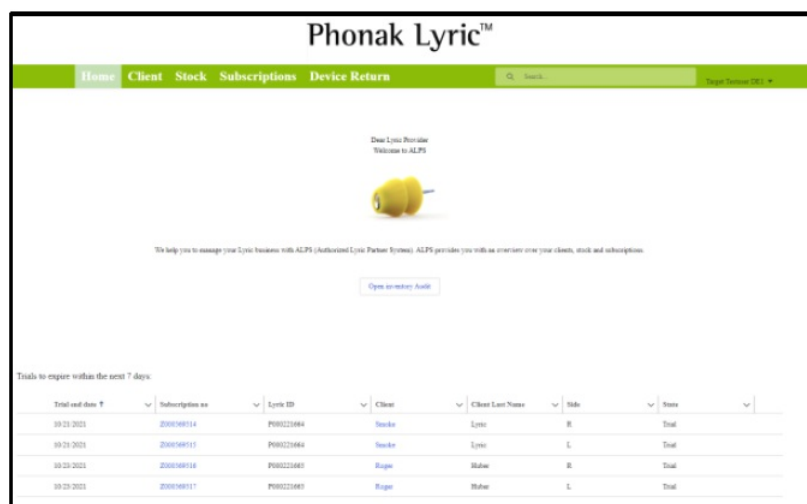
ALPS home and reports

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 of:

First name	Last name	Lyric ID	Patient Since	Phonak account number
03-Sep-2021	03-Sep-2021	P000221638	1. year	0020074643
1407	TC	P000187886	4. year	0020074643
1407 changed	TC	P000187888	4. year	0020074643
7.3.9	Banodal	P000221648	1. year	0020074643
as	as	P000221629	1. year	0020074643
asas	asas	P000221686	1. year	0020074643
Altha	Alhas	P000209396	2. year	0020074643
ALPS	Test	P000221620	1. year	0020074643
Alps	Lyric	P000221621	1. year	0020074643
Alps	Lyric	P000217697	2. year	0020074643
alps	alps	P000217942	1. year	0020074643
ANDI	ANDI	P000221690	1. year	0020074643
Anonymous19230101	Anonymous19230101	P000218319	1. year	0020074643

- 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:

- 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:

The screenshot shows a web interface for managing a subscription. At the top, there's a header with a purple icon and the text "Subscription: Z000569483". Below this, the page is divided into two main sections. The left section contains fields for "Subscription no" (Z000569483), "Client" (with a blue "Check" link), "Terms and Condition", "Subscription type" (1-yr subscription), "Payment method" (Monthly upfront), "Billing Date", and "Cancellation date". The right section contains fields for "State" (Trial), "Side" (R), "Trial end date" (10/7/2021), "Start date" (9/7/2021), "End date", and "Remaining device" (7). Below these fields is a "Cancel Subscription" button. Underneath the button is a "Device History" section with a search bar and a table. The table has columns for "Serial number", "State", "Insertion date", "Removal date", "Removal Reason", and "Wearing Duration". The first row shows a device with serial number "2132NVMN" in state "In use" with an insertion date of "9/7/2021". A "View All" link is at the bottom right of the table.

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

- Terms and Conditions
- Cancel Subscription
- Device History

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



Device
2132NY6TN

State	Short description
In use	Lyric4 (XS)

Account
[Lyric-Testkunde #3](#)

Serial number
2132NY6TN

Device Code
F306

Subscription / Insertion

Subscription
[Z000569483](#)

Removal

Removal Reason

Removal Comment

Return

Return reason

Warranty date
10/7/2021

Use by
8/13/2022

Insertion date
9/7/2021

Removal date

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 (8)	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)	2132NY84V	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)	2132NY77Y	078-0062	lyric4 (S)	8/6/2022
	2132NY7KA	078-0062	lyric4 (S)	8/6/2022
	2132NY7KC	078-0062	lyric4 (S)	8/6/2022
XL (8)	2132NY94W	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	Epix ID	First name	Last name	Start date	End date	Side	State	Subscription type	Payment modal
0000074843 (75)	Lyric-Testkunde #3 (75)	2000589539	P000221704	test	deepink	10/20/2021		R	Trail	1-yr subscription	Yearly upfront
		2000589580	P000221705	lesse	Royal	10/20/2021		R	Trail	1-yr subscription	Yearly upfront
		2000589561	P000221706	Joe	Doe	10/20/2021		R	Trail	1-yr subscription	Yearly upfront
		2000589535	P000221700	Testing	S01	10/19/2021	10/19/2022	R	Trail	1-yr subscription	Yearly upfront
		2000589536	P000221701	Kristina	Liljeqvist	10/19/2021	10/19/2022	R	Cancellation in trial	1-yr subscription	Yearly upfront
		2000589537	P000221701	Kristina	Liljeqvist	10/19/2021		R	Active	1-yr subscription	Yearly upfront
		2000589550	P000221703	Stefen	Schwanz	10/19/2021	10/19/2022	R	Trail	1-yr subscription	Yearly upfront
		2000589554	P000221699	Hans	Hutbacher	10/18/2021		R	Trail	1-yr subscription	Yearly upfront
		2000589546	P000221694	Fransiska	Beutler	10/14/2021		R	Trail	1-yr subscription	Yearly upfront
		2000589547	P000221694	Fransiska	Beutler	10/14/2021		L	Trail	1-yr subscription	Yearly upfront
		2000589548	P000221695	Sevika Test	1378	10/14/2021		R	Trail	1-yr subscription	Monthly
		2000589537	P000221685	eshael	arime	10/7/2021		R	Trail	1-yr subscription	Monthly
		2000589538	P000221685	eshael	arime	10/7/2021		L	Trail	1-yr subscription	Monthly
		2000589539	P000221686	asse	asse	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	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

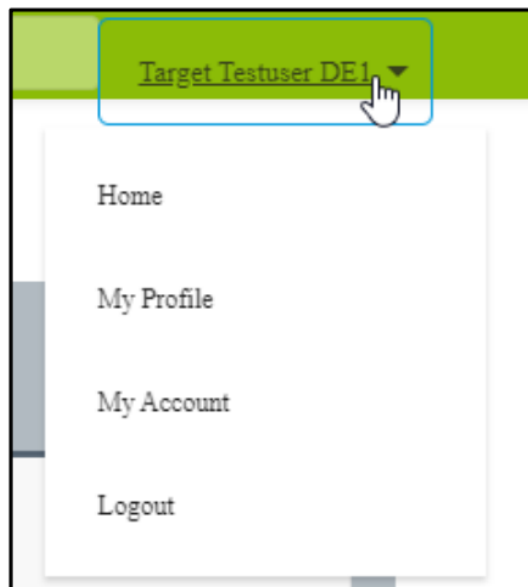
Select

Cancel

- New (overstock)
- Dead on arrival
- Wrong delivery
- 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] allows you to change your language if needed.

 A screenshot of the 'My Settings' page. It shows fields for Location, Language, and Time Zone. The Language is set to English, and the Time Zone is set to (GMT-05:00) Central Daylight Time (America Chicago). There are 'Cancel' and 'Save' buttons at the bottom right.

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

 A screenshot of the 'Please choose your current location:' page. It shows a table with account information and a 'Submit' button.

Please choose one account. Please account number	Account Name	Address	City	Zip code
<input type="checkbox"/> 0020074643	Lyric-Testkunde #3	Musterstraße 1	Stuttgart	70736

In case you would 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: Lyric-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: ☐

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 Lyric-Testkunde #3

Trials 64 / New Subscriptions 67 / Renewals 0 / Attivo 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] can be downloaded.

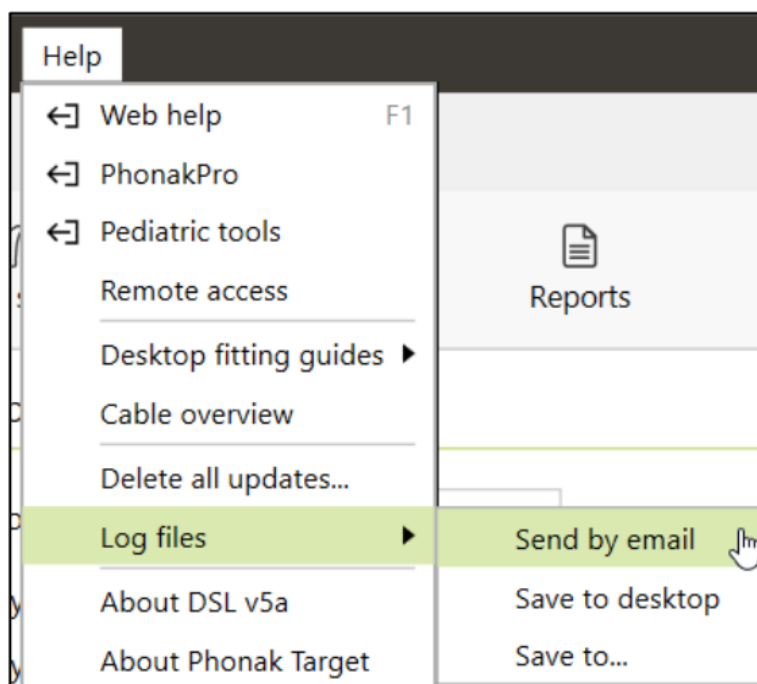
Forms to Download

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

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

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Documents / Resources

