


## PHONAK Target 9 Target Fitting Software User Guide

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PHONAK Target 9 Target Fitting Software

# Phonak

## **PHONAK Target 9 Target**

## **Fitting Software**

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### Important Information

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.

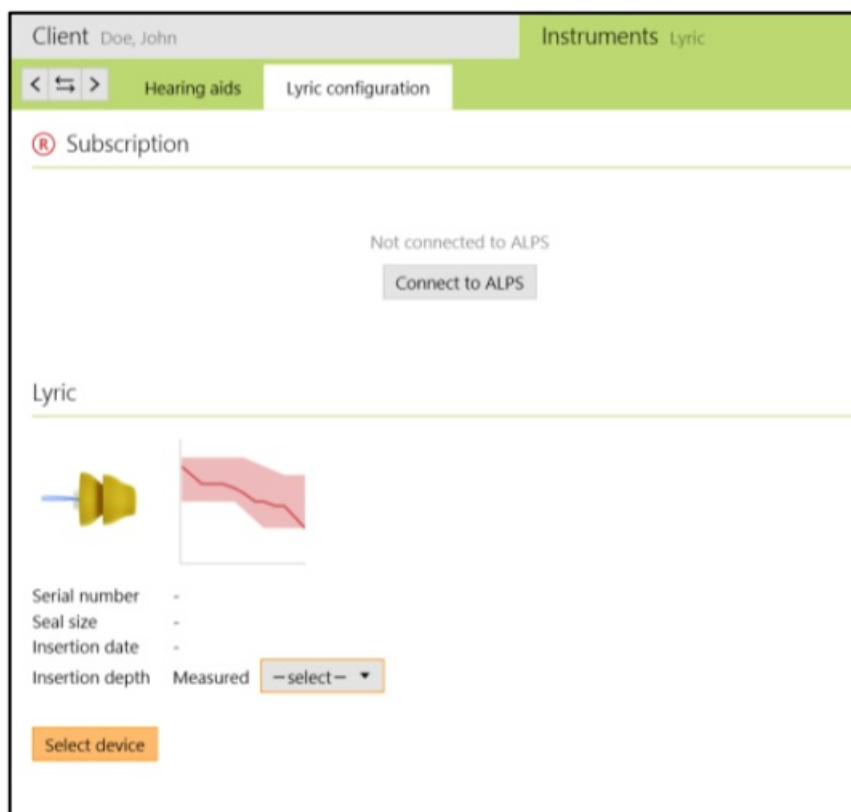
For every Lyric fitting, Phonak Target will automatically connect you to ALPS. A wizard will guide you through all the necessary steps to complete a successful Lyric fitting. Please note that the Lyric device activation code must be entered the first time Phonak Target is launched.

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.



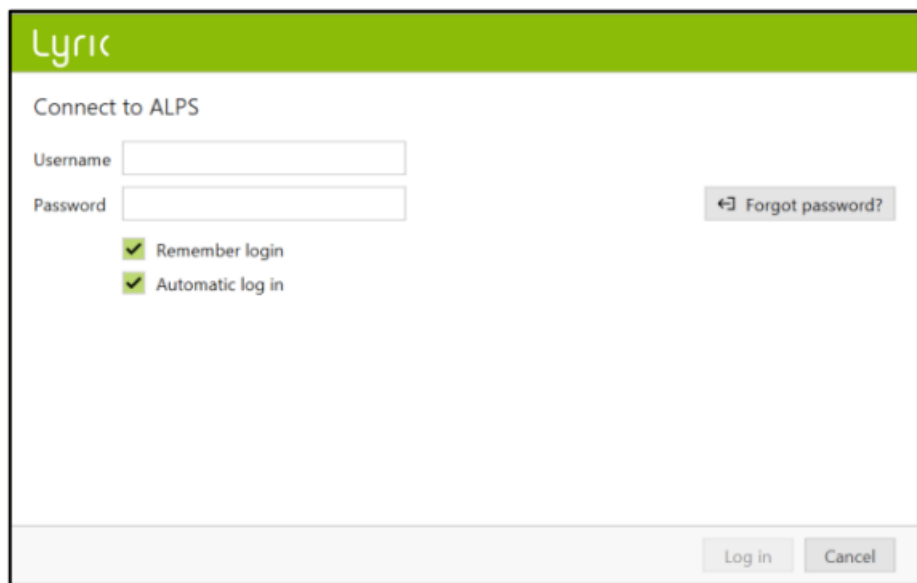
The ALPS button indicates your current connection status:

- Green – connected
- Black – disconnected



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

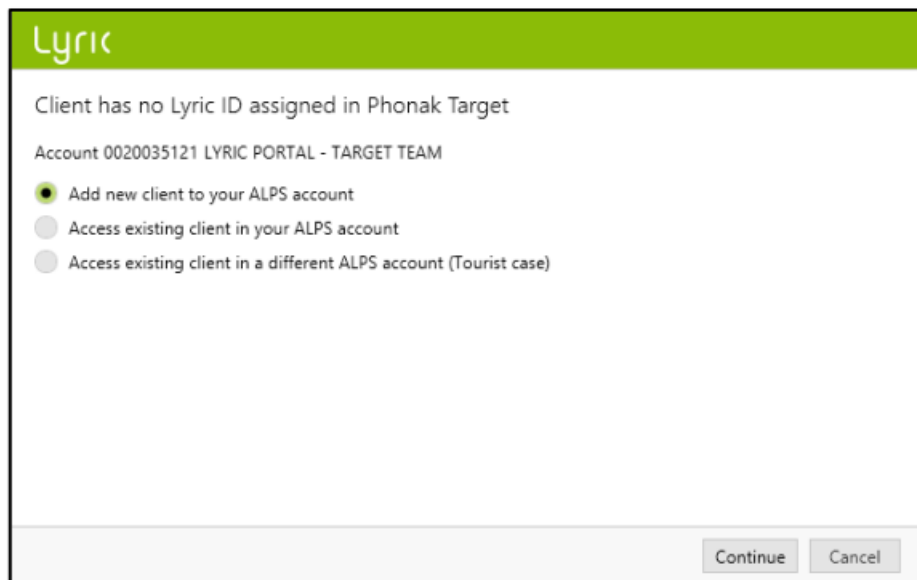
We strongly recommend that you select the [Automatic login] function. This time-saving feature enables you to remain logged into ALPS without the need to reenter your credentials. That only applies if you're not working on a shared workstation.



The image shows a web form 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 are two checked checkboxes: "Remember login" and "Automatic log in". At the bottom right of the form are two buttons: "Log in" and "Cancel".

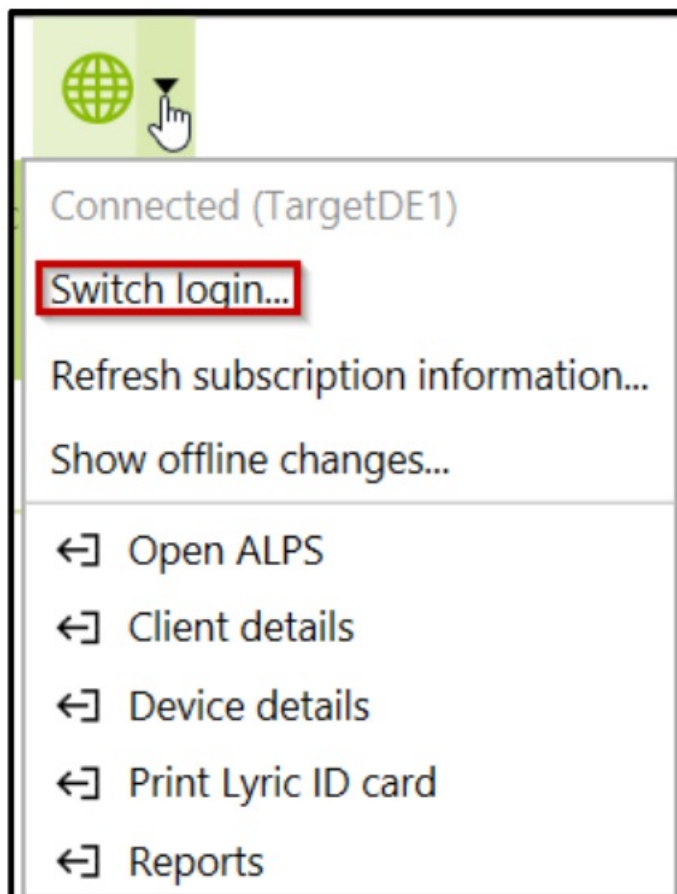
In case you have forgotten your password, click on the link [forgot password] and change it in [www.phonakpro.com](http://www.phonakpro.com) directly.

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.



The image shows a web form 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 form 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 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.

## Enter client details

First name

Client

Last name

New

Date of birth 01.01.1948

Gender

-



Submit additional information



I hereby confirm that I fully informed my client that his personal data will be transferred to the hearing aid manufacturer for processing purpose.  
My client consented to such transfer.

Create Lyric ID

Cancel

To select the appropriate Lyric device, choose the measured seal size and pick the first device in the list as it is the closest to expire. Devices about to expire within 30 days are marked red.

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 Lyric device from consignment stock

Former device seal size: XXL

Q Serial...

Insertion date 14.03.2023

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

Select

Cancel

Select the measured insertion depth.

## Ⓡ 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

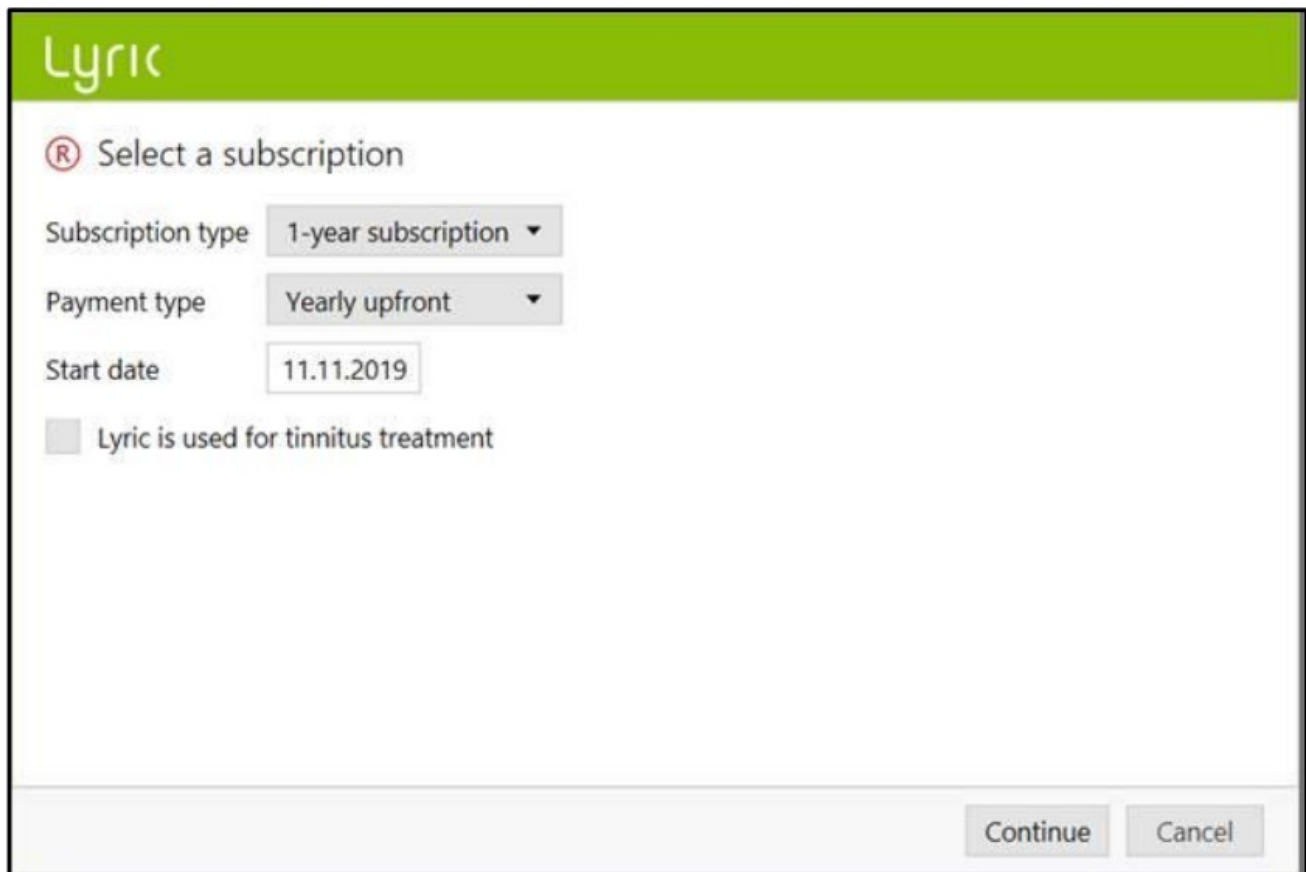
15 mm

Continue

Cancel

Choose the subscription duration you want to create for your client.

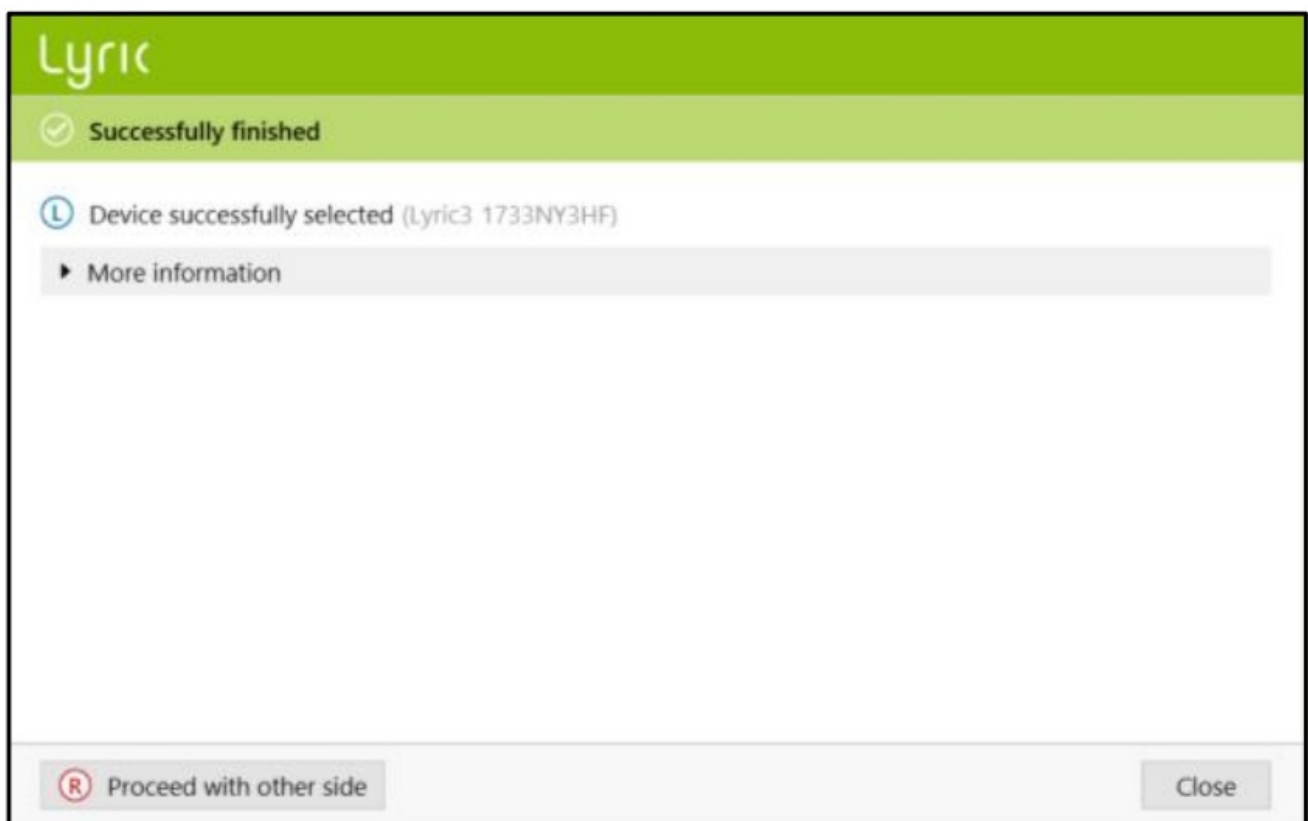
Make sure to click the check box, in case the customer is using Lyric for the treatment of tinnitus.



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

Phonak Target confirms the device selection. You can get [More information] about the subscription in this window or choose [Close].

For binaural fittings, you are asked to [Proceed with other side] which leads you directly to selecting another device from your consignment stock.



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

Below the start and end date of the subscription and actual days remaining to the trial end date are shown.

It is now possible to extend a trial once for an amount of 10 days. The new end date will then be shown in Target/ALPS.

The screenshot shows a software interface with a green header bar containing navigation arrows and tabs for 'Hearing aids' and 'Lyric configuration'. Below the header, a section titled 'Subscription' with ID 'Z000462096' displays the following details: Status (Trial, 30 days left), Start date (29.04.2019), End date (28.04.2020), Trial end date (29.05.2019), and Remaining devices (11 in subscription). To the right of these details are buttons for 'Cancel trial', 'Extend trial', 'Renew subscription', and 'ALPS links'. Below the subscription section, the 'Lyric3' device is shown with a yellow icon and a pink ear canal diagram. The device details include: Serial number (1912NY4MX, Code: E304), Seal size (XS), Insertion date (Today), and Insertion depth (Measured, 6 mm). An 'Exchange/remove device' button is located at the bottom left.

Subscription	
Status	✓ Trial (30 days left)
Start date	29.04.2019
End date	28.04.2020
Trial end date	29.05.2019
Remaining devices	11 (in subscription)

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”.

This screenshot shows a similar device configuration screen for a different device. The details are: Serial number (2016NY3EG, Code: E396), Seal size (XL), Insertion date (04.05.2020), and Insertion depth (Measured, 7 mm). At the bottom, there are two buttons: 'Exchange/remove device' and 'Return device to stock'. The 'Return device to stock' button is highlighted with a red rectangular border.

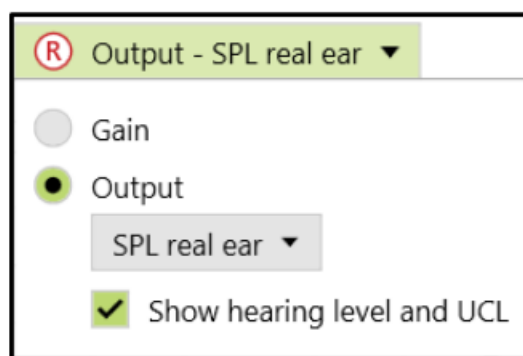
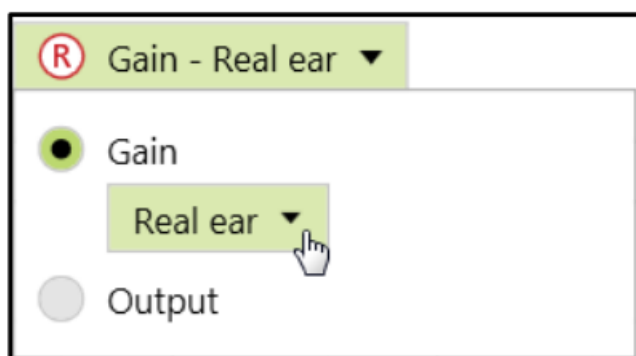
Serial number	2016NY3EG (Code: E396)
Seal size	XL
Insertion date	04.05.2020
Insertion depth	Measured 7 mm

Exchange/remove device    Return device to stock

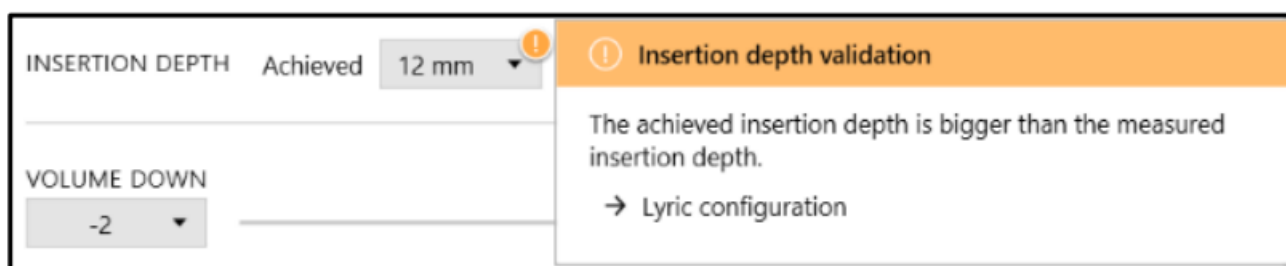
You have the possibility to choose between Gain (Real ear and Coupler 0.4cc) and Output display (SPL real ear and coupler 0.4cc) when fitting Lyric. Click on the [Output] menu to select your desired output curve display. When



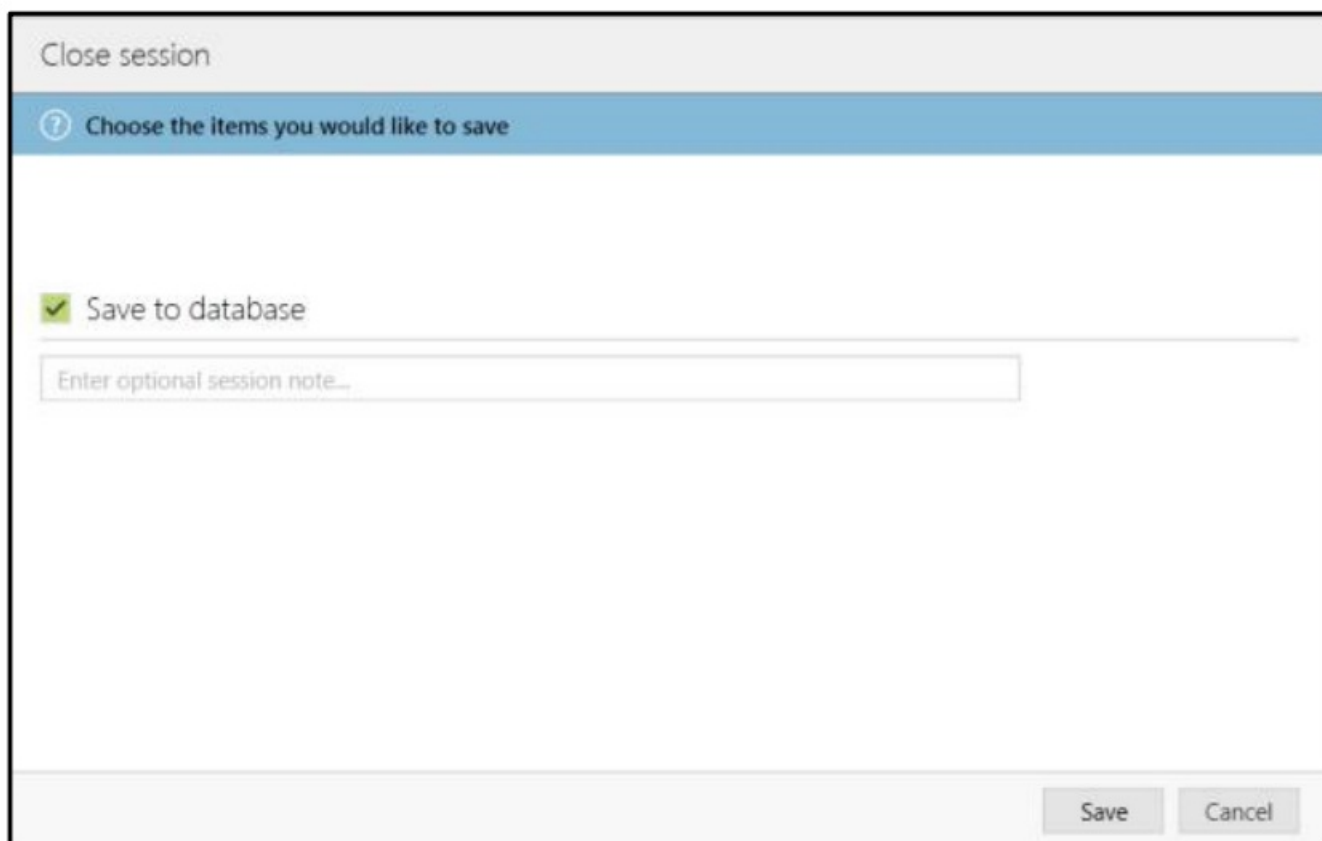
selecting the output curve display, you may also choose to show or hide the hearing level and UCL.



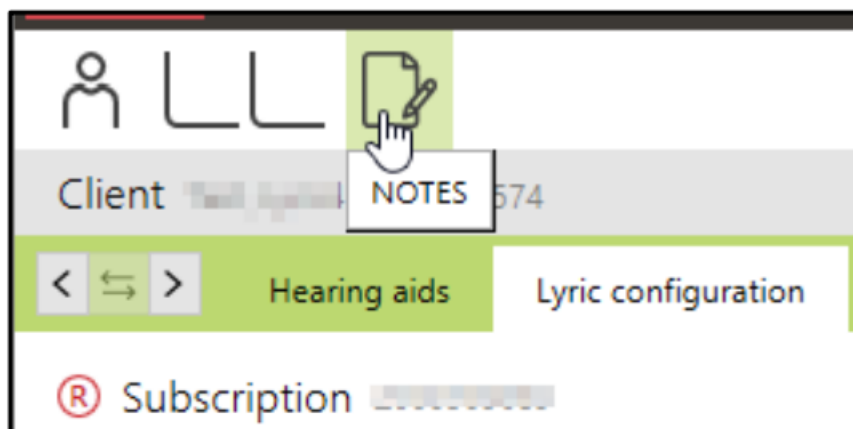
In case the achieved insertion depth varies from the measured one, a measured and an achieved insertion depth can be entered in [Fitting]. A warning will be shown if the achieved insertion depth is higher than the measured one.



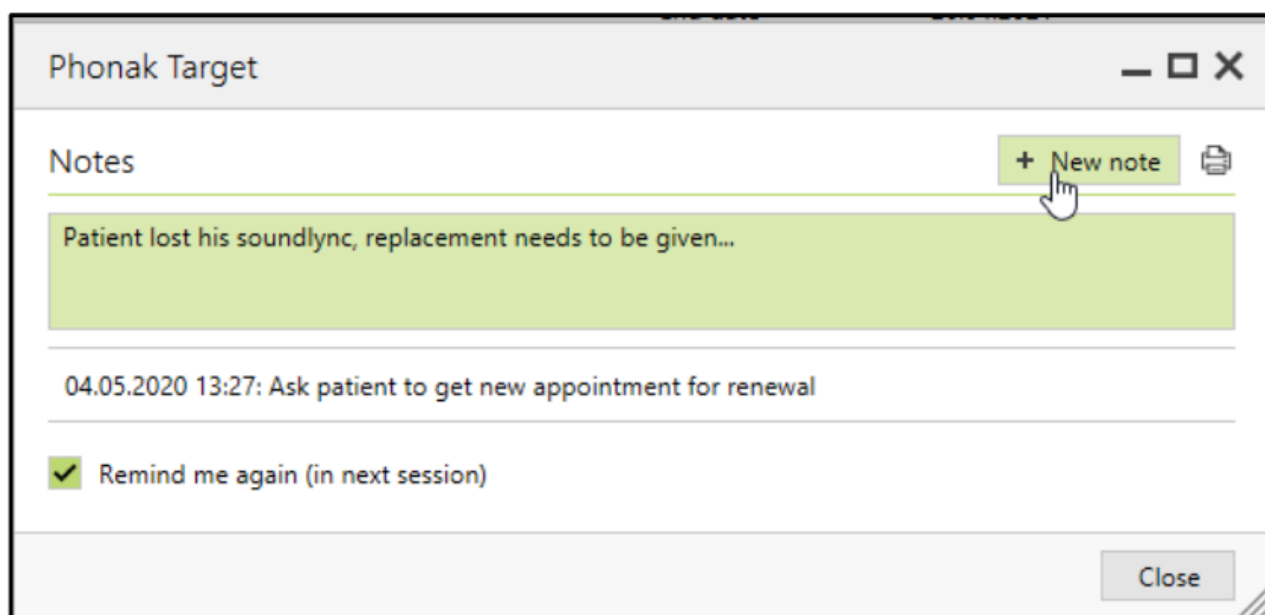
By clicking [Save to database] at the end of the session, your fitting data will be synchronized with ALPS.



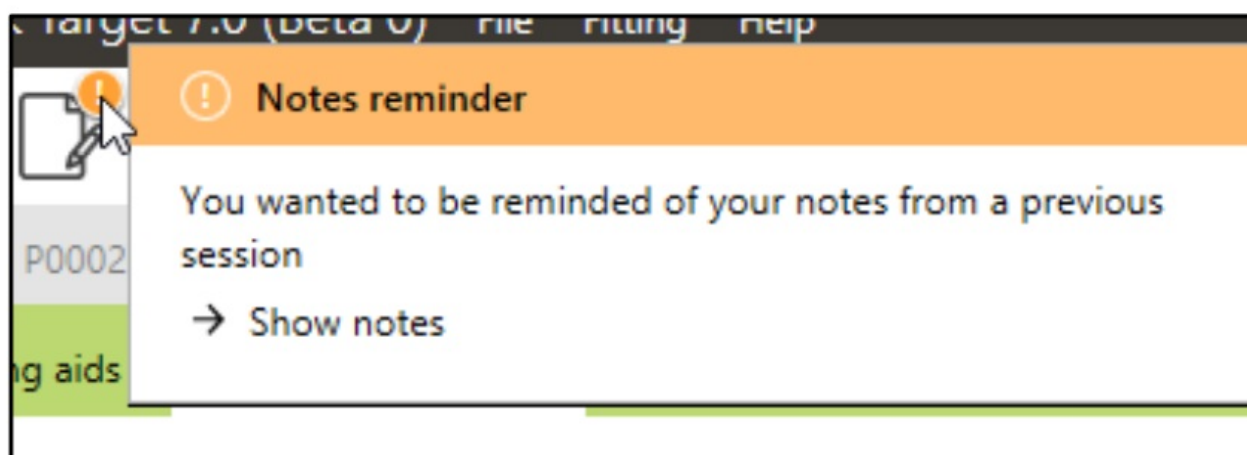
In case you need to have more notes stored around the patient, fill them in on the new notes section.



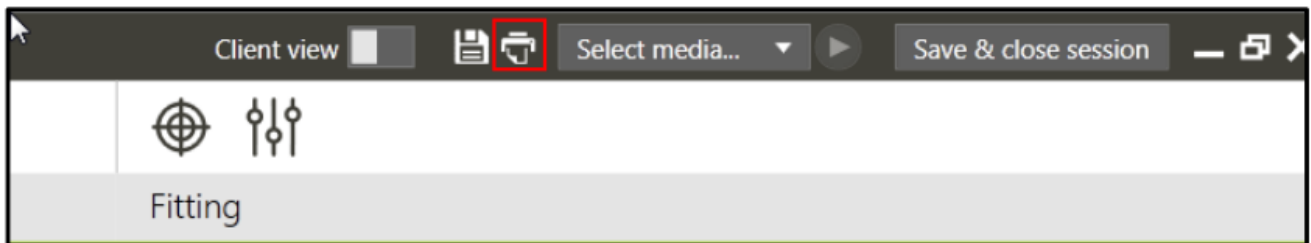
A new note can be added and Target allows a “remind me again in next session” function.



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



The following reports can be printed from the Print menu:

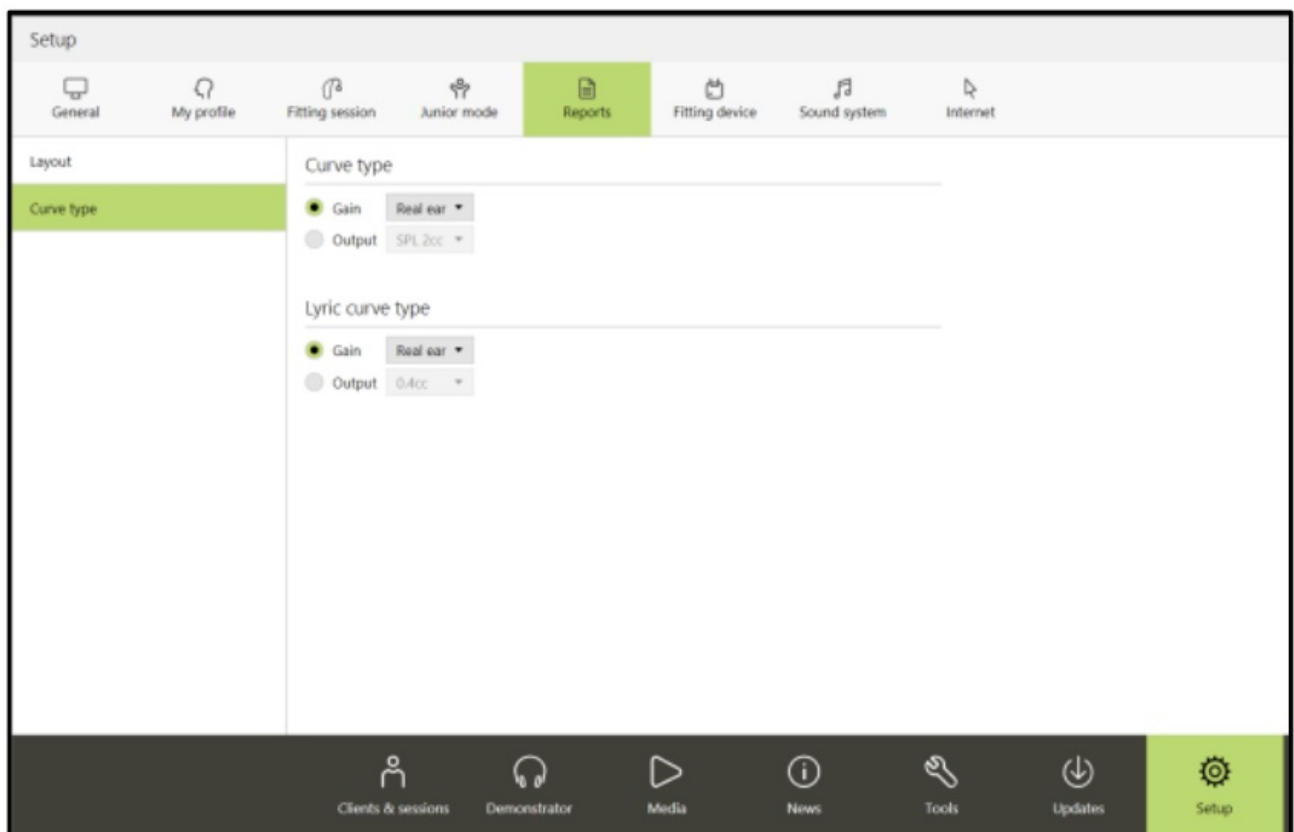


### For Professional:

- Fitting Report
- Lyric Datasheet

### For Client:

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

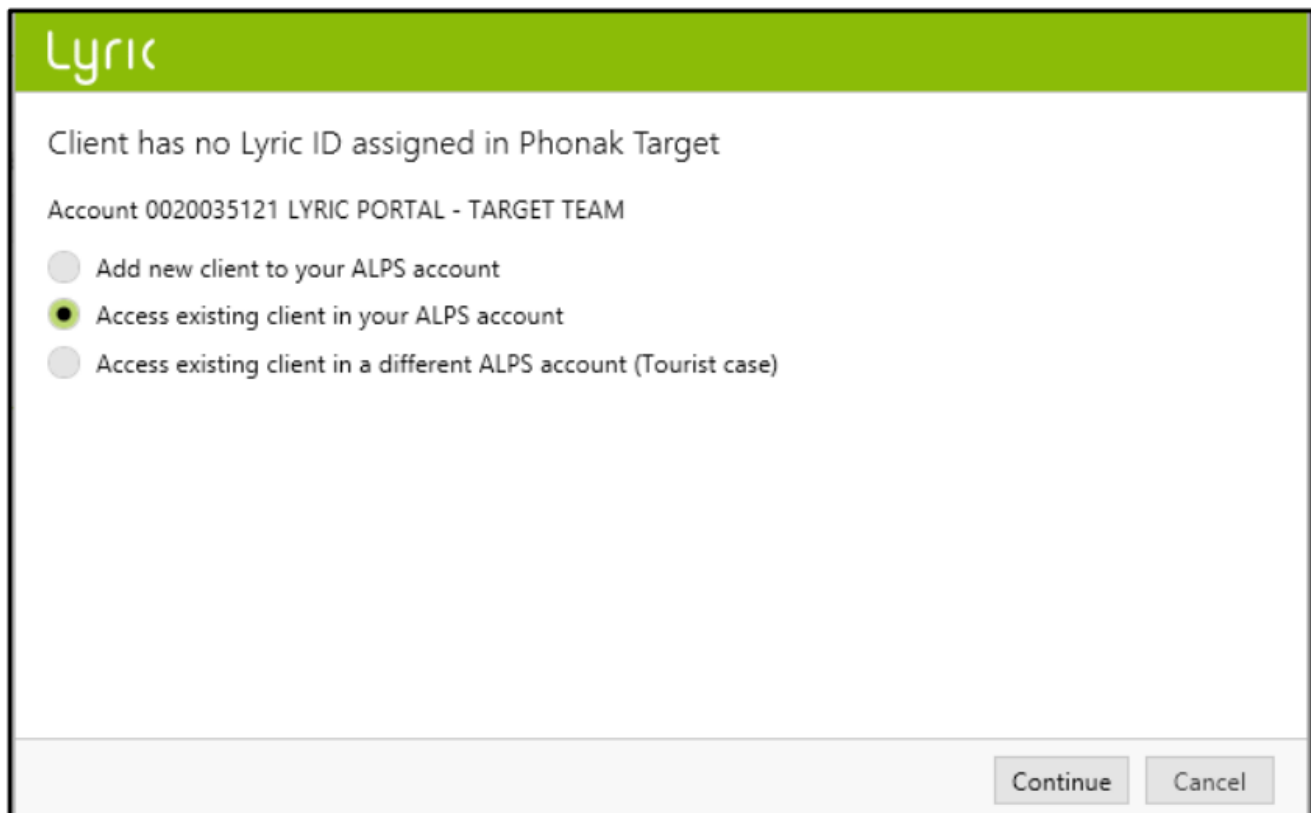


The curves reports can be printed as follows: Choose [Setup], [Reports], [Curve type] and choose between Gain or Output. The selected curve type will then be visible on the curve report.

### Access an existing client in your ALPS account

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

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



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

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

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

The 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.

Lyric

Lyric client

First name

John

Last name

Doe

Lyric ID

P#####

Date of birth

-

Gender

-

Search

Continue




Cancel

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].



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

**Lyric**

Ⓡ Remove Lyric device

Serial number 2125NY1A9

Removed by ☒ Provider ☐ Patient self-removed

Removal date ☒ Today ☐ Previously

Removal reason —select— ▾

- Discomfort
- Device related ▶
  - Device became weak Device performance decreases over time
  - No/intermittent response to SoundLync wand
  - Sound artifacts
  - Device cycling
  - Dead device
- Fitting related ▶
- Proactive removal ▶
- Self-replacement
- 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. In case the ear canal was irritated and needed some 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 number1633H00KR

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

In case [OK for refit after rest] or [Requires medical referral] is chosen, additional details about the state of the ear canal must be chosen. Additionally, if “other reason” is chosen, a comment to give more explanation is required.

Lyric

Ⓡ Remove Lyric device

Serial number1849NY3G3

Removed by
☒ Provider
☐ Patient self-removed

Removal date
☒ Today
☐ Previously

Removal reason
Discomfort

Additional details (optional)...

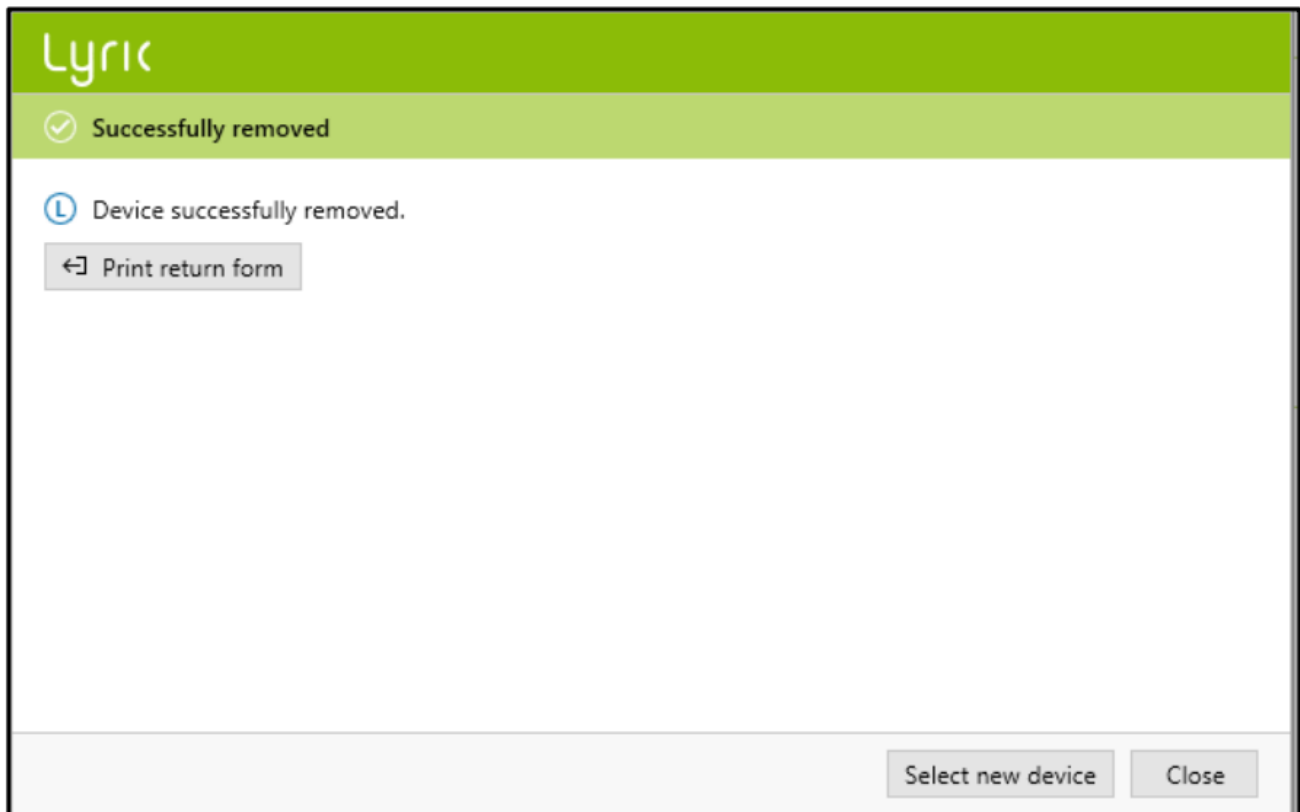
Ear canal observation
Requires medical referral

Additional details
--select--

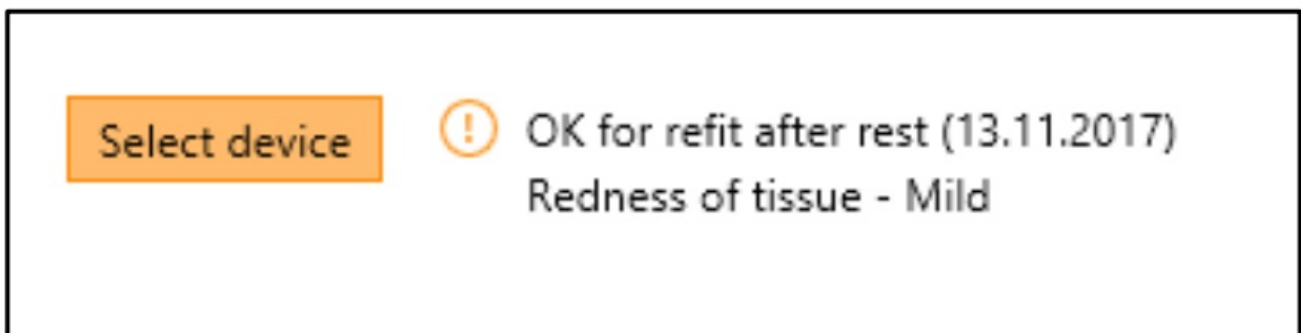
Redness of tissue
Excess fluid collection on tissue
Swelling of clotted blood below tissue (bruise)
Sore or ulceration of tissue
Medial bulge/growth
Blood/Bleeding
Cerumen management
Other reason

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.



\*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].

Lyric

Ⓡ

Remove Lyric device

Serial number

1736NYHCG

Removed by

☒ Provider
 ☐ Patient self-removed

Removal date

☒ Today
 ☐ Previously

Removal reason

Discomfort ▾

Additional details (optional)...

Ear canal observation

OK for immediate refit ▾

Additional ear canal observation (optional)...

Remove

Cancel

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

Lyric

Ⓡ

Select Lyric device from consignment stock

Former device seal size: M

Q Serial...

Insertion date

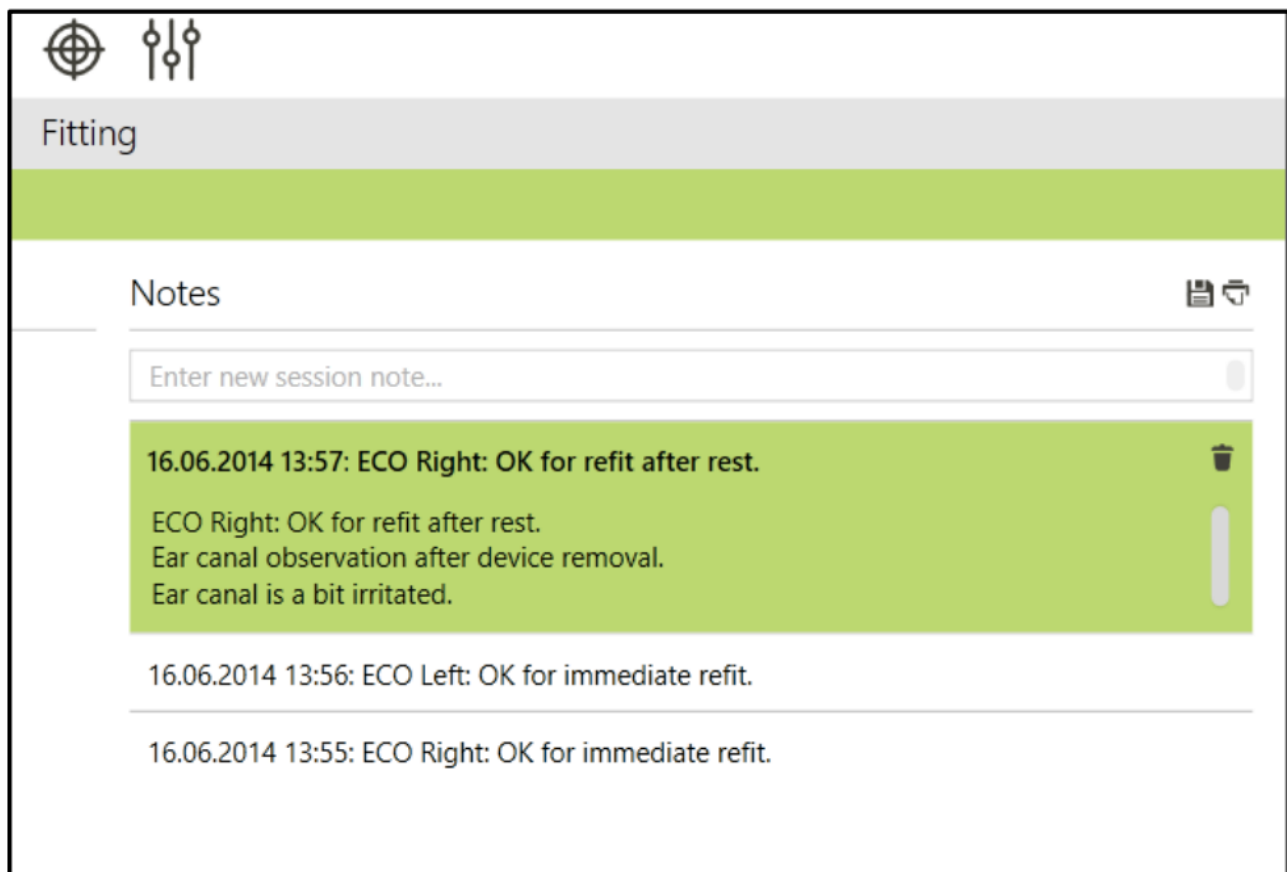
16.06.2014

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

Select

Cancel

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



The image shows a software interface for a fitting application. At the top, there is a header bar with the word "Fitting" on the left and two icons (a target and a pair of sliders) on the right. Below the header is a green horizontal bar. The main area is titled "Notes" and contains a text input field with the placeholder "Enter new session note...". Below the input field is a list of notes. The first note is highlighted in green and contains the text "16.06.2014 13:57: ECO Right: OK for refit after rest." followed by "ECO Right: OK for refit after rest.", "Ear canal observation after device removal.", and "Ear canal is a bit irritated." on separate lines. To the right of this note is a trash icon and a vertical scrollbar. Below the highlighted note are two more notes: "16.06.2014 13:56: ECO Left: OK for immediate refit." and "16.06.2014 13:55: ECO Right: OK for immediate refit.".

Fitting

Notes

Enter new session note...

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

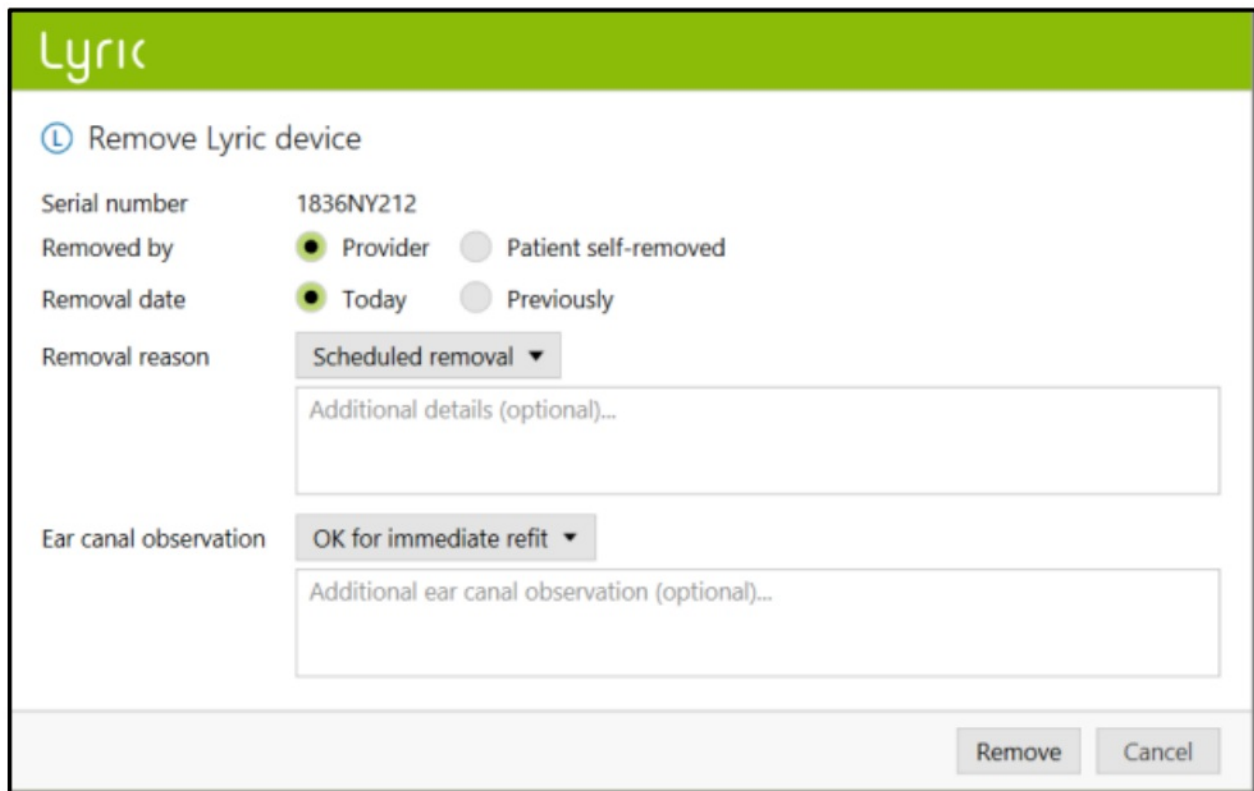
ECO Right: OK for refit after rest.  
Ear canal observation after device removal.  
Ear canal is a bit irritated.

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 blue circular icon containing a white 'L'. 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 input field for "Additional details (optional)"; "Ear canal observation" with a dropdown menu showing "OK for immediate refit" and a text input field for "Additional ear canal observation (optional)"; and two buttons at the bottom right, "Remove" and "Cancel".

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.

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

Lyric

Lyric client

First name

John

Last name

Doe

Lyric ID

P000087661

Date of birth

-

Gender

-

i

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

Continue

Cancel

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

Lyric

Client has no Lyric ID assigned in Phonak Target

Account 0020035121 LYRIC PORTAL - TARGET TEAM

☐ Add new client to your ALPS account

☐ Access existing client in your ALPS account

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

i

Session data in Phonak Target will be updated from ALPS.

Continue

Cancel

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

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

ⓘ

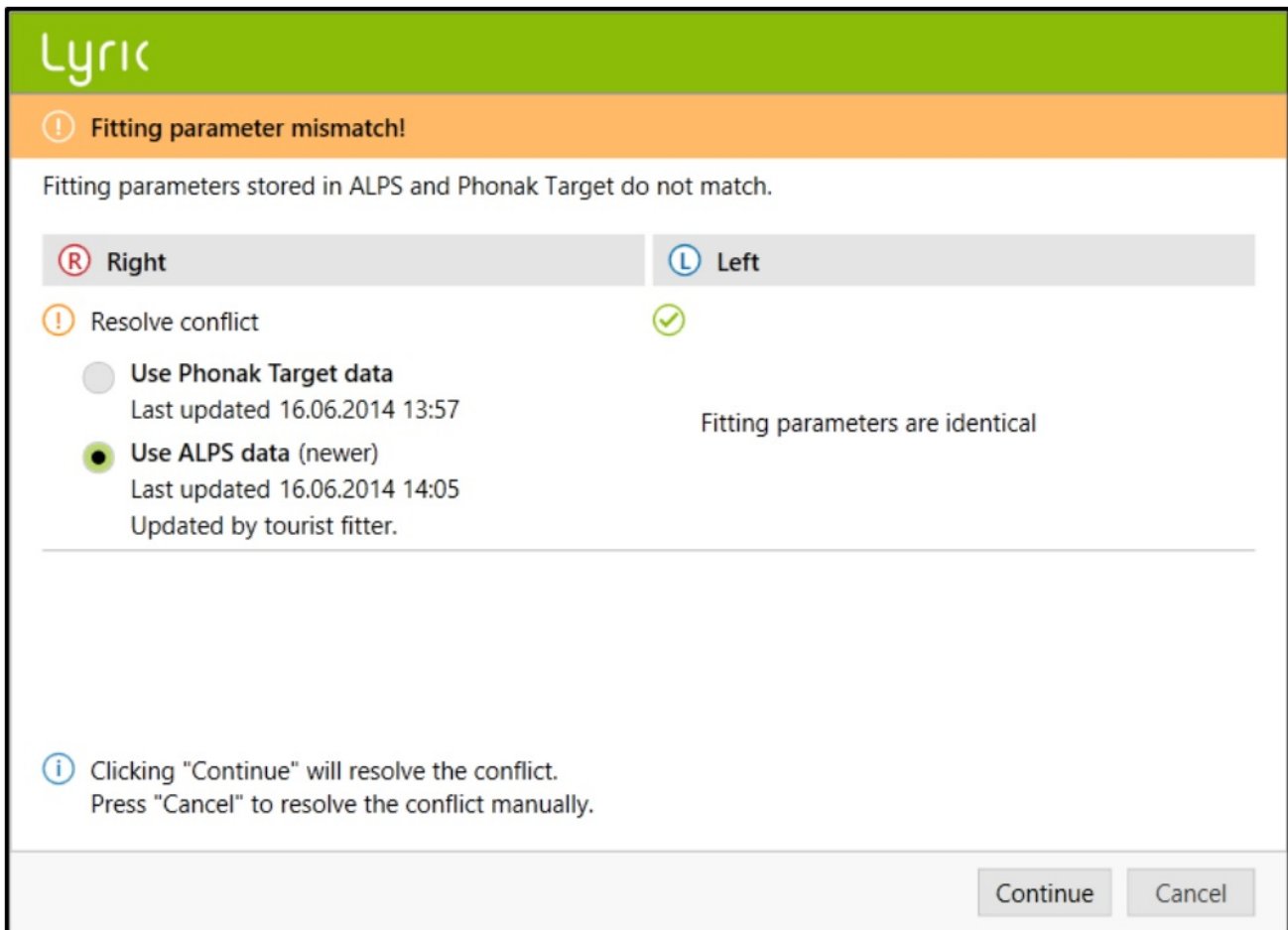
 Press "Cancel" to resolve the conflicts manually.

Continue

Cancel

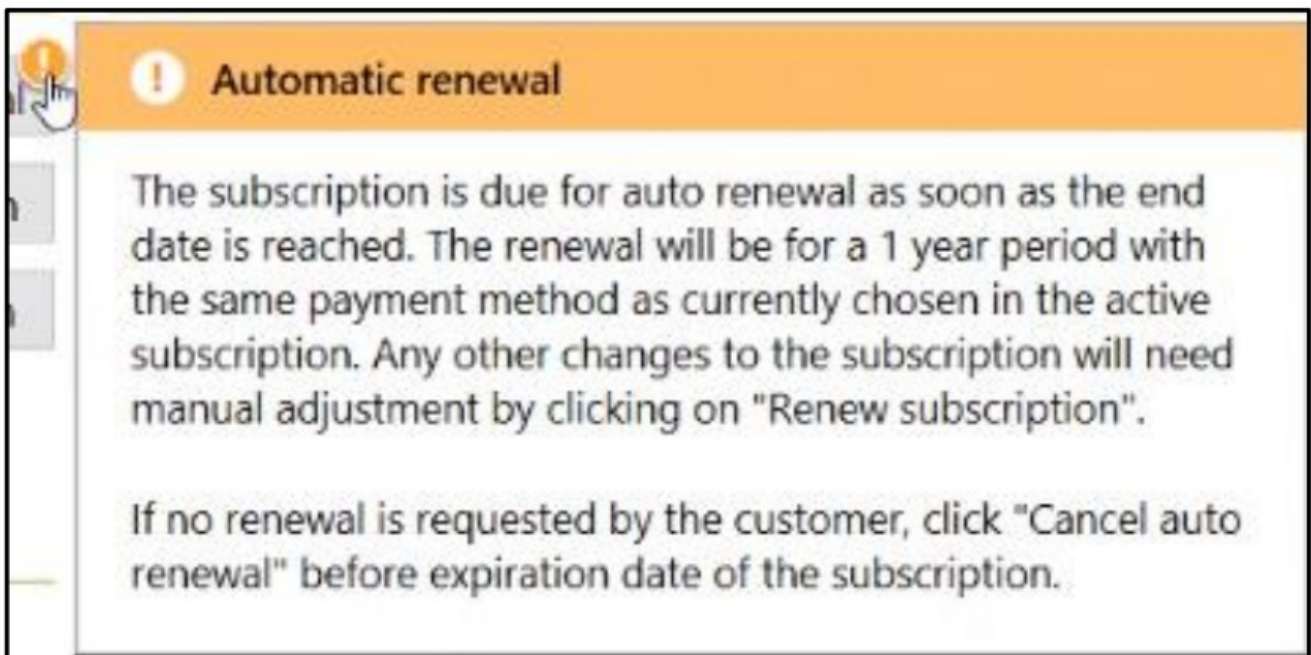
If the tourist Lyric fitter also changed the fitting parameters, a fitting parameter mismatch will be shown. You can solve the conflict by choosing the preferred option.

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 yourself before the tourist fitting.



## Auto Renewal of a subscription

Two months before the subscription expires, you'll get a renewal pop-up in Target/ALPS, that informs you when the subscription is up for automatic renewal.

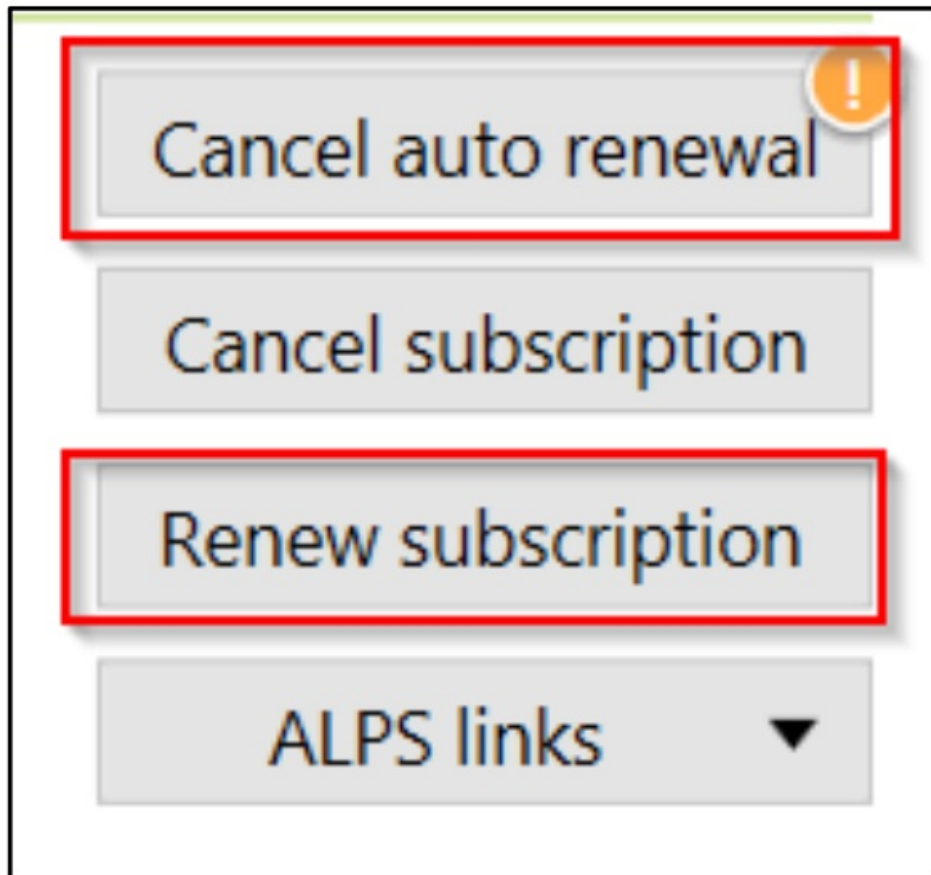


Once the subscription is up for renewal, it will automatically be renewed for another year with the same payment method as chosen in the active subscription.



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

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



**Lyric**

Ⓡ Renew current subscription

Current status Active (17 days left)

End date 06.12.2019

---

New subscription

Subscription type 1-year subscription ▼

Payment type

Continue Cancel

In case the customer doesn't want to renew the subscription any more, then it is mandatory to enter a non-renewal reason that is given when entering a cancellation of the upcoming subscription.

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

**Lyric**

Ⓡ Cancel automatic subscription renewal

Current status ✓ Active (17 days left)

End date 06.12.2019

Cancellation reason — select —

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

Continue Cancel

## Cancellation of an active subscription

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

**Lyric**

Ⓡ Subscription

Status Active ✓ (237 days left)

Start date 17.02.2014

End date 16.02.2015

Trial end date 19.03.2014

Remaining devices 7 (in subscription)

Cancel subscription

Renew subscription

ALPS links

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

Lyric

Ⓡ

Cancel current subscription

Current status

✓ Active

End date

!

You are about to cancel an active subscription!

Cancellation reason

—select—

Likes Lyric, but too expensive

Prefers self-insertion/removal

Refit inconvenience

Discomfort

Ear canal appearance

Speech intelligibility

Feedback

Occlusion

Early device failure

Sound quality

Migration

Patient deceased

Continue

Cancel

## Offline fitting and synchronization

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

Lyric configuration

Ⓡ
Remove Lyric device

Serial number

1633H00L5

Removed by

☒ Provider
☐ Patient self-removed

Removal date

☒ Today
☐ Previously

Removal reason

Discomfort ▾

Additional details (optional)...

Ear canal observation

OK for immediate refit ▾

Additional ear canal observation (optional)...

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

Remove

Cancel

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

You are now asked to select a new device.

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

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

No audiogram

No audiogram

No hearing instrument

Lyric

SN: 1633H00L8

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
	Removal	1733NY3HJ	13.11.2017	Discomfort	Pending
	Insertion	1733NY2YW	13.11.2017		Pending
	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

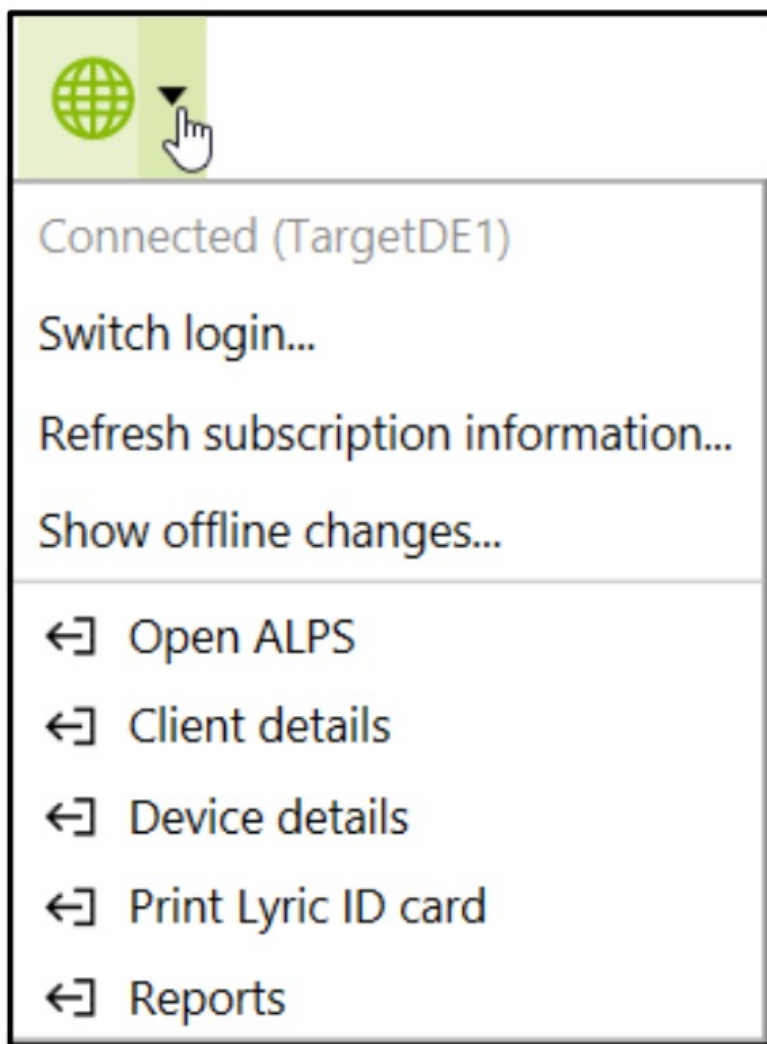
Cancel

**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](https://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 Testset C01

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:

Trial end date ↑	Subscription no	Lyric ID	Client	Client Last Name	Side	State
09-21-2021	200056914	P000221664	Secker	Lyric	R	Trial
09-21-2021	200056915	P000221664	Secker	Lyric	L	Trial
09-23-2021	200056916	P000221665	Ruger	Haber	R	Trial
09-23-2021	200056917	P000221665	Ruger	Haber	L	Trial

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)


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	Blaedal	P000221648	1. year	0020074643
aa	aa	P000221629	1. year	0020074643
aaaa	aaaa	P000221686	1. year	0020074643
Ahaa	Ahaa	P000205596	2. year	0020074643
ALPS	Test	P000221620	1. year	0020074643
Alps	Lyric	P000221621	1. year	0020074643
Alps	Lyric	P000217837	2. year	0020074643
alps	alps	P000217942	1. year	0020074643
ANDI	ANDI	P000221690	1. year	0020074643
Anonymized19350101	Anonymized19350101	P000218339	1. year	0020074643

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

- Terms and Conditions
- Cancel Subscription



- Device History

 Subscription  
Z000569483

Subscription no  
Z000569483

Client  
[Check](#)

Terms and Condition

Subscription type  
1-yr subscription

Payment modality  
Yearly upfront

Billing Date

Cancellation date

State  
Trial

Side  
R

Trial 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
<a href="#">2132NY6TN</a>	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

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

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

Search

Target Timeline DEL

Report: Accounts with Endusers with Subscriptions

Account Subscriptions

75

Total Records

75

Total Records

Phonak account number	Account Name	Subscription no	Lyric ID	First name	Last name	Start date	End date	Side	State	Subscription type	Payment modal
0020074943 (75)	Lyric-Testkunde #2 (75)	2000589509	P000221704	test	deepink	10/20/2021		R	Trail	1-yr subscription	Yearly upfront
		2000589580	P000221705	leslie	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	501	10/16/2021	10/16/2022	R	Trail	1-yr subscription	Yearly upfront
		2000589536	P000221701	Ernstina	Liljeqvist	10/16/2021	10/16/2022	R	Cancellation in trial	1-yr subscription	Yearly upfront
		2000589537	P000221701	Ernstina	Liljeqvist	10/16/2021		R	Active	1-yr subscription	Yearly upfront
		2000589550	P000221703	Stefan	Schwarz	10/16/2021	10/16/2022	R	Trail	1-yr subscription	Yearly upfront
		2000589554	P000221689	Hans	Hubacher	10/16/2021		R	Trail	1-yr subscription	Yearly upfront
		2000589580	P000221694	Franciska	Beutler	10/14/2021		R	Trail	1-yr subscription	Yearly upfront
		2000589547	P000221694	Franciska	Beutler	10/14/2021		L	Trail	1-yr subscription	Yearly upfront
		2000589540	P000221685	Smoke Test	1378	10/14/2021		R	Trail	1-yr subscription	Monthly
		2000589537	P000221685	arief	zirve	10/7/2021		R	Trail	1-yr subscription	Monthly
		2000589538	P000221685	arief	zirve	10/7/2021		L	Trail	1-yr subscription	Monthly
		2000589539	P000221686	aaa	aaa	10/7/2021		R	Trail	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--

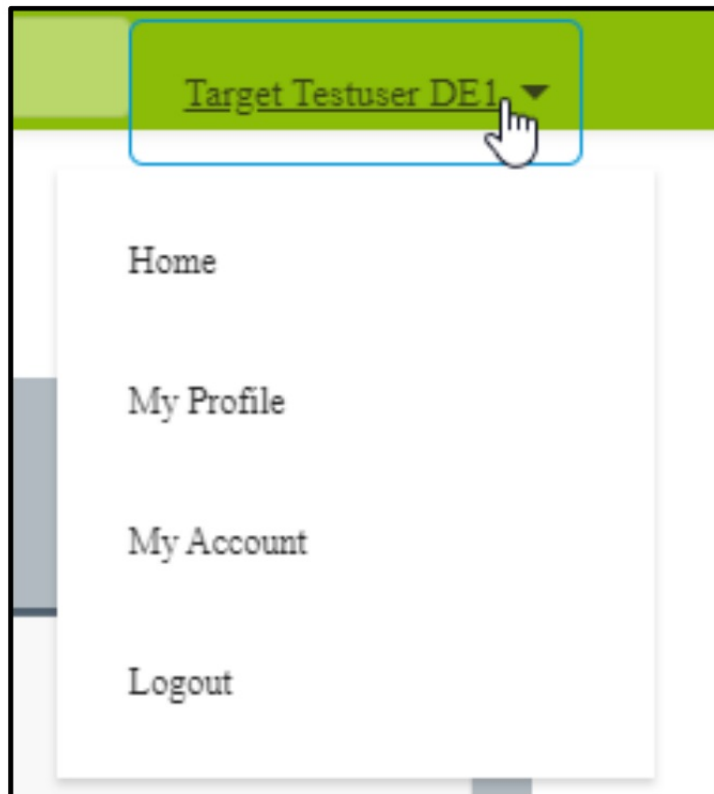
	Serial number	Device size	Side	Short description	Use by
<input type="checkbox"/>	2132NY7JY	S	R/L	Lyric4 (S)	8/6/2022
<input type="checkbox"/>	2132NY7KC	S	R/L	Lyric4 (S)	8/6/2022
<input type="checkbox"/>	2132NY7KA	S	R/L	Lyric4 (S)	8/6/2022
<input type="checkbox"/>	2132NY9WK	XL	R/L	Lyric4 (XL)	8/6/2022
<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.

**My Settings**


Location

Language:

Locale:

Time Zone:

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

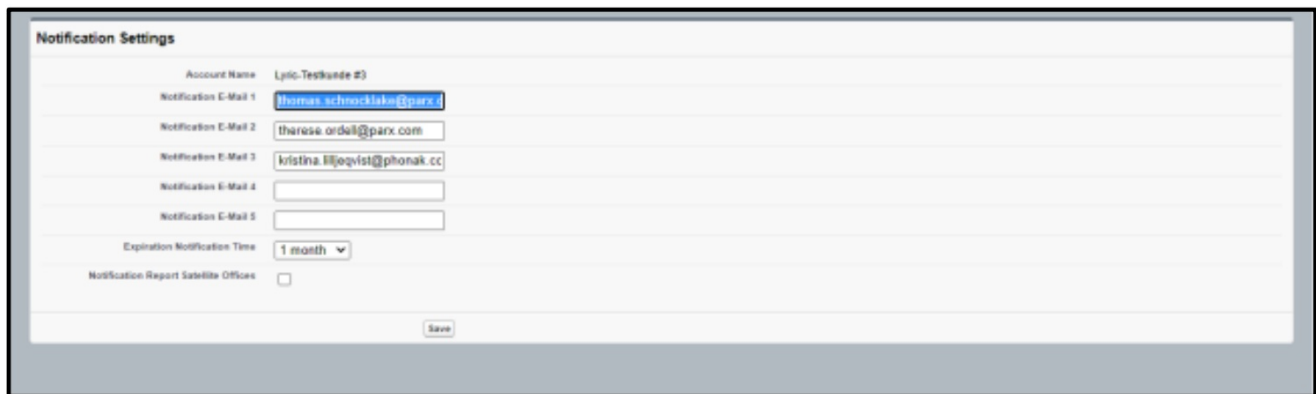
 Please choose your current location:

Your current account is:

0020074643  
Lyric-Testkunde #3  
Musterstraße 1  
Stuttgart 70736

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'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.




The 'Notification Settings' form includes the following fields:

- Account Name: Lytic-Testkunde #3
- Notification E-Mail 1: thomas.schoeckel@parx.de
- Notification E-Mail 2: therese.ordel@parx.com
- Notification E-Mail 3: kristina.illeqvist@phonak.cc
- Notification E-Mail 4: (empty)
- Notification E-Mail 5: (empty)
- Expiration Notification Time: 1 month (dropdown menu)
- Notification Report Satellite Offices: ☐
- Save button

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.

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



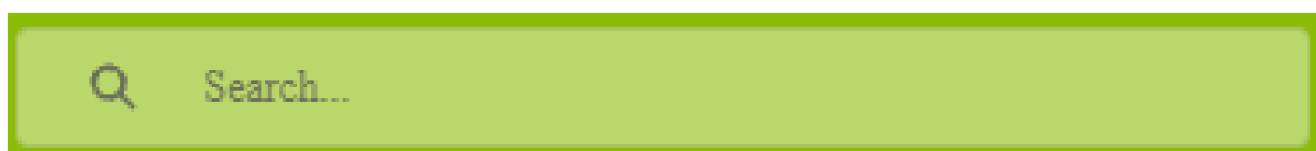
Dashboard Overview:

- Welcome Lytic-Testkunde #3
- Trials 64 / New Subscriptions 67 / Renewals 0 / Attivo 3 / Trial Success Rate 4 % / TSR national 25.00 %
- Legend:
  - 1. Trials with starting date Jan 1st - Dec 31st
  - 2. New subscriptions starting Jan 1st - Dec 31st
  - 3. Renewals with starting date Jan 1st - Dec 31st
  - 4. Total of active subscriptions
  - 5. Trial success rate average 12 months
  - 6. Trial success rate average 12 months on a national level

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

# Forms to Download

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

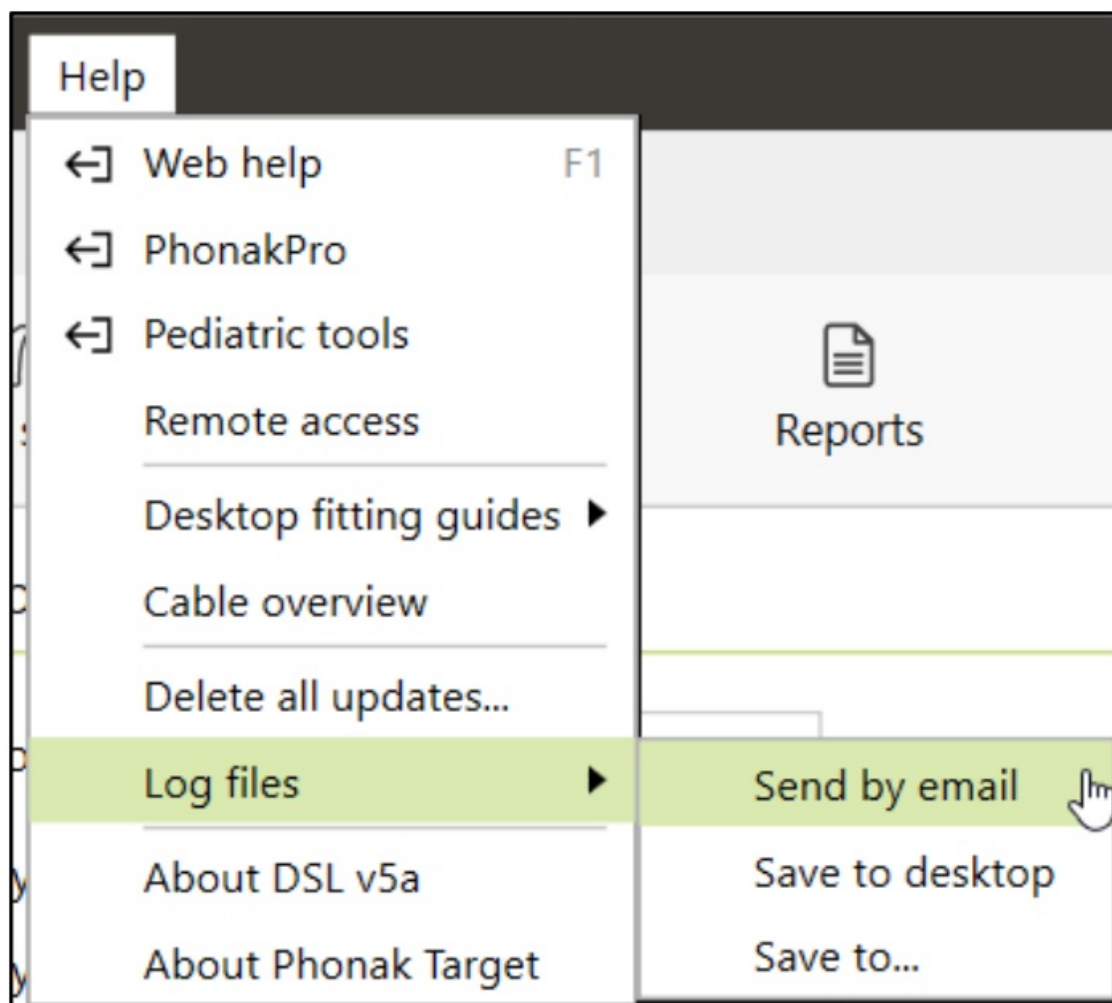


A green search bar with a magnifying glass icon and the placeholder text 'Search...'.

## 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.

Please save the log files on your desktop and/or send them by e-mail to your Lyric contact.



## Information and description of symbols and System Requirements

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

This user guide is applicable for Target 9.0 and later subversions of Target 9.0 fitting software. For previous versions of the fitting software user guide contact your local Phonak representative.



Sonova AG • Laubisrütistrasse 28 • CH-8712 Stäfa • Switzerland



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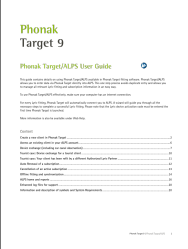
058-0125-090 Phonak Target 9.0 DVD



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HEAR THE WORLD

**Phonak**

## Documents / Resources

	<p><b><a href="#">PHONAK Target 9 Target Fitting Software</a></b> [pdf] User Guide</p> <p>Target 9 Target Fitting Software, Target 9, Target Fitting Software, Fitting Software, Software</p>
-------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## References

- [Hearing Aids and Solutions | Phonak](#)
- [Hearing Aids and Solutions | Phonak](#)
- [Hearing Aids and Solutions | Phonak](#)
- [phonakpro.com/com/b2b/en/professional\\_tools/fitting\\_equipment/software/phonak-target/web-help.html](https://phonakpro.com/com/b2b/en/professional_tools/fitting_equipment/software/phonak-target/web-help.html)
- [User Manual](#)