

Phonak Target 10

Phonak Target/ALPS User Guide



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

To use Phonak Target/ALPS, the computer you are using for fitting must have an internet connection.

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

More information is also be available under Web Help.

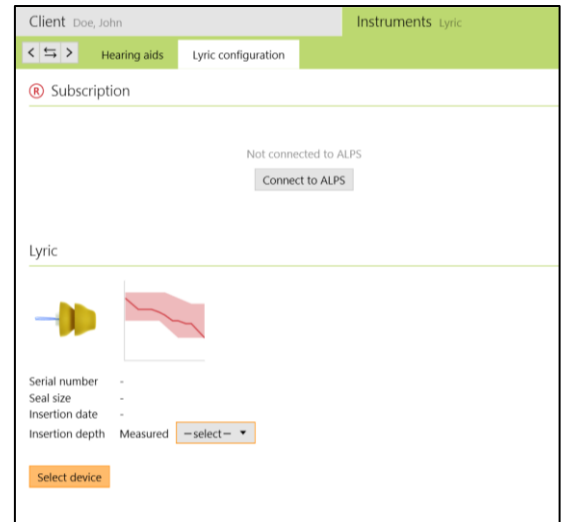
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Create a new client in Phonak Target

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.



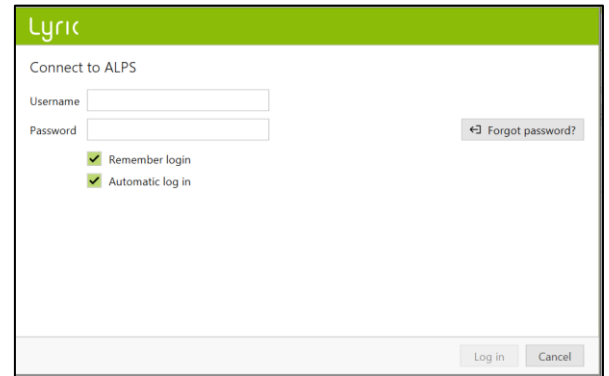
The ALPS button indicates your current connection status:

- Green - connected
- Black - disconnected

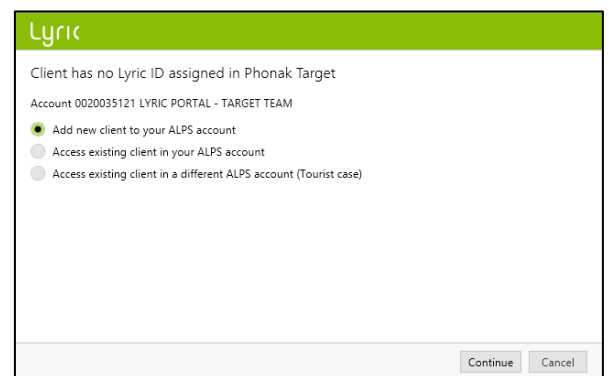


To connect into ALPS, enter your user name and password to log into your Lyric account.

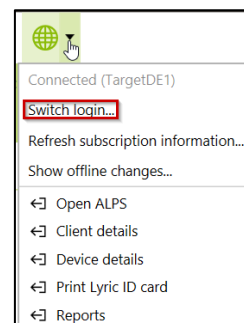
In case you have forgotten your password, click on the link [forgot password] and change it in www.phonakpro.com directly.



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 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. Devices about to expire within 30 days are marked red.

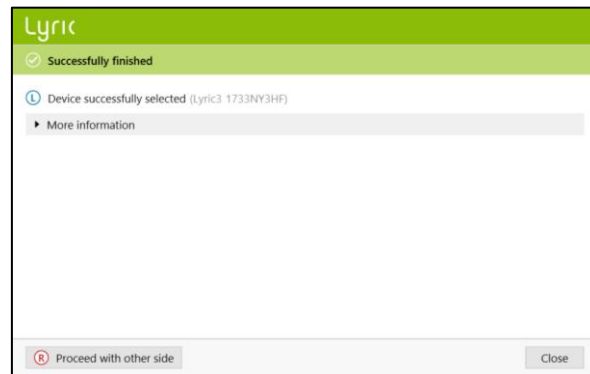
Please note that expired devices can no longer be fit. To return an expired device, use the [Device Return process] in ALPS, select the serial number and the reason for device return as "expired" and send it back to Phonak.

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.

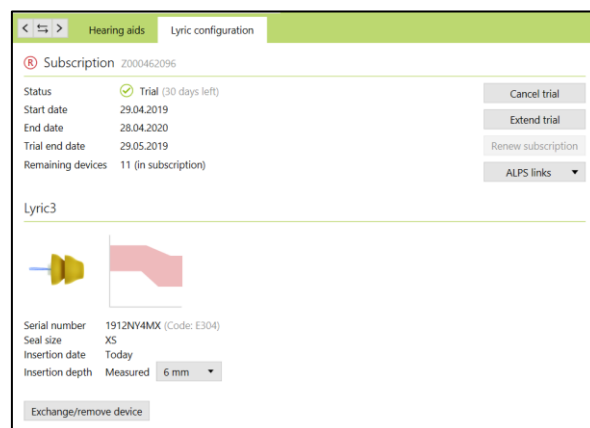
Serial#	Model	Seal size	XXL	Insert by
2307NYSEH	Lyric4	XXL		30.03.2023
2307NYSEK	Lyric4	XXL		05.04.2023
2307NYSEL	Lyric4	XXL		05.04.2023
2307NYSEJ	Lyric4	XXL		09.04.2023
2307NYSEF2	Lyric4	XXL		13.04.2023
2307NYSEP	Lyric4	XXL		17.02.2024
2307NYSEW	Lyric4	XXL		17.02.2024
2307NYSEV	Lyric4	XXL		17.02.2024
2307NYSEU	Lyric4	XXL		17.02.2024

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.

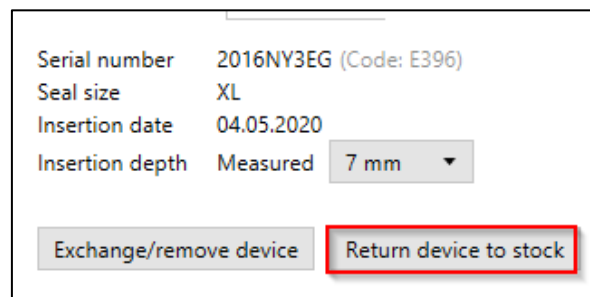


Below the start and end date of the subscription and actual days remaining to the trial end date are shown.

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 device to stock".

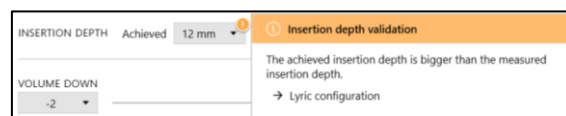


You can now move to programming the Lyric devices on the fitting tab.

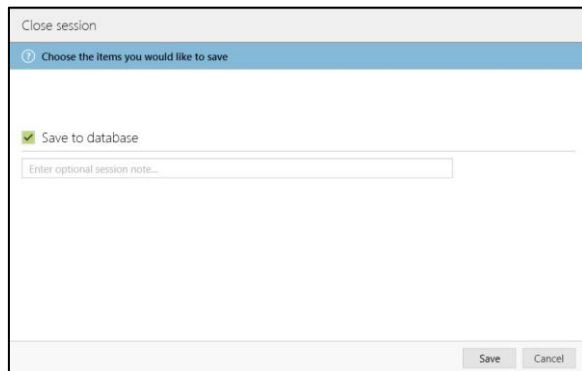
You have the possibility to choose between Gain (Real ear and Coupler 0.4cc) and Output display (SPL real ear and coupler 0.4cc) when fitting Lyric. Click on the [Output] menu to select your desired output curve display. When selecting the output curve display, you may also choose to show or hide the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



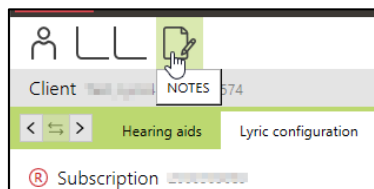
In the event the achieved insertion depth varies from the measured one, both values can be entered in [Fitting]. A warning will be shown if the achieved insertion depth is higher than the measured one.



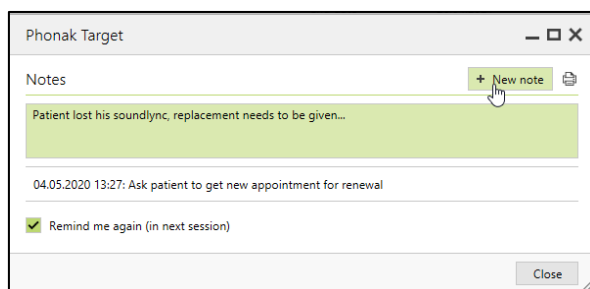
By clicking [Save to database] at the end of the session, your fitting data will be synchronized with ALPS.



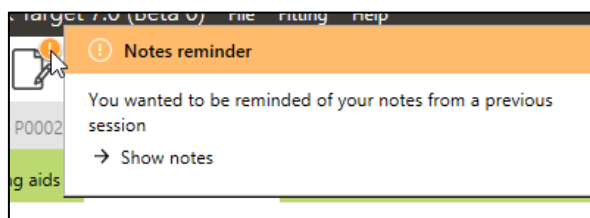
In case you need to have more notes stored about the patient, fill them in on the new notes section.



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



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



The following reports can be printed from the Print menu:

For Professional:

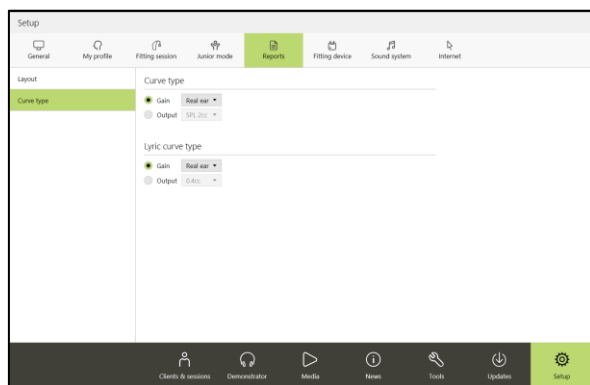
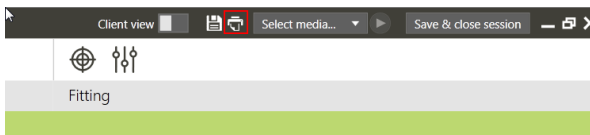
- Fitting Report
- Lyric Datasheet

For Client:

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

The curves reports can be printed as follows:

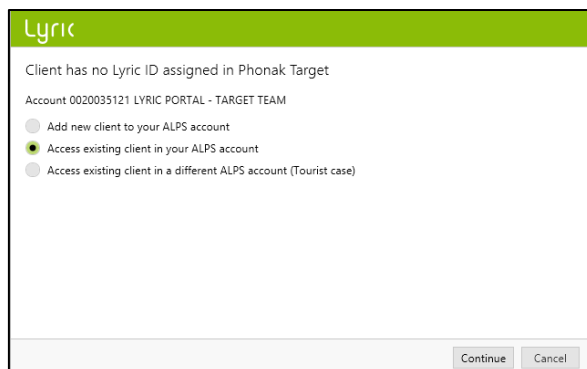
Choose [Setup], [Reports], [Curve type] and choose between Gain or Output. The selected curve type will then be visible on the curve report.



Access an existing client in your ALPS account

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

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



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)

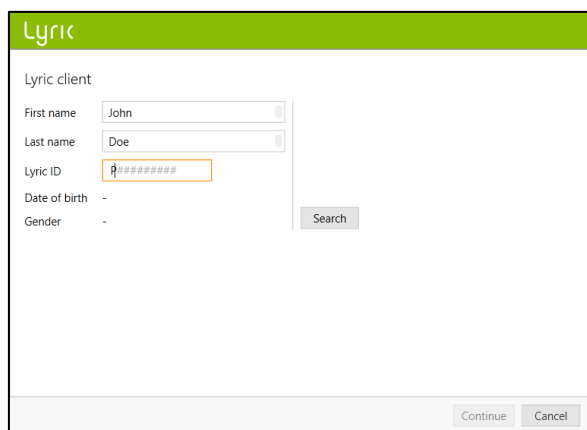
Continue Cancel

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 John

Last name Doe

Lyric ID P#

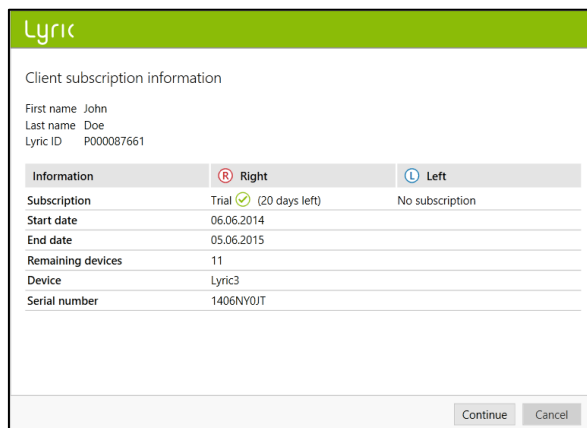
Date of birth -

Gender -

Search

Continue Cancel

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

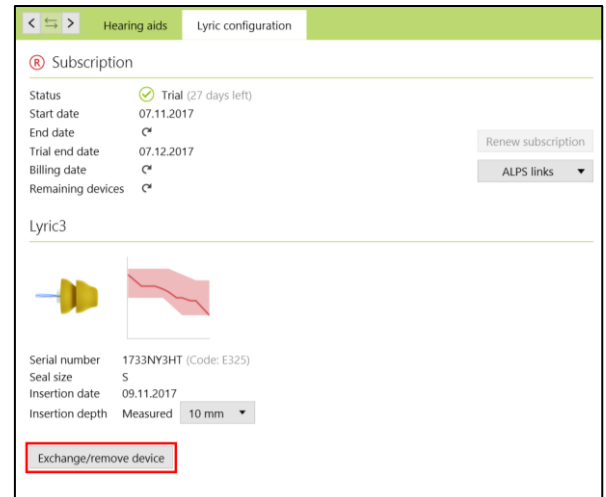
Lyric ID P000087661

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	

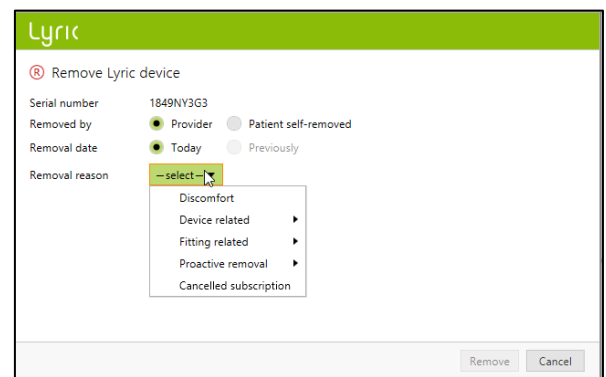
Continue Cancel

Device exchange (including ear canal observation)

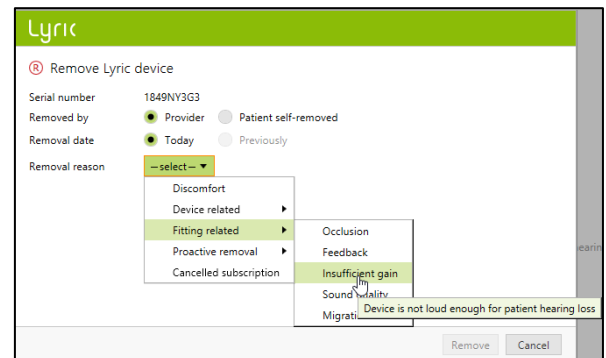
To exchange a Lyric device, please log into Phonak Target/ALPS, go to [Instruments], [Lyric configuration] and click [Exchange/remove device].



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



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

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.

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

Lyric

Remove Lyric device

Serial number: 1849NY3G3

Removed by: Provider Patient self-removed

Removal date: Today Previously

Removal reason: Discomfort

Additional details (optional):

Ear canal observation: Requires medical referral

Additional details: --select--

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

Remove Cancel

Lyric

Successfully removed

Device successfully removed.

Print return form

Select new device Close

Select device

OK for refit after rest (13.11.2017)
Redness of tissue - Mild

Before you can exchange a device, it is mandatory to confirm that the [Ear is ok for immediate fit (today)] by checking the box at the bottom of the screen. Adding the comments about the patient's ear canal is optional.

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

Serial#	Model	Seal size	Insert by
1406NY0JV	Lyric3	M	08.05.2015
1406NY0JN	Lyric3	M	08.05.2015
1406NY0K0	Lyric3	M	08.05.2015
1406NY0IX	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

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"

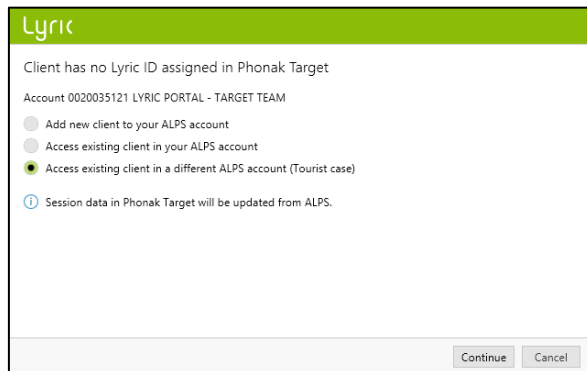
Click [Remove] and then choose a new device accordingly. When the criteria doesn't match the default value, please change it and continue.

Tourist case: Device exchange for a tourist client

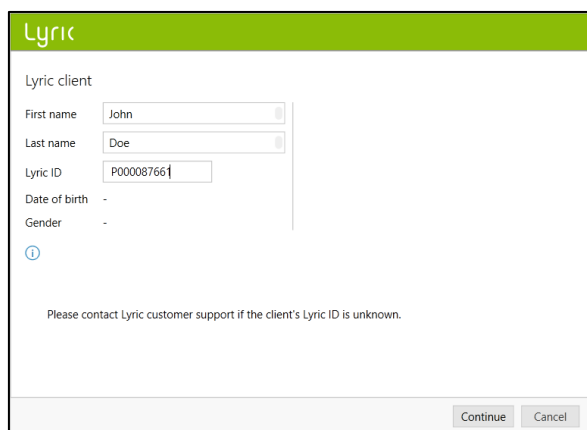
If you need to exchange a Lyric device for a client who was originally fit by another Authorized Lyric Partner, you need to obtain access to the client's ALPS fitting data. To do so you need the client's individual Lyric ID.

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)].

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



The screenshot shows the Lyric portal interface. At the top, there is a green header with the Lyric logo. Below the header, the 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)". The third option is selected. Below the options, there is a blue information icon followed by the text: "Session data in Phonak Target will be updated from ALPS." At the bottom right, there are "Continue" and "Cancel" buttons.



The screenshot shows the Lyric portal interface for entering client information. At the top, there is a green header with the Lyric logo. Below the header, the text reads: "Lyric client". There are four input fields: "First name" with the value "John", "Last name" with the value "Doe", "Lyric ID" with the value "P00008766", and "Date of birth" and "Gender" both with the value "-". Below the input fields, there is a blue information icon followed by the text: "Please contact Lyric customer support if the client's Lyric ID is unknown." At the bottom right, there are "Continue" and "Cancel" buttons.

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

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

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

Lyric

Data conflict between ALPS and Phonak Target

First name John
Last name Doe
Lyric ID P000087661

Device data in ALPS and Phonak Target do not match:

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

Action

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

Press "Cancel" to resolve the conflicts manually.

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
<p>Resolve conflict</p> <ul style="list-style-type: none">Use Phonak Target data Last updated 16.06.2014 13:57Use ALPS data (newer) Last updated 16.06.2014 14:05 Updated by tourist fitter.	<p>Fitting parameters are identical</p>

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

Continue Cancel

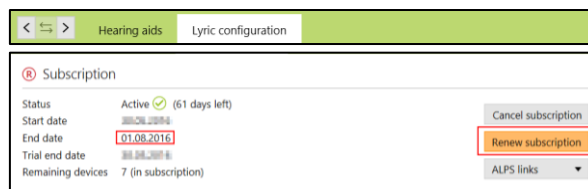
Renew a subscription

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.

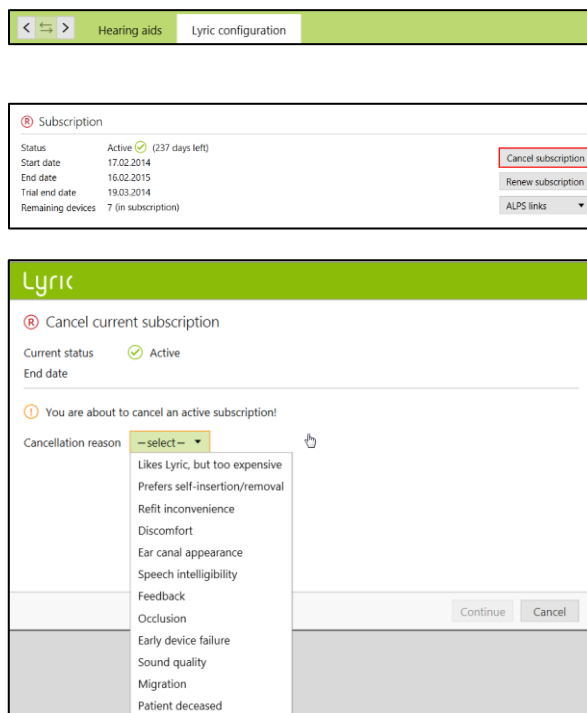
After renewing a cancelled/expired subscription (trial or active), a new trial will only be permitted after 60 days. A subscription renewed within 60 days of the expiration date will automatically be an active subscription.



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.

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.

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.

The screenshot shows the 'Lyric configuration' dialog box with the title 'Remove Lyric device'. It contains the following fields and options:

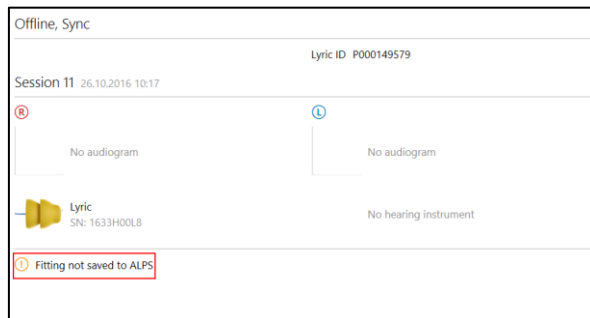
- Serial number: 1633H00L5
- Removed by: Provider Patient self-removed
- Removal date: Today Previously
- Removal reason: Discomfort (dropdown menu)
- Additional details (optional): [Text input field]
- Ear canal observation: OK for immediate refit (dropdown menu)
- Additional ear canal observation (optional): [Text input field]
- Information icon: Not connected to ALPS. All changes will be synchronized later.
- Buttons: Remove, Cancel

The screenshot shows the 'Lyric configuration' dialog box with a green header bar containing a checkmark and the text 'Successfully removed'. Below the header, there is a message: 'Device successfully removed.' At the bottom right, there are two buttons: 'Select new device' and 'Close'.

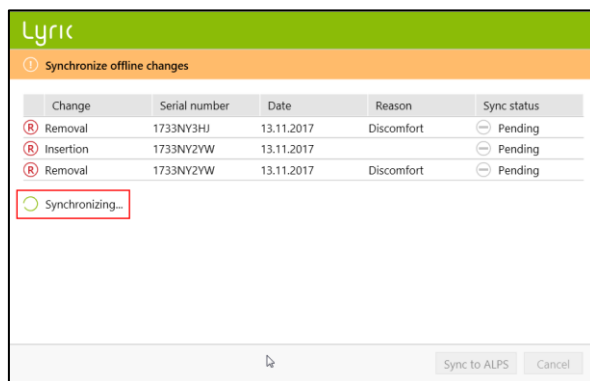
The screenshot shows the 'Lyric configuration' dialog box with the title 'Enter device information'. It contains the following fields:

- Serial number: 1633H00L8
- Code: E396
- Model: Lyric3
- Seal size: XL
- Information icon: Not connected to ALPS. All changes will be synchronized later.
- Buttons: 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.

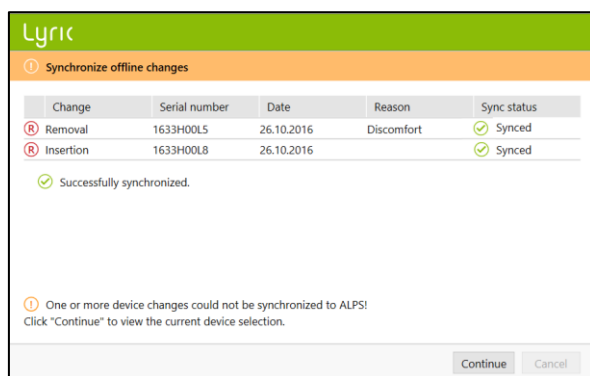


As soon as Phonak Target has started connecting into ALPS again, it will automatically synchronize the offline sessions.



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

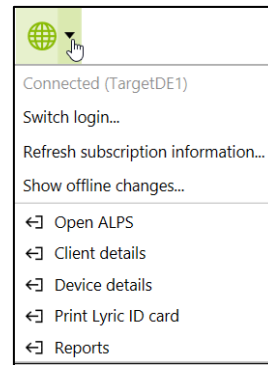
After an offline fitting, logs on your desktop are available.



ALPS home and reports

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

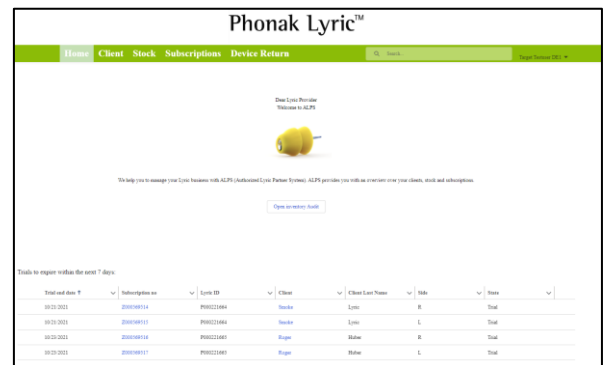
- Open ALPS
- Client details
- Device details
- Print Lyric ID card
- Reports



Alternatively, ALPS can also be opened via Phonakpro.com.

On the [Home Screen] you have an overview of:

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

Check

Terms and Conditions

Subscription type: 0 (no subscription)

Insertion date: 9/7/2021

Removal date: 8/13/2022

Device history

Serial number	State	Insertion date	Removal date	Removal reason	Working duration
2132N76TN	In use	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-Test Kunde #3

Serial number: 2132N76TN

Device Code: F306

Subscription / Insertion

Subscription: 2000568483

Insertion date: 9/7/2021

Removal

Removal reason:

Removal date:

Removal comment:

Return

Return reason:

Return date:

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

Phonak Lyric™

Home Client **Stock** Subscriptions Device Return

Report: Accounts with Devices

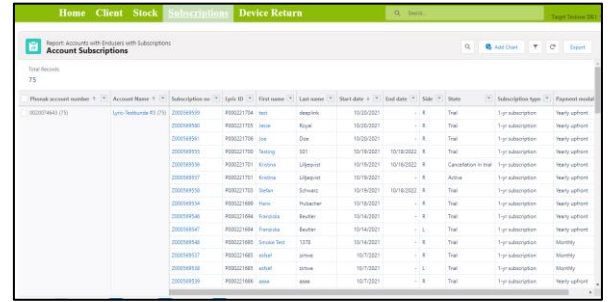
Available Stock Detailed

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:

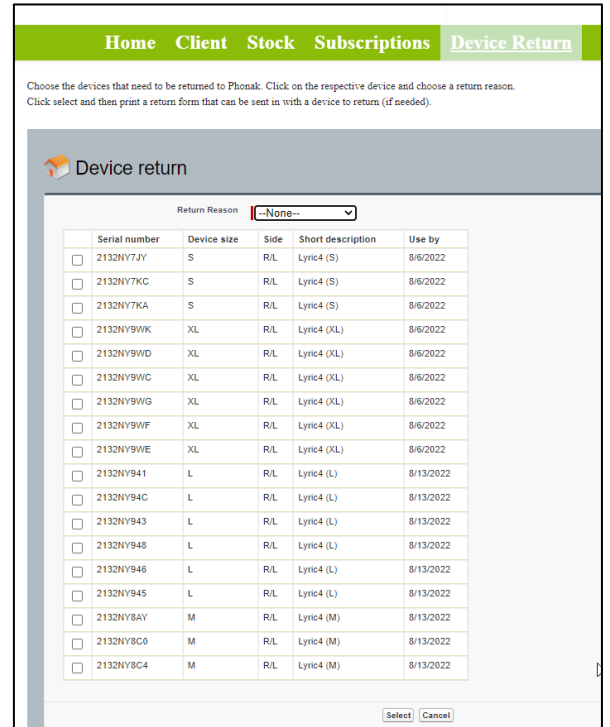
Under [Subscriptions], all subscriptions with all states can be found. When working in a satellite office that is connected in the system, then all clients are visible but separated by account number. That list can be exported to Excel.



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

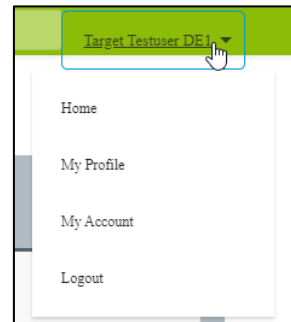
- New (overstock)
- Dead on arrival
- Wrong delivery
- Expired

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).

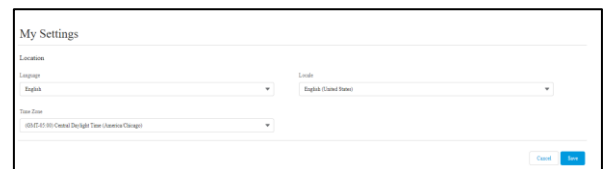


Under your name, there are the following sections:

- Home
- My Profile
- My Account
- Logout



[My Profile] allows 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:". It includes a section for "Your current account info:" with fields for account ID, name, and phone number. Below is a table with columns: "Please choose one account", "Phone account number", "Account Name", "Address", "City", and "Zip code". A table row shows "1000016403", "Lyric Testkunde #3", "Hauptstraße 1", "Stuttgart", and "70372". A "Select" button is at the bottom.

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.

A "Notification Settings" form for "Lyric Testkunde #3". It has fields for "Notification e-Mail 1" (filled with "thomas.ordahl@park.com"), "Notification e-Mail 2" (filled with "kristina.lieping@phonet.cc"), and "Notification e-Mail 3". There is a "Expiration Notification Time" dropdown set to "1 month" and a checkbox for "Notification Report Satellite Offices". 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 summary bar showing: "Trials 64 / New Subscriptions 67 / Renewals 0 / Attivo 3 / Trial Success Rate 4 % / TSR national 25.00 %". Below the bar is a legend with 5 items.

The [Device Analysis Form] can be downloaded.



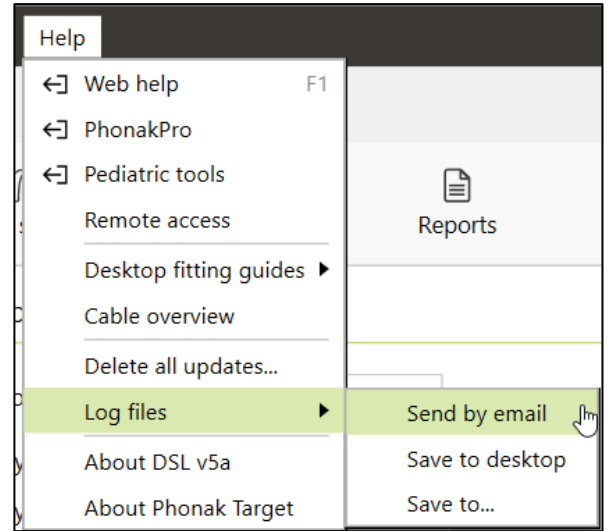
The [Search] field allows you to search data such as subscription, client names, devices etc. directly.

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.



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



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

