

Phonak

Target 9

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.

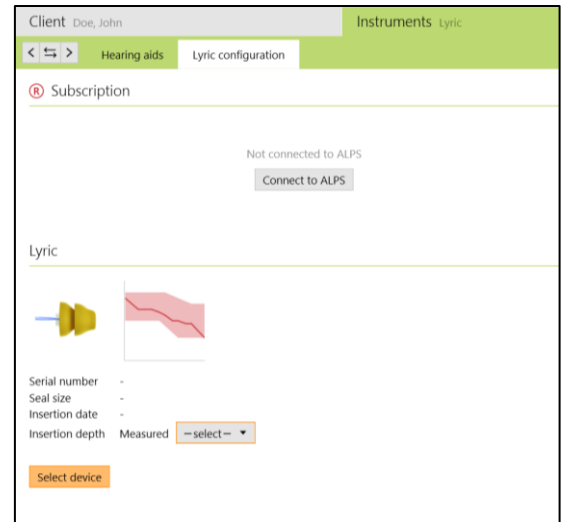
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Create a new client in Phonak Target

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.



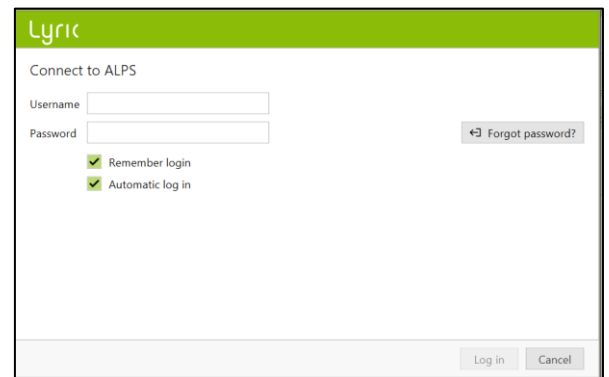
The ALPS button indicates your current connection status:

- Green – connected
- Black – disconnected

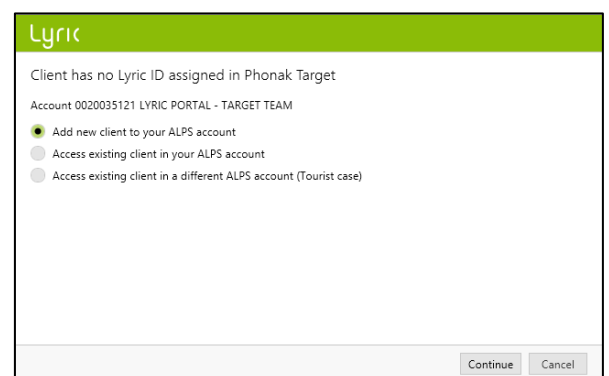


To connect into ALPS, enter your user name and password to log into your Lyric account.

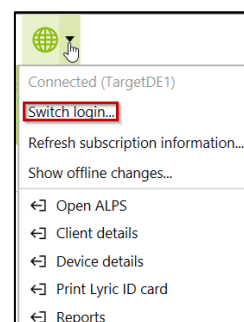
In case you have forgotten your password, click on the link [forgot password] and change it in www.phonakpro.com directly.



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.



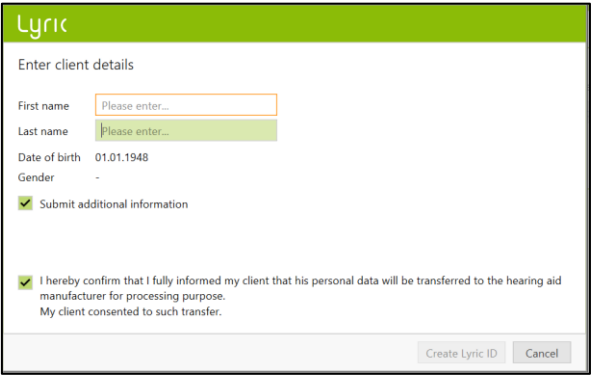
You can now see the client's first and last name, date of birth and gender as entered in Phonak Target.

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.



Lyric

Enter client details

First name

Last name

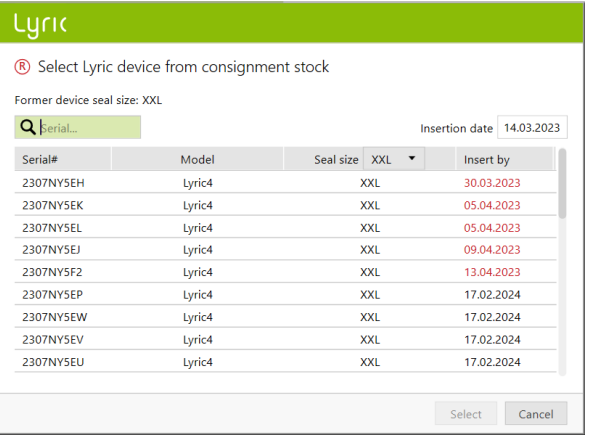
Date of birth 01.01.1948

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



Lyric

Select Lyric device from consignment stock

Former device seal size: XXL

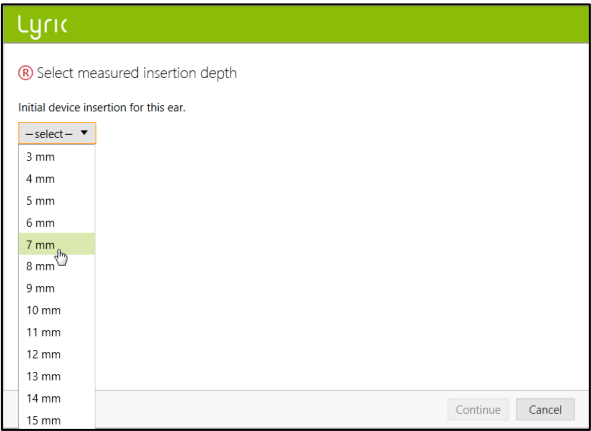
Search

Insertion date 14.03.2023

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

Select Cancel

Select the measured insertion depth.



Lyric

Select measured insertion depth

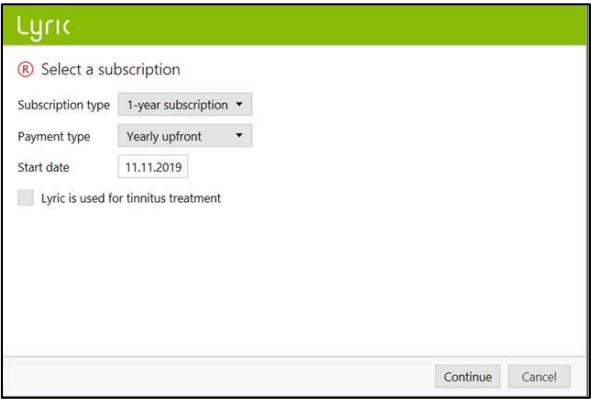
Initial device insertion for this ear.

--select--

- 3 mm
- 4 mm
- 5 mm
- 6 mm
- 7 mm
- 8 mm
- 9 mm
- 10 mm
- 11 mm
- 12 mm
- 13 mm
- 14 mm
- 15 mm

Continue Cancel

Choose the subscription duration you want to create for your client. Make sure to click the check box, in case the customer is using Lyric for the treatment of tinnitus.



Lyric

Select a subscription

Subscription type 1-year subscription

Payment type Yearly upfront

Start date 11.11.2019

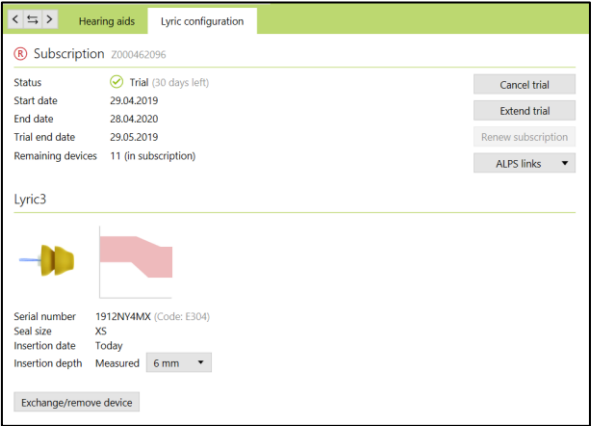
☐ Lyric is used for tinnitus treatment

Continue Cancel

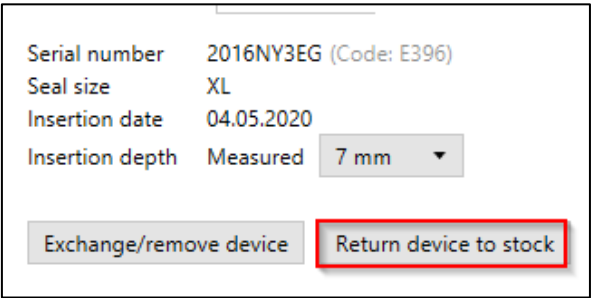
Phonak Target confirms the device selection. You can get [More information] about the subscription in this window or choose [Close]. For binaural fittings, you are asked to [Proceed with other side] which leads you directly to selecting another device from your consignment stock.



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.

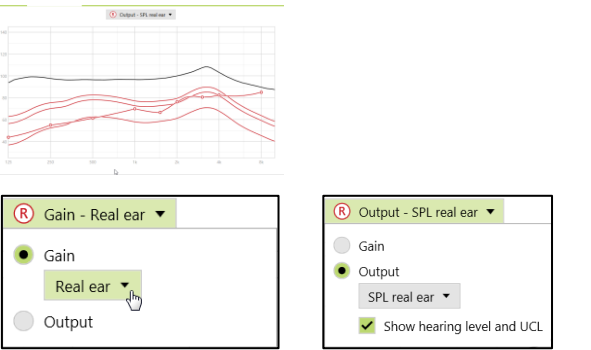


In case a wrong serial number has been chosen, it can be returned to the stock by clicking "return device to stock".

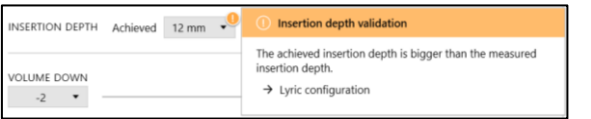


You can now move to programming the Lyric devices on the fitting tab.

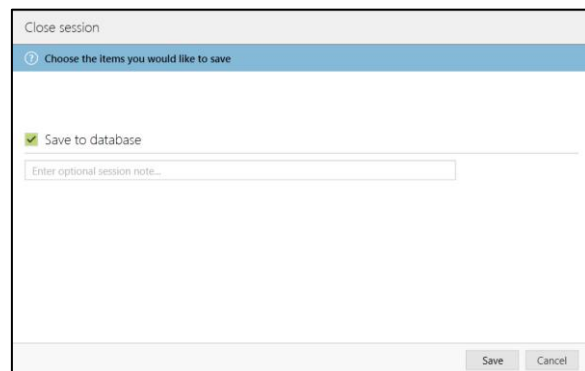
You have the possibility to choose between Gain (Real ear and Coupler 0.4cc) and Output display (SPL real ear and coupler 0.4cc) when fitting Lyric. Click on the [Output] menu to select your desired output curve display. When selecting the output curve display, you may also choose to show or hide the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



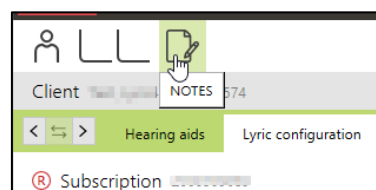
In the event the achieved insertion depth varies from the measured one, both values can be entered in [Fitting]. A warning will be shown if the achieved insertion depth is higher than the measured one.



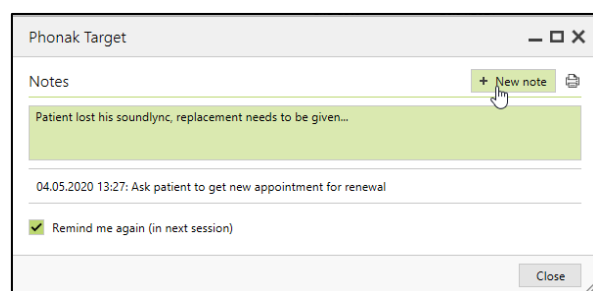
By clicking [Save to database] at the end of the session, your fitting data will be synchronized with ALPS.



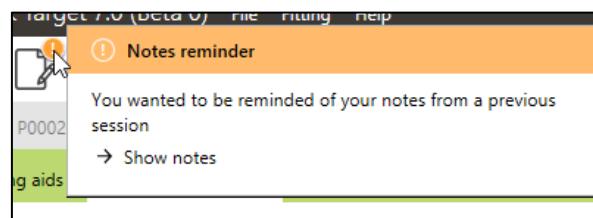
In case you need to have more notes stored about the patient, fill them in on the new notes section.



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



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



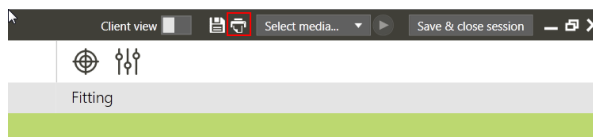
The following reports can be printed from the Print menu:

For Professional:

- Fitting Report
- Lyric Datasheet

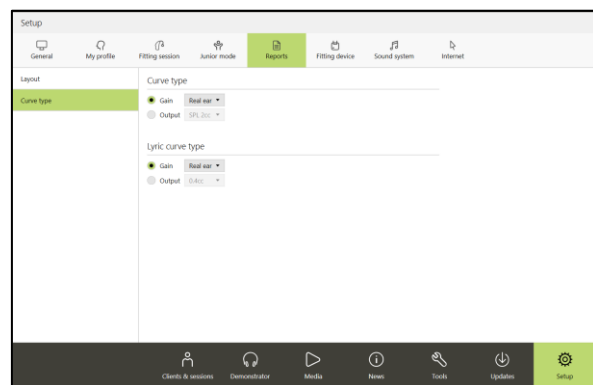
For Client:

- 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 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

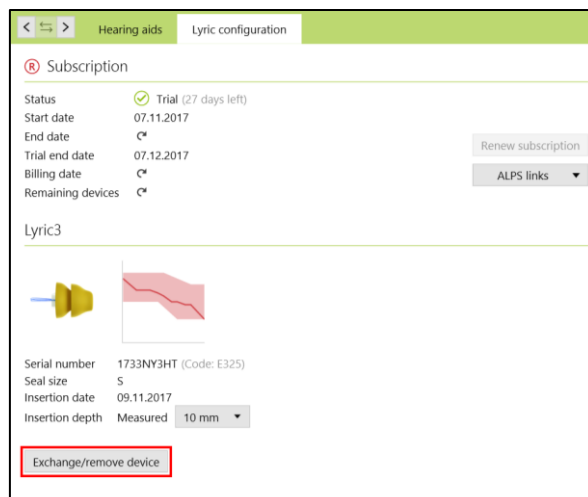
Information	<div><div>Right</div></div>	<div><div>Left</div></div>
Subscription	Trial (20 days left)	No subscription
Start date	06.06.2014	
End date	05.06.2015	
Remaining devices	11	
Device	Lyric3	
Serial number	1406NY0JT	

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].



Subscription

Status: Trial (27 days left)

Start date: 07.11.2017

End date: 07.12.2017

Trial end date: 07.12.2017

Billing date: 07.12.2017

Remaining devices: 0

Lyric3

Serial number: 1733NY3HT (Code: E325)

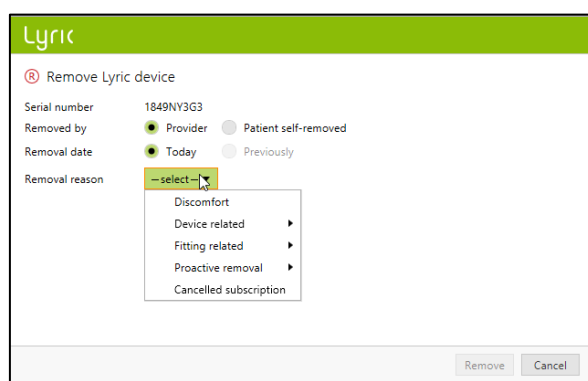
Seal size: S

Insertion date: 09.11.2017

Insertion depth: Measured 10 mm

Exchange/remove device

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



Lyric

Remove Lyric device

Serial number: 1849NY3G3

Removed by: ☒ Provider ☐ Patient self-removed

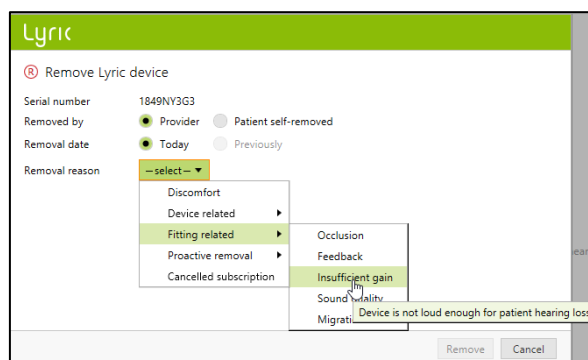
Removal date: ☒ Today ☐ Previously

Removal reason: --select--

- Discomfort
- Device related
- Fitting related
- Proactive removal
- Cancelled subscription

Remove Cancel

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



Lyric

Remove Lyric device

Serial number: 1849NY3G3

Removed by: ☒ Provider ☐ Patient self-removed

Removal date: ☒ Today ☐ Previously

Removal reason: --select--

- Discomfort
- Device related
- Fitting related
- Proactive removal
- Cancelled subscription

Insufficient gain: Device is not loud enough for patient hearing loss

Remove Cancel

Phonak Target will ask you for the status of the ear canal. You can choose between: [OK for immediate refit], [OK for refit after rest] and [Requires medical referral]. When choosing [OK for immediate refit], the device exchange can happen immediately. If the ear canal was irritated and needed rest or a medical referral, the system will inform you accordingly.*

The comments for removal reason and ear canal observation are both optional.

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.

The screenshot shows the 'Remove Lyric device' form. The 'Removal reason' dropdown is set to 'Discomfort'. The 'Ear canal observation' dropdown is set to 'OK for immediate refit'. There are text input fields for 'Additional details (optional)...' and 'Additional ear canal observation (optional)...'. At the bottom right are 'Remove' and 'Cancel' buttons.

The screenshot shows the 'Remove Lyric device' form with 'Requires medical referral' selected in the 'Removal reason' dropdown. The 'Ear canal observation' dropdown is set to '--select--'. A list of ear canal conditions is displayed: 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, and Other reason. At the bottom right are 'Remove' and 'Cancel' buttons.

The screenshot shows the 'Successfully removed' confirmation screen. It displays a green checkmark icon and the text 'Device successfully removed.' Below this is a '+3 Print return form' button. At the bottom right are 'Select new device' and 'Close' buttons.

The screenshot shows a notification box with an orange 'Select device' button on the left. On the right, there is an orange warning icon followed by the text 'OK for refit after rest (13.11.2017)' and '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
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
1406NYOIH	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].

Notes

- 16.06.2014 13:57: ECO Right: OK for refit after rest. ECO Right: OK for refit after rest. Ear canal observation after device removal. Ear canal is a bit irritated.
- 16.06.2014 13:56: ECO Left: OK for immediate refit.
- 16.06.2014 13:55: ECO Right: OK for immediate refit.

Please note that if the device has been worn longer than 30 days, the [Easy Refit] is enabled and will show default values:

- Removed by provider
- Removed today
- Removal reason: scheduled removal
- Ear canal observation: "ok for immediate refit"

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

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.

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)

ⓘ Session data in Phonak Target will be updated from ALPS.

Continue

Cancel

Lyric

Lyric client

First name

John

Last name

Doe

Lyric ID

P00008766

Date of birth

-

Gender

-

ⓘ

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

Continue

Cancel

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

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

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

Lyric

ⓘ

Data conflict between ALPS and Phonak Target

First name

John

Last name

Doe

Lyric ID

P000087661

Device data in ALPS and Phonak Target do not match:

Information

Ⓡ

Right

Ⓛ

Left

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

ⓘ

Press "Cancel" to resolve the conflicts manually.

Continue

Cancel

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

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

Lyric

ⓘ

Fitting parameter mismatch!

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

Ⓡ

Right

Ⓛ

Left

ⓘ

Resolve conflict

☐ Use Phonak Target data

Last updated 16.06.2014 13:57

☒ Use ALPS data (newer)

Last updated 16.06.2014 14:05

Updated by tourist fitter.

Fitting parameters are identical

ⓘ

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

Continue

Cancel

Phonak Target 9 | Phonak Target/ALPS

11

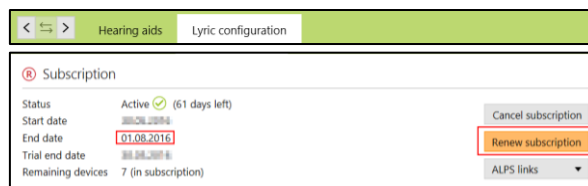
Renew a subscription

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.

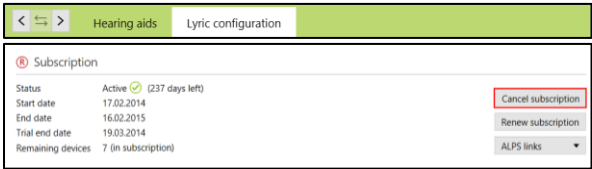
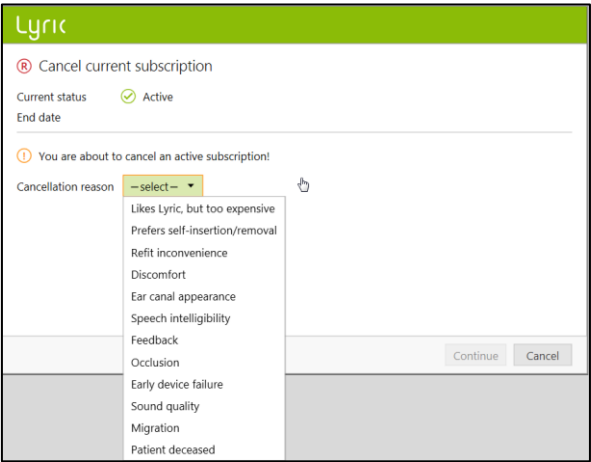
After renewing a cancelled/expired subscription (trial or active), a new trial will only be permitted after 60 days. A subscription renewed within 60 days of the expiration date will automatically be an active subscription.



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.

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

Lyric configuration

Successfully removed

Device successfully removed.

Select new device

Close

Lyric configuration

Enter device information

Serial number

1633H00L8

Code

E396

Model

Lyric3

Seal size

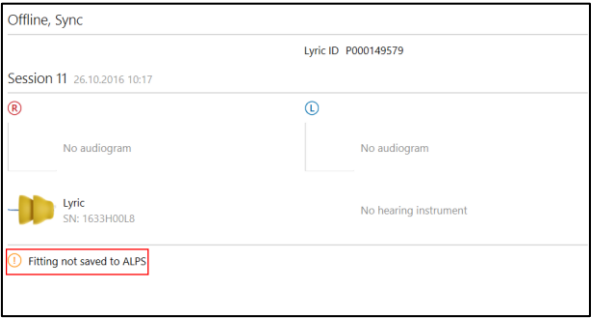
XL

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

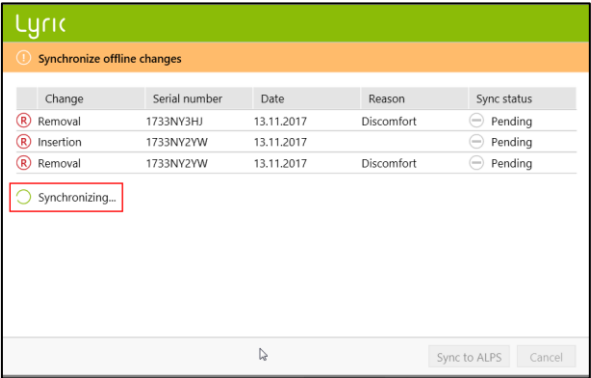
Select

Cancel

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

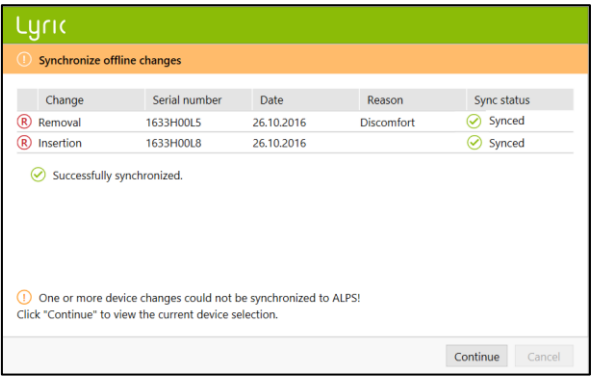


As soon as Phonak Target has started connecting into ALPS again, it will automatically synchronize the offline sessions.



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

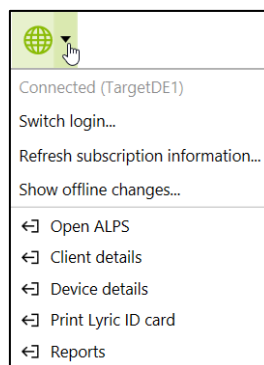
After an offline fitting, logs on your desktop are available.



ALPS home and reports

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

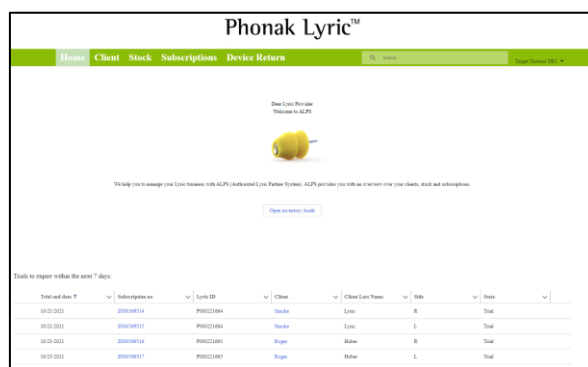
- Open ALPS
- Client details
- Device details
- Print Lyric ID card
- Reports



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	Phone size	Phone account number
1017	TC	P000218458	4.1 inch	0000178453
1017 changed	TC	P000218458	4.1 inch	0000178453
T.S.B	Blasdel	P000218458	4.1 inch	0000178453
AR	AR	P000218458	4.1 inch	0000178453
AR	AR	P000218458	4.1 inch	0000178453
AR	AR	P000218458	4.1 inch	0000178453
ALPS	Test	P000218458	4.1 inch	0000178453
Alps	Lyric	P000218458	4.1 inch	0000178453
Alps	Lyric	P000218458	4.1 inch	0000178453
Alps	Alps	P000218458	4.1 inch	0000178453
ANDS	ANDS	P000218458	4.1 inch	0000178453
Anonymous1010101	Anonymous1010101	P000218458	4.1 inch	0000178453

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

- Terms and Conditions
- Cancel Subscription
- Device History

Subscription on 09-Sep-2021

Client 1017

Check

Terms and Conditions

Subscription type 1 year subscription

Payment method credit card

Billing date 09-Sep-2021

Cancellation date

Item 1017

Size 4.1

Start date 09-Sep-2021

End date 08-Sep-2022

Remaining device 1

Cancel Subscription

Device History

Serial number	Item	Subscription date	Removal date	Removal reason	Remaining device
2132NY6TN	Secure	9/7/2021			1

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 Secure

Short description Lyric4 (2X)

Account Lyric-Testkunde #3

Serial number 2132NY6TN

Device Code F306

Subscription / Insertion

Subscription 2000168483

Removal

Removal Reason

Removal Comment

Return

Return reason

Warranty date 10/7/2021

Use by 8/13/2022

Subscription 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.

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)	2132NY941	078-0064	Lyric4 (L)	8/13/2022	
	2132NY945	078-0064	Lyric4 (L)	8/13/2022	
	2132NY946	078-0064	Lyric4 (L)	8/13/2022	
	2132NY948	078-0064	Lyric4 (L)	8/13/2022	
	2132NY943	078-0064	Lyric4 (L)	8/13/2022	
	2132NY94C	078-0064	Lyric4 (L)	8/13/2022	
M (3)	2132NY84V	078-0063	Lyric4 (M)	8/13/2022	
	2132NY8C0	078-0063	Lyric4 (M)	8/13/2022	
	2132NY8C4	078-0063	Lyric4 (M)	8/13/2022	
S (3)	2132NY77Y	078-0062	Lyric4 (S)	8/6/2022	
	2132NY7KA	078-0062	Lyric4 (S)	8/6/2022	
	2132NY7KC	078-0062	Lyric4 (S)	8/6/2022	
XL (6)	2132NY9WK	078-0065	Lyric4 (XL)	8/6/2022	
	2132NY9WE	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).

Please choose one account	Please account number	Account Name	Address	City	Zip code
<input checked="" type="checkbox"/>	4020074620	Lytic Testbunde #3	Heidenstraße 1	Stuttgart	70372

Select

In case you would like to get a weekly e-mail about the trials, subscriptions and stock about to expire, you can fill in up to five e-mail addresses. Also, choose how many months before expiration of the subscriptions you'd like to get a notification. For satellite offices, a report with a full overview over all offices can also be requested by ticking the box.

Notification Settings

Account Name: Lytic Testbunde #3

Notification E-Mail 1:

Notification E-Mail 2:

Notification E-Mail 3:

Notification E-Mail 4:

Expiration Notification Time:

Notification Report Satellite Offices: ☐

Save

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

Trials 64 / New Subscriptions 67 / Renewals 0 / Active 3 / Trial Success Rate 4 % / TSR national 25.00 %

1. Trials with starting date Jan 1st - Dec 31st
2. New Subscriptions with starting date Jan 1st - Dec 31st
3. Renewals with starting date Jan 1st - Dec 31st
4. Total number of active subscriptions
5. Trial Success Rate average 12 months
6. Trial Success Rate average 12 months as a national level

The [Device Analysis Form] can be downloaded.

Forms to Download

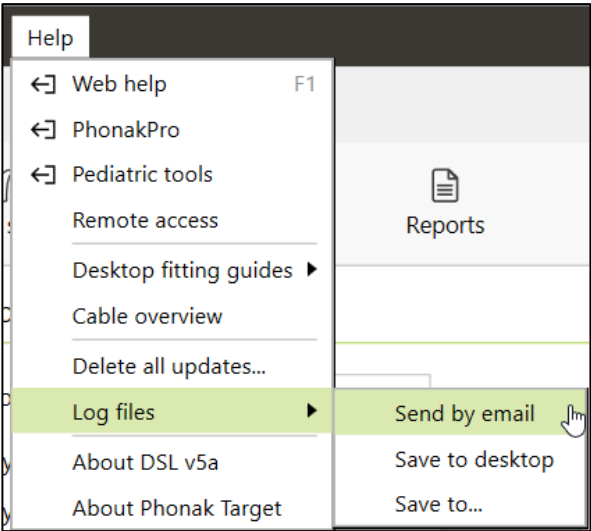
The [Search] field allows you to search data such as subscription, client names, devices etc. directly.

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.



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Phonak Target 9.0 DVD



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