

Phonak Target 10

Phonak Target/ALPS Fitting Guide

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

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

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

More information is also be available under Web Help.

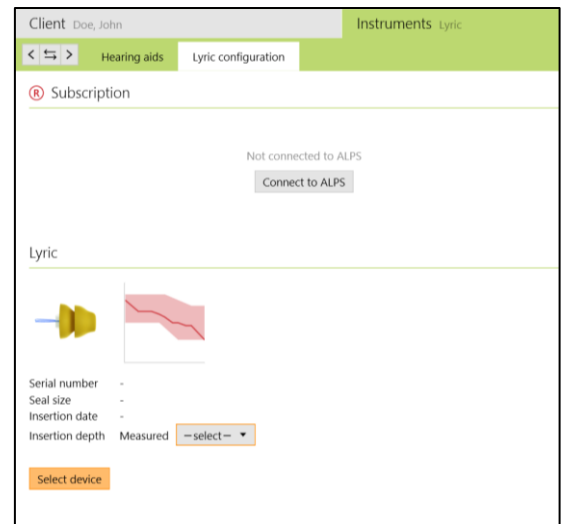
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Create a new client in Phonak Target

To create a new client in Phonak Target:

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



The ALPS button indicates your current connection status:

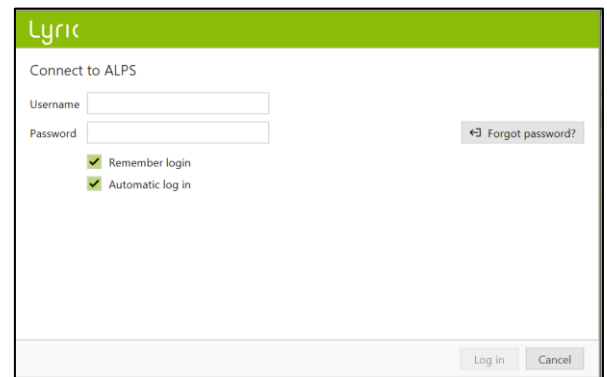
- Green - connected
- Black - disconnected



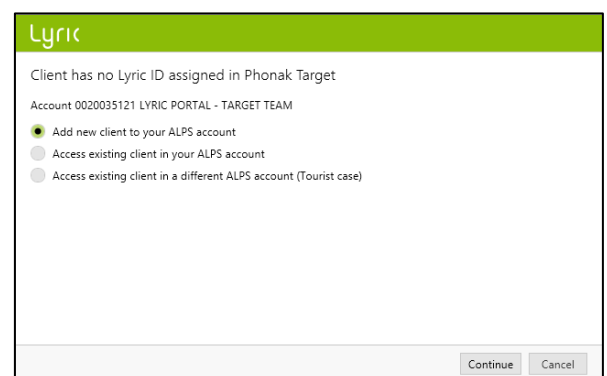
To connect into ALPS, enter your user name and password to log into your Lyric account.

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

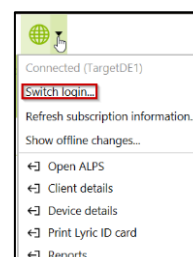
In case you have forgotten your password, click on the link [forgot password] and change it in www.phonakpro.com directly.



You will be asked to [Add new client to your ALPS account]. Your account information is shown on this screen, 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.

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. 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 the measured insertion depth.

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

Enter client details

First name

Last name

Date of birth

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.

Lyric

Select Lyric device from consignment stock

Former device seal size: XXL

Serial... Insertion date

Serial#	Model	Seal size	XXL	Insert by
2307NYSEH	Lyric4	XXL		30.03.2023
2307NYSEK	Lyric4	XXL		05.04.2023
2307NYSEL	Lyric4	XXL		05.04.2023
2307NYSEJ	Lyric4	XXL		09.04.2023
2307NY5F2	Lyric4	XXL		13.04.2023
2307NYSEP	Lyric4	XXL		17.02.2024
2307NYSEW	Lyric4	XXL		17.02.2024
2307NYSEV	Lyric4	XXL		17.02.2024
2307NYSEU	Lyric4	XXL		17.02.2024

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

Lyric

Select a subscription

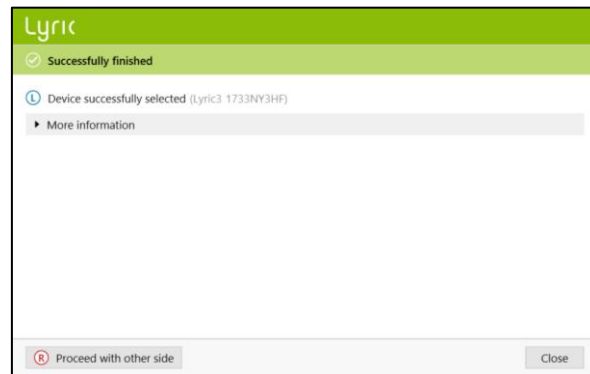
Subscription type

Payment type

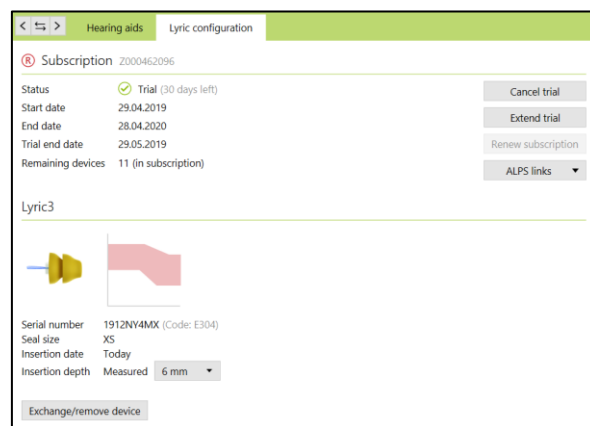
Start date

Lyric is used for tinnitus treatment

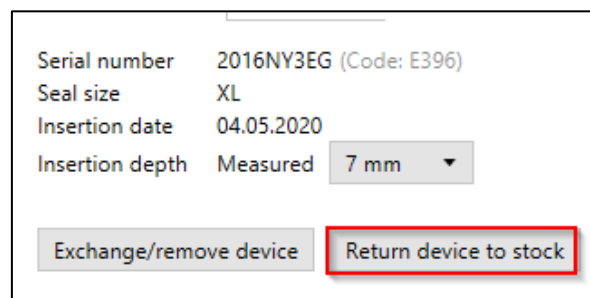
Phonak Target confirms the device selection. You can get [More information] about the subscription in this window or choose [Close]. For binaural fittings, you are asked to [Proceed with other side] which leads you directly to selecting another device from your consignment stock.



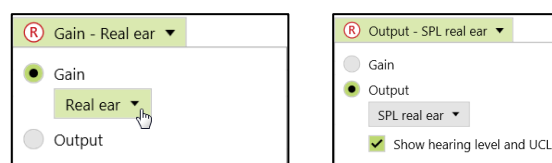
Below the start and end date of the subscription and actual days remaining to the trial end date are shown. It is now possible to extend a trial once for an amount of 10 days. The new end date will then be shown in Target/ALPS.



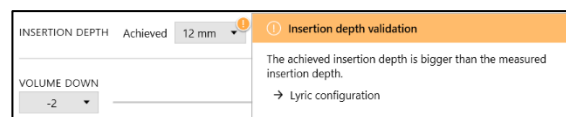
In case a wrong serial number has been chosen, it can be returned to the stock by clicking "return to stock".



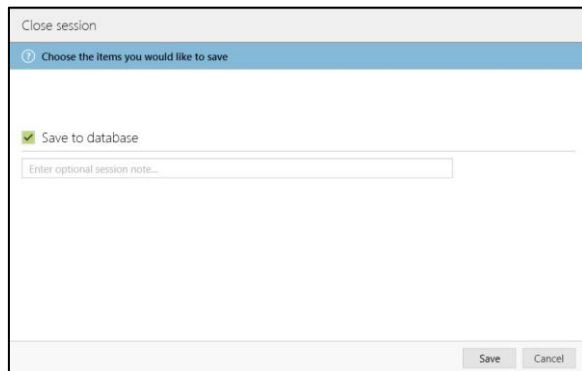
You have the possibility to choose between Gain (Real ear and Coupler 0.4cc) and Output display (SPL real ear and coupler 0.4cc) when fitting Lyric. Click on the [Output] menu to select your desired output curve display. When selecting the output curve display, you may also choose to show or hide the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



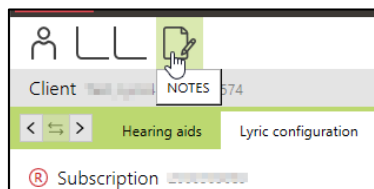
In case the achieved insertion depth varies from the measured one, a measured and an achieved insertion depth can be entered in [Fitting]. A warning will be shown if the achieved insertion depth is higher than the measured one.



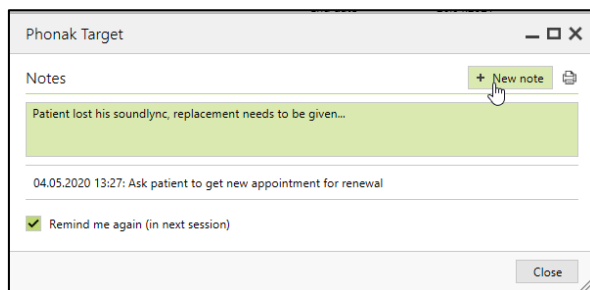
By clicking [Save to database] at the end of the session, your fitting data will be synchronized with ALPS.



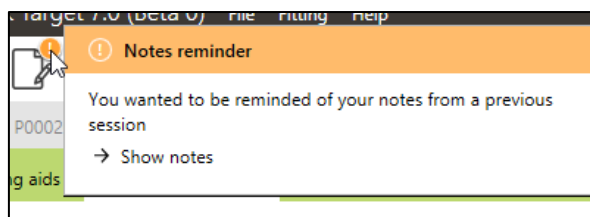
In case you need to have more notes stored around the patient, fill them in on the new notes section.



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].



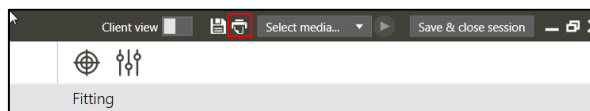
The following reports can be printed from the Print menu:

For Professional:

- Fitting Report
- Lyric Datasheet

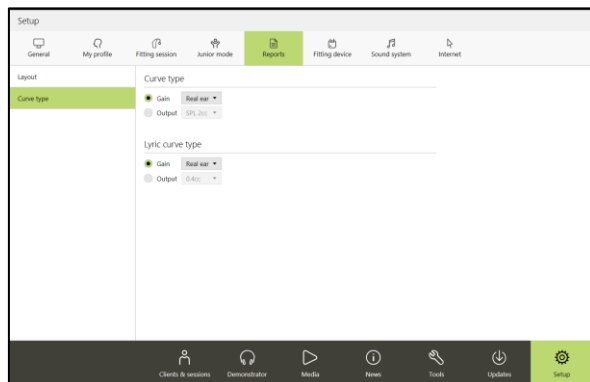
For Client:

- 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.

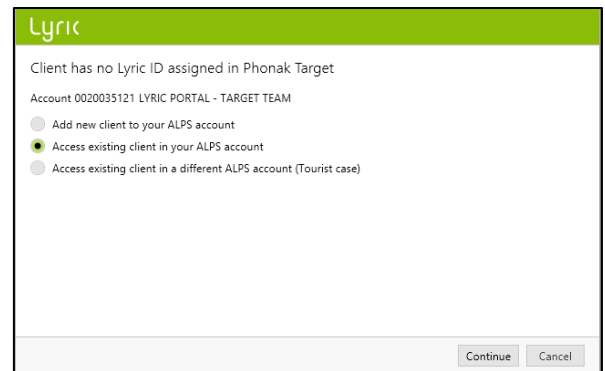
Enter the correct Lyric ID and/or the first and last names as stored in ALPS.

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.

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

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



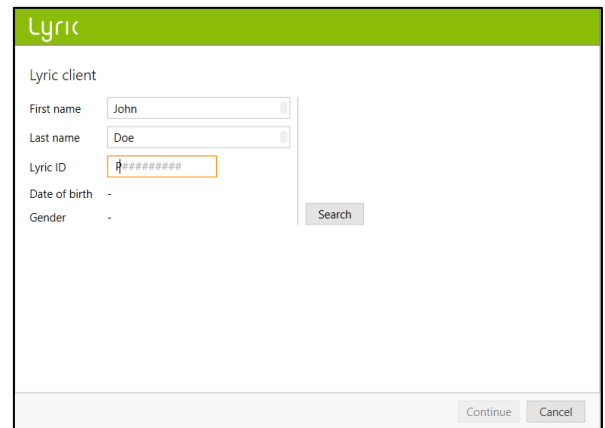
Lyric

Client 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



Lyric

Lyric client

First name John

Last name Doe

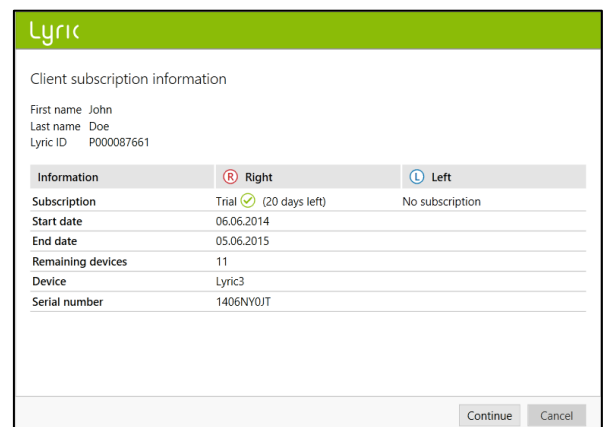
Lyric ID P#####

Date of birth -

Gender -

Search

Continue Cancel



Lyric

Client subscription information

First name John

Last name Doe

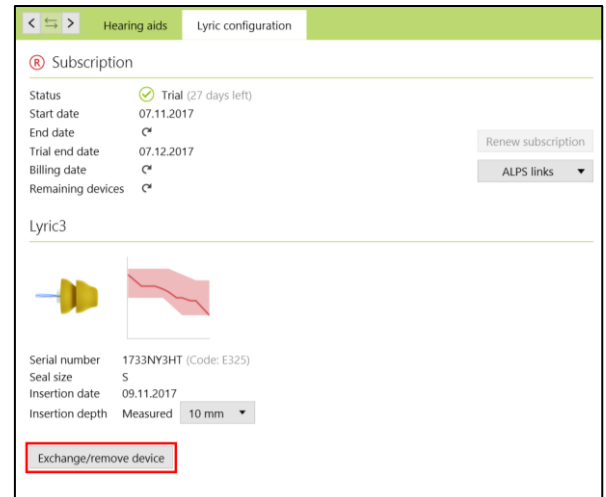
Lyric ID P000087661

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	

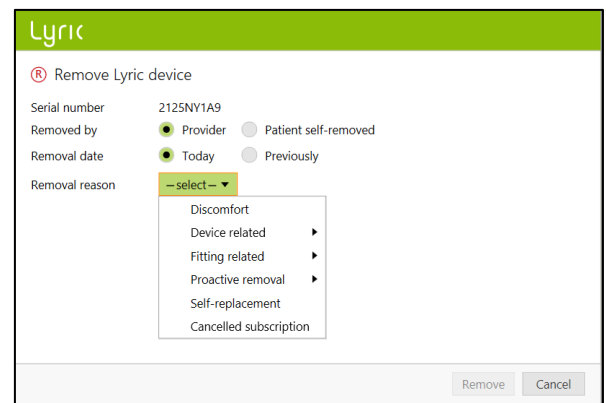
Continue Cancel

Device exchange (including ear canal observation)

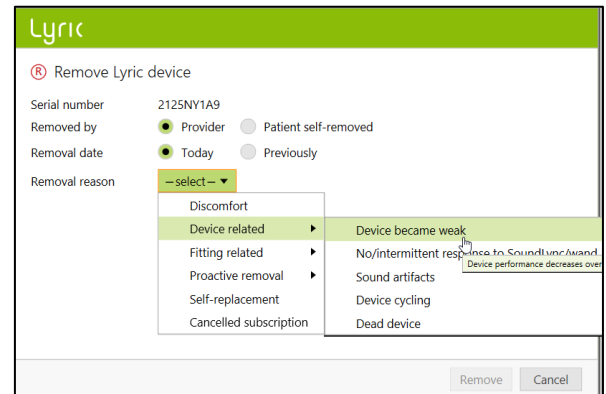
To exchange a Lyric device, please log into Phonak Target/ALPS, go to [Instruments], [Lyric configuration] and click [Exchange/remove device].



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).



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



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.

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.

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].

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

Serial#	Model	Seal size	Insert by
1406NYOJV	Lyric3	M	08.05.2015
1406NYOJN	Lyric3	M	08.05.2015
1406NYOKO	Lyric3	M	08.05.2015
1406NYOIX	Lyric3	M	08.05.2015
1406NYOJJ	Lyric3	M	08.05.2015
1406NYOJH	Lyric3	M	08.05.2015
1406NYOJM	Lyric3	M	08.05.2015
1406NYOJK	Lyric3	M	08.05.2015

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

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"

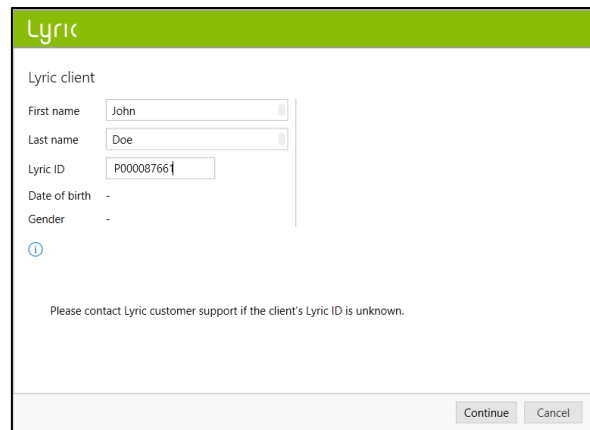
Click [Remove] and then choose a new device accordingly. In case the criteria doesn't match the default value, please change it and continue.

Tourist case: Device exchange for a tourist client

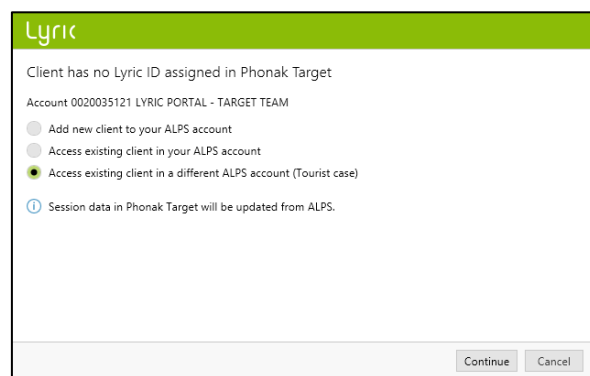
If you need to exchange a Lyric device for a client who was originally fit by another Authorized Lyric Partner, you need to get access to the fitting data of that client's ALPS fitting data. To do so you need the client's individual Lyric ID.

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)].

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.



The screenshot shows a web form titled "Lyric client" with a green header. The form contains the following fields: "First name" with the value "John", "Last name" with the value "Doe", "Lyric ID" with the value "P00008766", "Date of birth" with a dash "-", and "Gender" with a dash "-". Below the fields is a blue information icon and a note: "Please contact Lyric customer support if the client's Lyric ID is unknown." At the bottom right are "Continue" and "Cancel" buttons.



The screenshot shows a web screen titled "Lyric" with a green header. The main text reads "Client has no Lyric ID assigned in Phonak Target" and "Account 0020035121 LYRIC PORTAL - TARGET TEAM". There are three radio button options: "Add new client to your ALPS account", "Access existing client in your ALPS account", and "Access existing client in a different ALPS account (Tourist case)", with the third option selected. Below the options is a blue information icon and a note: "Session data in Phonak Target will be updated from ALPS." At the bottom right are "Continue" and "Cancel" buttons.

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

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

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

Lyric

Data conflict between ALPS and Phonak Target

First name John
Last name Doe
Lyric ID P000087661

Device data in ALPS and Phonak Target do not match:

Information	Right	Left
Subscription	Trial (20 days left)	Trial (30 days left)
ALPS	1406NY0YG (Tourist exchange)	No serial number
Target	No serial number	No serial number

Action

- Serial number will be updated in Phonak Target
- No action required

Press "Cancel" to resolve the conflicts manually.

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.

Lyric

Fitting parameter mismatch!

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

Right	Left
Resolve conflict	
<input type="radio"/> Use Phonak Target data Last updated 16.06.2014 13:57	Fitting parameters are identical
<input checked="" type="radio"/> Use ALPS data (newer) Last updated 16.06.2014 14:05 Updated by tourist fitter.	

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 you want to create in ALPS for your client and follow the instruction wizard.

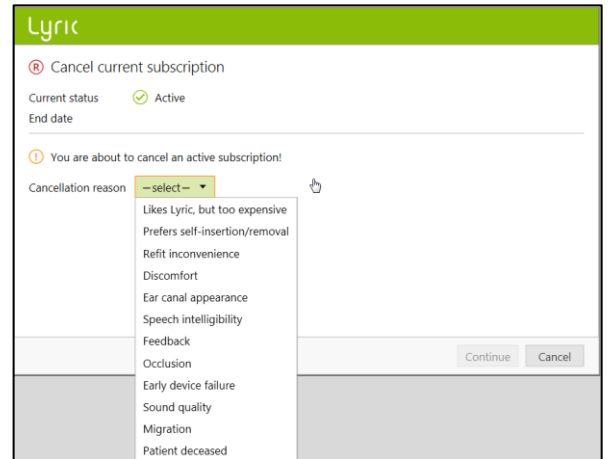
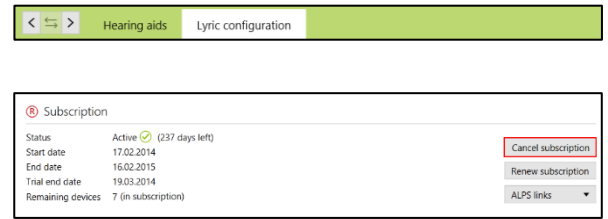
After renewing a cancelled subscription (trial or active), a new trial will only be permitted after 60 days. The renewed subscription will automatically be an active subscription after renewing within 60 days of the cancellation.



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.



Offline fitting and synchronization

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

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

You are now asked to select a new device.

The screenshot shows a dialog box titled "Lyric configuration" with a red warning icon and the text "Remove Lyric device". The form contains the following fields and options:

- Serial number: 1633H00LS
- Removed by: Provider Patient self-removed
- Removal date: Today Previously
- Removal reason: (dropdown menu)
- Additional details (optional)...:
- Ear canal observation: (dropdown menu)
- Additional ear canal observation (optional)...:
- Information icon: Not connected to ALPS. All changes will be synchronized later.

Buttons at the bottom right: Remove, Cancel

The screenshot shows the same "Lyric configuration" dialog box, but with a green success banner at the top that reads "Successfully removed". Below the banner, there is a message: "Device successfully removed." with a red warning icon.

Buttons at the bottom right: 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

Code

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

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
Ⓡ Removal	1733NV3HJ	13.11.2017	Discomfort	⊖ Pending
Ⓡ Insertion	1733NV2YW	13.11.2017	Discomfort	⊖ Pending
Ⓡ Removal	1733NV2YW	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.

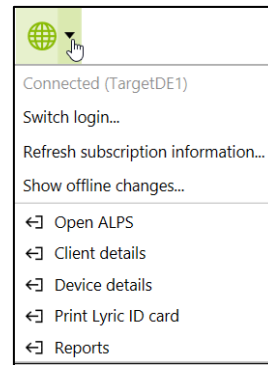
ⓘ One or more device changes could not be synchronized to ALPS!
Click "Continue" to view the current device selection.

Continue Cancel

ALPS home and reports

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

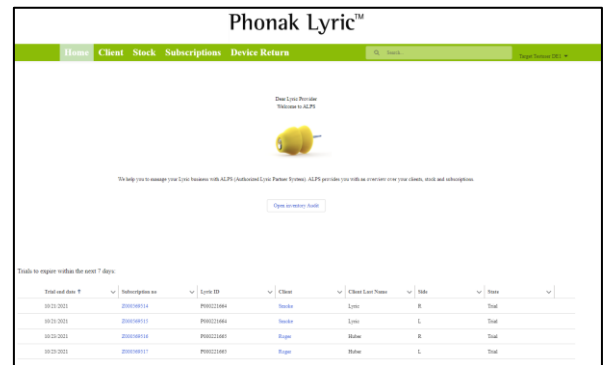
- Open ALPS
- Client details
- Device details
- Print Lyric ID card
- Reports



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



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	Phone size	Phonak account number
05.Sep.2021	TC	P00022829	1 year	00200718403
1407	TC	P00018788	4 year	00200718403
1407	TC	P00018788	4 year	00200718403
1.1.8	Blasdel	P00022848	1 year	00200718403
aa	aa	P00022829	1 year	00200718403
aaa	aaa	P00022889	1 year	00200718403
Alma	Alma	P00010188	2 year	00200718403
ALPS	Teri	P00022820	1 year	00200718403
Alpa	Lynn	P00022821	1 year	00200718403
Alpa	Lynn	P00022821	2 year	00200718403
Alp	Alp	P00022842	1 year	00200718403
ANZO	ANZO	P00022840	1 year	00200718403
Anonymous00000001	Anonymous00000001	P00022828	1 year	00200718403

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

- Terms and Conditions
- Cancel Subscription
- Device History

Subscription: 2000568483

Client: 2000568483

Phone size: S

Terms and Conditions

Subscription type: 0 (no subscription)

Payment method: Direct payment

Invoice date: [blank]

Contract start date: [blank]

Contract end date: 14/07/2021

Start date: 9/7/2021

End date: [blank]

Remaining device: 1

Cancel Subscription

Device History

Serial number	Phone	Insertion date	Removal date	Removal Reason	Working Duration
2132N76TN	S size	9/7/2021			

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: 2132N76TN

State: In use

Short description: Lyric4 (2X)

Account: Lyric-Testkunde #3

Serial number: 2132N76TN

Device Code: F306

Subscription / Insertion

Subscription: 2000568483

Insertion date: 9/7/2021

Removal

Removal Reason: [blank]

Removal date: [blank]

Removal Comment: [blank]

Return

Return reason: [blank]

Return Date: [blank]

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

Phonak Lyric™

Home Client **Stock** Subscriptions Device Return

Report: Accounts with Devices

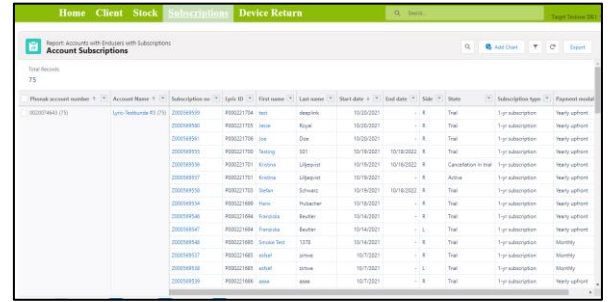
Available Stock Detailed

Total Records: 18

Device size	Device: Serial number	Material number	Short description	Use by
L (6)	2132N9141	078-0064	Lyric4 (L)	8/13/2022
	2132N9145	078-0064	Lyric4 (L)	8/13/2022
	2132N9146	078-0064	Lyric4 (L)	8/13/2022
	2132N9148	078-0064	Lyric4 (L)	8/13/2022
	2132N9143	078-0064	Lyric4 (L)	8/13/2022
	2132N914C	078-0064	Lyric4 (L)	8/13/2022
M (3)	2132N914V	078-0063	Lyric4 (M)	8/13/2022
	2132N91C0	078-0063	Lyric4 (M)	8/13/2022
	2132N91C4	078-0063	Lyric4 (M)	8/13/2022
S (3)	2132N771Y	078-0062	Lyric4 (S)	8/6/2022
	2132N77KA	078-0062	Lyric4 (S)	8/6/2022
	2132N77KC	078-0062	Lyric4 (S)	8/6/2022
XL (6)	2132N919WK	078-0065	Lyric4 (XL)	8/6/2022
	2132N919WE	078-0065	Lyric4 (XL)	8/6/2022
	2132N919WF	078-0065	Lyric4 (XL)	8/6/2022

Row Counts: Detail Rows: Subtotals: Grand Total:

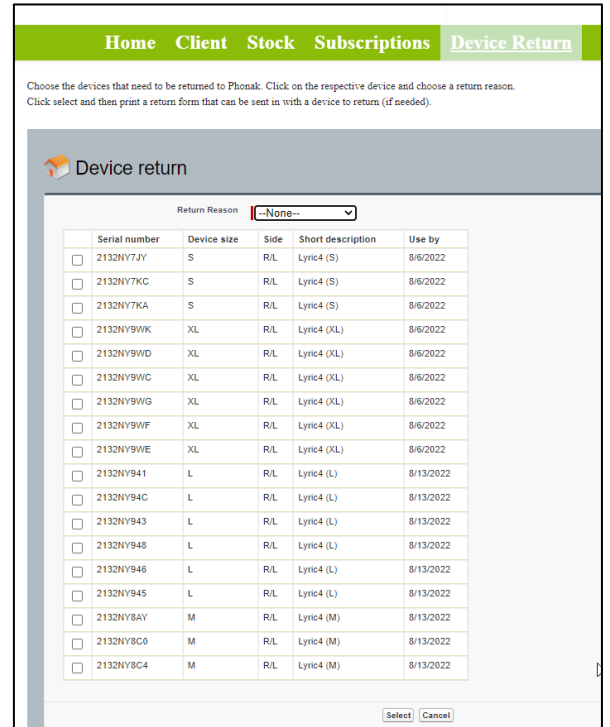
Under [Subscriptions], all subscriptions with all states can be found. When working in a satellite office that is connected in the system, then all clients are visible but separated by account number. That list can be exported to Excel.



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

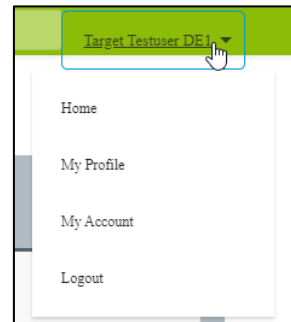
- New (overstock)
- Dead on arrival
- Wrong delivery
- Expired

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).

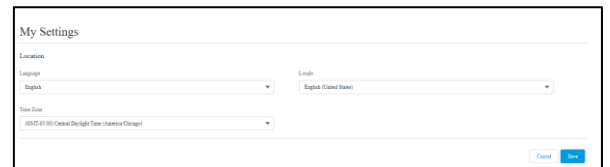


Under your name, there are the following sections:

- Home
- My Profile
- My Account
- Logout



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



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

A form titled "Please choose your current location:" with a sub-header "Your current account is:". Below this is a text input field containing "1623204642", "Lyric Testkunde #1", and "Stuttgart 70372". Below the input field is a table with columns: "Please choose one account", "Phone account number", "Account Name", "Address", "City", and "Zip code". The table contains one row with a checkbox, "1623204642", "Lyric Testkunde #1", "Hauptstraße 1", "Stuttgart", and "70372". A "Submit" button is at the bottom.

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.

A form titled "Notification Settings" for "Lyric Testkunde #1". It has fields for "Notification e-Mail 1" (filled with "thomas.ordahl@park.com"), "Notification e-Mail 2" (filled with "kristina.lieping@hotmail.cc"), "Notification e-Mail 3", "Notification e-Mail 4", and "Expiration Notification Time" (set to "1 month"). There is a checkbox for "Notification Report Satellite Offices" which is unchecked. A "Save" button is at the bottom.

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

A green dashboard bar showing: "Trials 64 / New Subscriptions 67 / Renewals 0 / Attivo 3 / Trial Success Rate 4 % / TSR national 25.00 %". Below this is a legend with five items: 1. Trials with existing trial (see trial - See trial), 2. New trials with existing trial (see trial - See trial), 3. Trial success rate (see trial - See trial), 4. Trial success rate average (see trial - See trial), 5. Trial success rate average (see trial - See trial).

The [Device Analysis] Form can be downloaded.



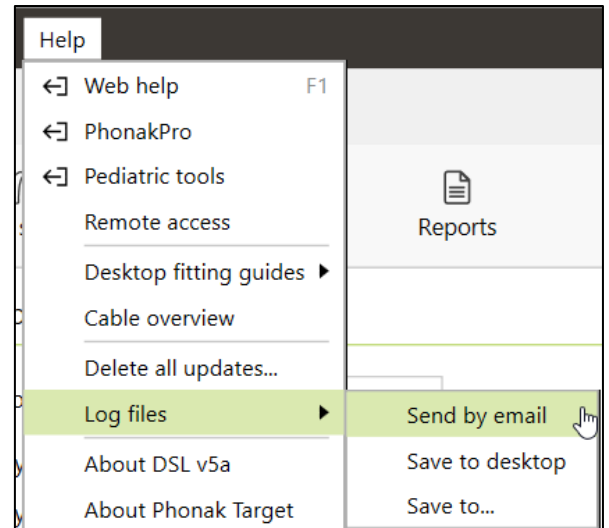
The [Search] field does allow you to search data such as subscription, client names, devices etc. directly.

A green search bar with a magnifying glass icon on the left and the text "Search..." in a light gray font.

Enhanced log files for support

If you encounter a problem with Phonak Target, enhanced logging can help our Target software support team to find out the root cause.

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



Information and description of symbols and System Requirements

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

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

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