

# Phonak

# Target 7.1.9

## 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](#).

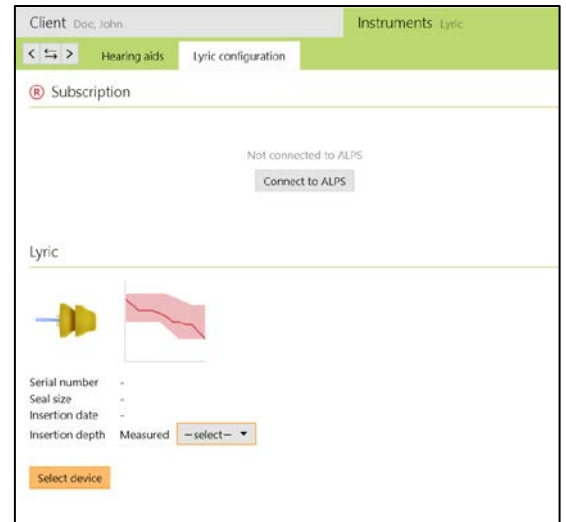
### Content

Create a new client in Phonak Target.....	2
Access an existing client in your ALPS account.....	6
Device exchange (including ear canal observation).....	7
Tourist case: Device exchange for a tourist client.....	10
Tourist case: Your client has been refit by a different Authorized Lyric Partner .....	11
Renew a subscription .....	12
Cancel a subscription in trial prior to the billing date .....	13
Offline fitting and synchronization .....	14
ALPS home and reports.....	16
Enhanced log files for support.....	19
Information and description of symbols and System Requirements .....	20

## 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:

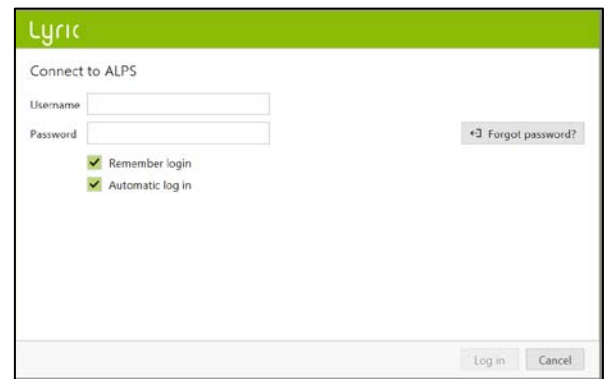
- **Green** – connected
- **Black** – disconnected



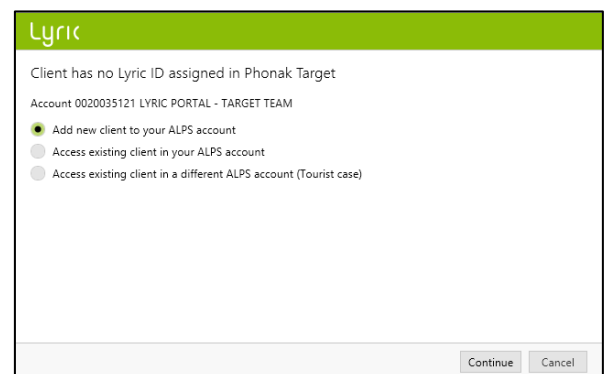
To connect into ALPS, enter your user name and password to log into your Lyric account.

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.

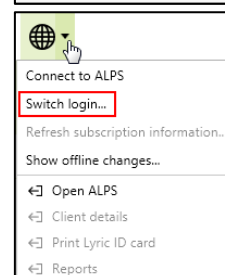
In case you have forgotten your password, click on the link [forgot password] and change it in [www.phonakpro.com](http://www.phonakpro.com) directly.



You will be asked to **[Add new client to your ALPS account]**. Your account information is shown on this screen, that is very helpful for providers working with multiple logins.



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 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.

The screenshot shows the 'Enter client details' form in the Lyric software. It includes input fields for 'First name' and 'Last name', a date field for 'Date of birth' (01.01.1948), and a dropdown for 'Gender'. There is a checked checkbox for 'Submit additional information' and a confirmation statement: '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.' Buttons for 'Create Lyric ID' and 'Cancel' are at the bottom right.

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.

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.

The screenshot shows the 'Select Lyric device from consignment stock' screen. It features a search bar for 'Serial...', an 'Insertion date' field (06.06.2014), and a table of devices. The table has columns for Serial#, Model, Seal size, and Insert by. The first device in the list is 1406NYOJR, Model Lyric3, Seal size M, with an insertion date of 08.05.2015. Buttons for 'Select' and 'Cancel' are at the bottom right.

Serial#	Model	Seal size	Insert by
1406NYOJR	Lyric3	M	08.05.2015
1406NYOJV	Lyric3	M	08.05.2015
1406NYOJP	Lyric3	M	08.05.2015
1406NYOJT	Lyric3	M	08.05.2015
1406NYOKO	Lyric3	M	08.05.2015
1406NYOJX	Lyric3	M	08.05.2015
1406NYOJW	Lyric3	M	08.05.2015
1406NYOJN	Lyric3	M	08.05.2015
1406NYOJG	Lyric3	M	08.05.2015
1406NYOJE	Lyric3	M	08.05.2015

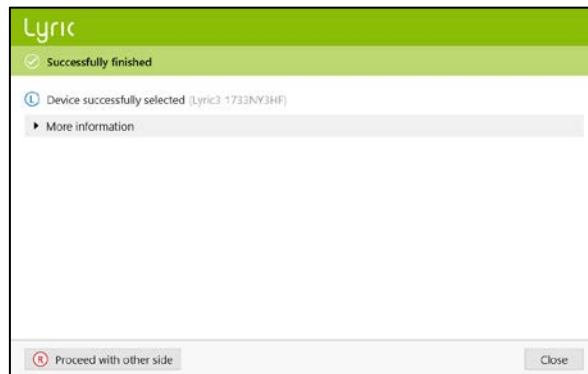
Select the measured insertion depth.

The screenshot shows the 'Select measured insertion depth' screen. It has a dropdown menu for 'Initial device insertion for this ear.' with options from 3 mm to 15 mm. The 7 mm option is currently selected. Buttons for 'Continue' and 'Cancel' are at the bottom right.

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

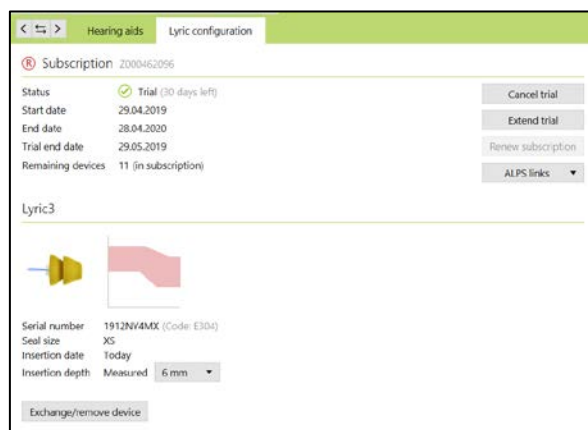
The screenshot shows the 'Select a subscription' screen. It includes dropdown menus for 'Subscription type' (1-year subscription) and 'Payment type' (Yearly upfront), and a date field for 'Start date' (11.11.2019). There is a checkbox for 'Lyric is used for tinnitus treatment' which is currently unchecked. Buttons for 'Continue' and 'Cancel' are at the bottom right.

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.

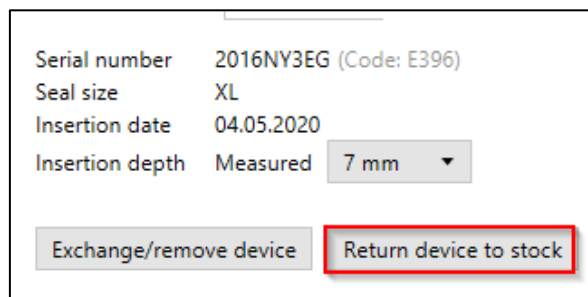


Below the start and end date of the subscription and actual days remaining to the trial end date are shown.

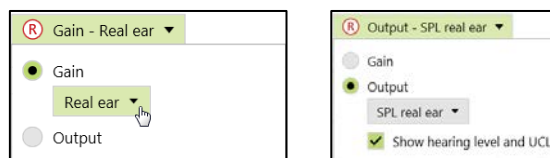
It is now possible to extend a trial once for an amount of 10 days. The new end date will then be shown in Target/ALPS.



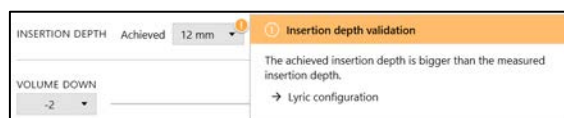
In case a wrong serial number has been chosen, it can be returned to the stock by clicking "return device to stock".



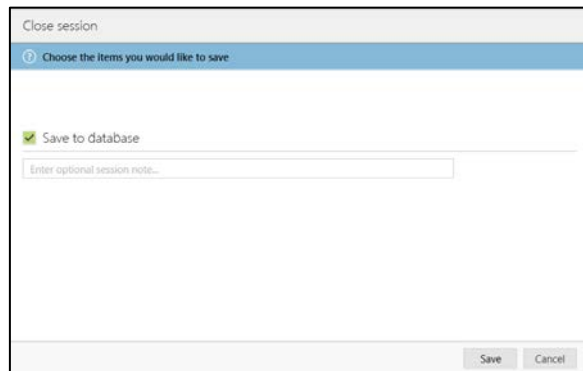
You have the possibility to choose between Gain (Real ear and Coupler 0.4cc) and Output display (SPL real ear and coupler 0.4cc) when fitting Lyric. Click on the **[Output]** menu to select your desired output curve display. When selecting the output curve display, you may also choose to show or hide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



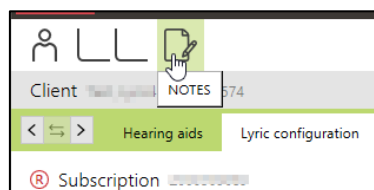
In the event the achieved insertion depth varies from the measured one, both values can be entered in **[Fitting]**. A warning will be shown if the achieved insertion depth is higher than the measured one.



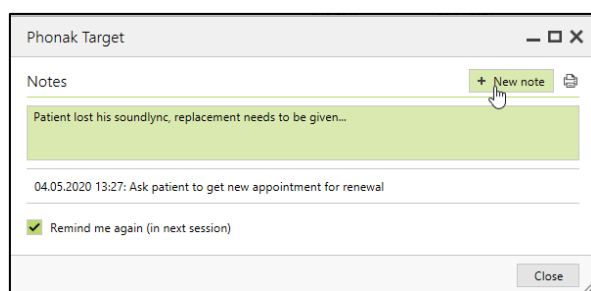
By clicking **[Save to database]** at the end of the session, your fitting data will be synchronized with ALPS.



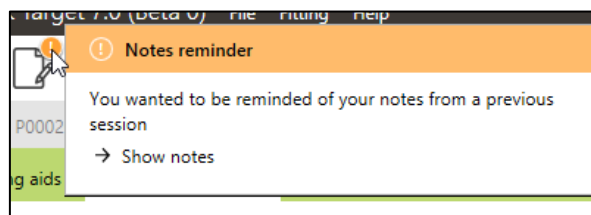
In case you need to have more notes stored around the patient, fill them in on the new notes section.



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:

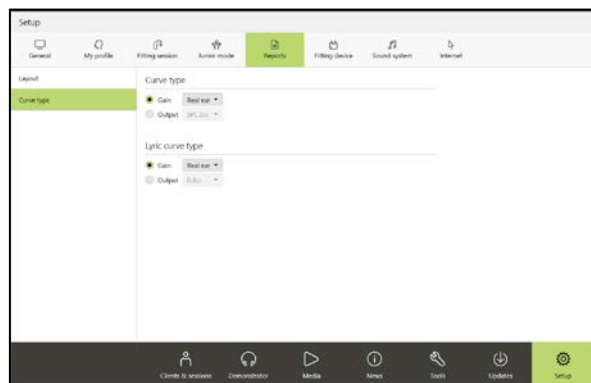
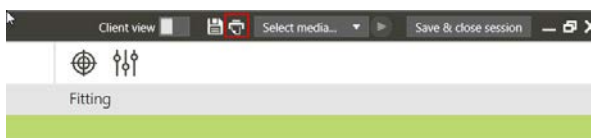
- Fitting Report
- Lyric Datasheet

For Client:

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

The curves reports can be printed as follows:

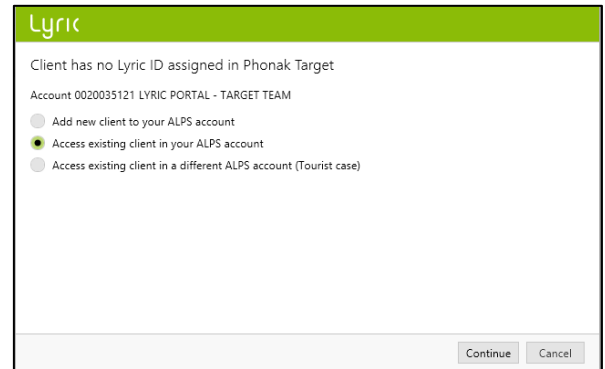
Choose **[Setup]**, **[Reports]**, **[Curve type]** and choose between Gain or Output. The selected curve type will then be visible on the curve report.



## Access an existing client in your ALPS account

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

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



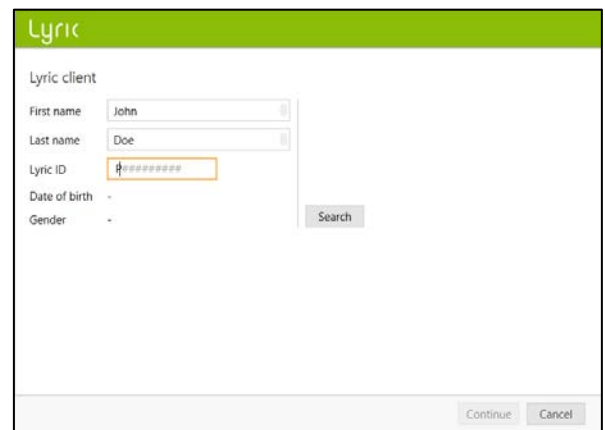
The screenshot shows the Lyric interface with a green header. The main content area displays the text: "Client has no Lyric ID assigned in Phonak Target" and "Account 0020035121 LYRIC PORTAL - TARGET TEAM". Below this, there are three radio button options: "Add new client to your ALPS account", "Access existing client in your ALPS account" (which is selected), and "Access existing client in a different ALPS account (Tourist case)". At the bottom right, there are "Continue" and "Cancel" buttons.

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).

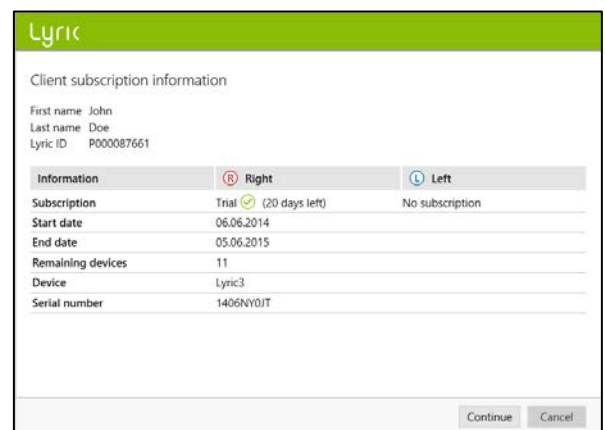
The Lyric ID has to be entered if you are connecting an existing client for the first time. When opening the session again, you will automatically be connected to the ALPS data.

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.



The screenshot shows the Lyric interface with a green header. The main content area is titled "Lyric client" and contains a form with the following fields: "First name" (John), "Last name" (Doe), "Lyric ID" (P#####), "Date of birth" (-), and "Gender" (-). A "Search" button is located to the right of the form. At the bottom right, there are "Continue" and "Cancel" buttons.

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



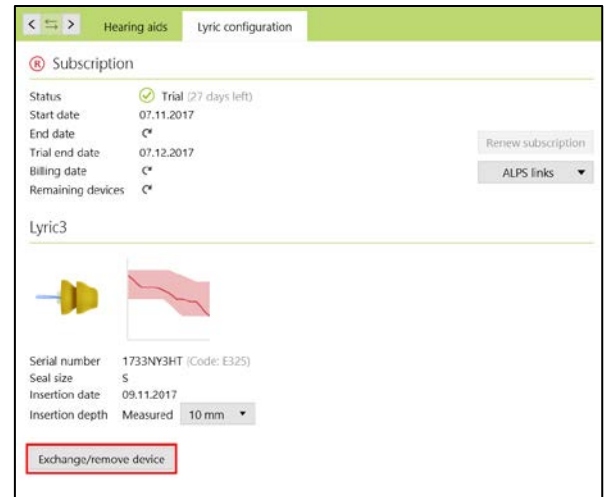
The screenshot shows the Lyric interface with a green header. The main content area is titled "Client subscription information" and displays the following information: "First name John", "Last name Doe", and "Lyric ID P000087661". Below this is a table with two columns: "Right" (indicated by a red 'R' icon) and "Left" (indicated by a blue 'L' icon). The table contains the following rows:

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	

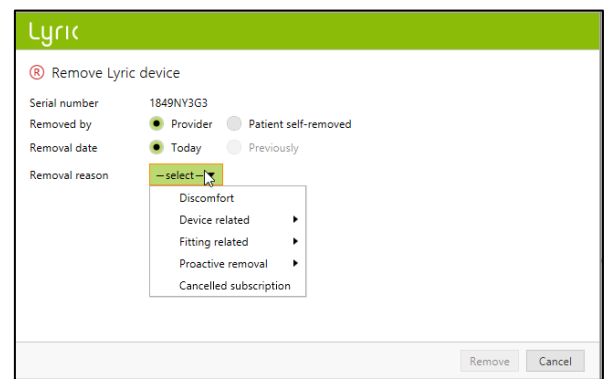
At the bottom right, there are "Continue" and "Cancel" buttons.

## Device exchange (including ear canal observation)

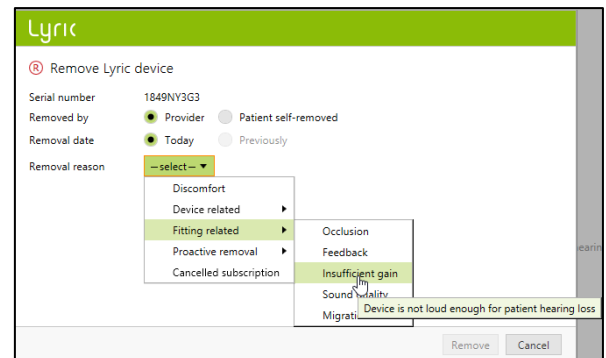
To exchange a Lyric device, please log into Phonak Target/ALPS, go to [Instruments], [Lyric configuration] and click [Exchange/remove device].



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"

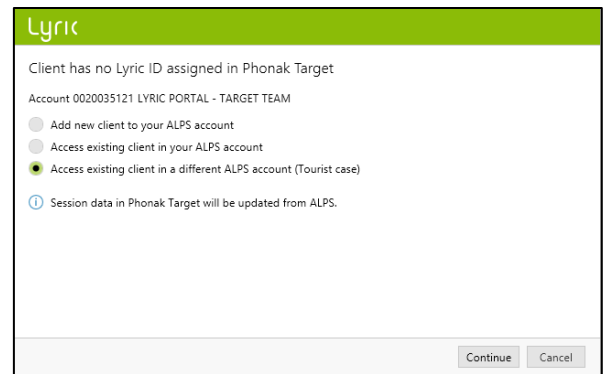
Click **[Remove]** and then choose a new device accordingly. When the criteria doesn't match the default value, please change it and continue.

## Tourist case: Device exchange for a tourist client

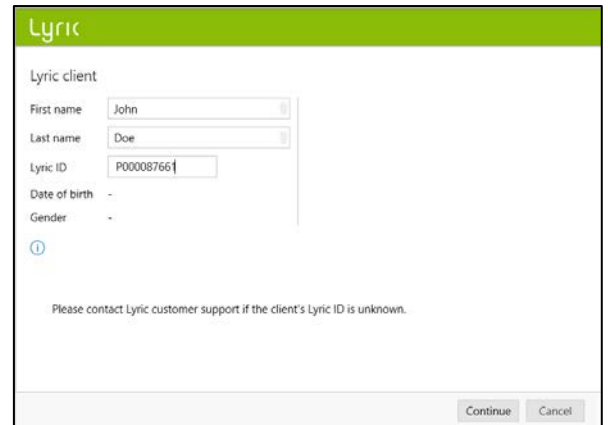
If you need to exchange a Lyric device for a client who was originally fit by another Authorized Lyric Partner, you need to obtain access to the client's ALPS fitting data. To do so you need the client's individual Lyric ID.

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 ALPS interface with a green header. The main content area displays the following text: "Client has no Lyric ID assigned in Phonak Target", "Account 0020035121 LYRIC PORTAL - TARGET TEAM", and 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 is a blue information icon and 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 ALPS interface with a green header. The main content area displays the following text: "Lyric client", "First name John", "Last name Doe", "Lyric ID P00008766", "Date of birth -", and "Gender -". Below the form is a blue information icon and 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
<b>Resolve conflict</b>	
<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

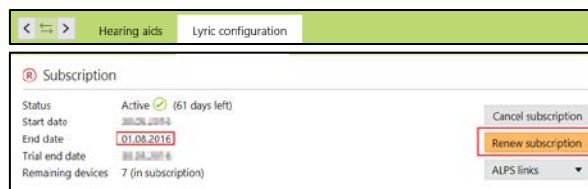
## Renew a subscription

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.

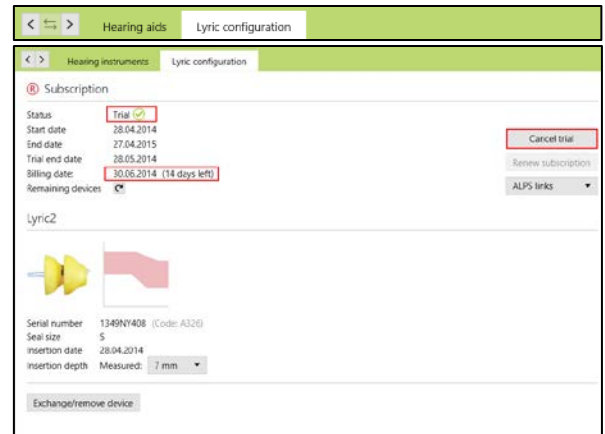
Define which type of subscription you want to create in ALPS for your client and follow the instruction wizard.

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.

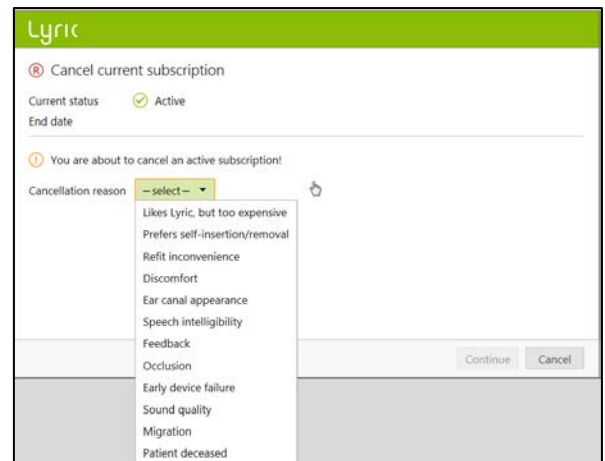


## Cancel a subscription in trial prior to the billing date

It is possible to cancel a trial up to the billing date directly from Phonak Target. In order to do so, please go to the Lyric configuration screen and click **[Cancel trial]**. The status between trial cancellation and the billing date will be stated as trial.



The system will now ask you to select a cancellation reason. Additionally, the devices will need to be removed in order to cancel the subscription successfully. Please note that [patient deceased] and [refit inconvenience] have been added as new cancellation reasons.



The billing date is shown in Phonak Target and also in ALPS, where you can sort all patients by billing date.

Note: You can either enter through Phonak Target or via [www.phonakpro.com](http://www.phonakpro.com) with the same username and password you use for Phonak Target.

Lyric ID	First name	Last name	Subscription no	Trial end date	Billing Date	View	Cancel
P00060391	Yes	Yes	2009152370	07/05/2014	30/05/2014	View	Cancel
P00060477	Lynn	Exchange	2009152049	11/14/2014		View	Cancel
P00060487	Yes	Yes	2009152174	02/04/2014	30/04/2014	View	Cancel
P00060652	Lynn	Yes	2009152363	20/14/2014	30/04/2014	View	Cancel
P00060796	Yes	Yes	2009152642	20/06/2014	31/07/2014	View	Cancel
P00060790	Yes	Yes	2009152009	10/14/2014	30/04/2014	View	Cancel
P00060798	Yes	Yes	2009152790	10/14/2014	30/04/2014	View	Cancel
P00060701	Yes	Yes	2009151785	23/13/2014	31/03/2014	View	Cancel
P00060704	Yes	Yes	2009151800	23/13/2014	31/03/2014	View	Cancel
P00060704	Yes	Yes	2009151799	23/13/2014	31/03/2014	View	Cancel
P00060705	Yes	Yes	2009151801	20/13/2014	31/03/2014	View	Cancel
P00060707	Yes	Yes	2009151804	20/13/2014	31/03/2014	View	Cancel

## Offline fitting and synchronization

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

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

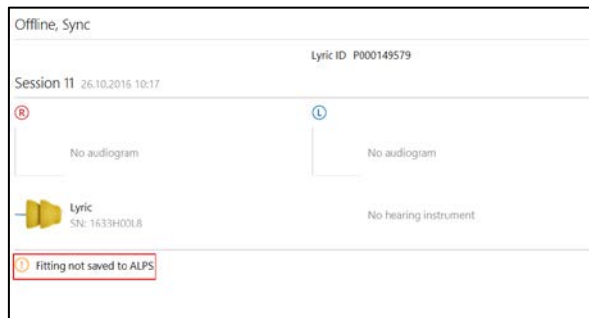
Model: Lyric3

Seal size: XL

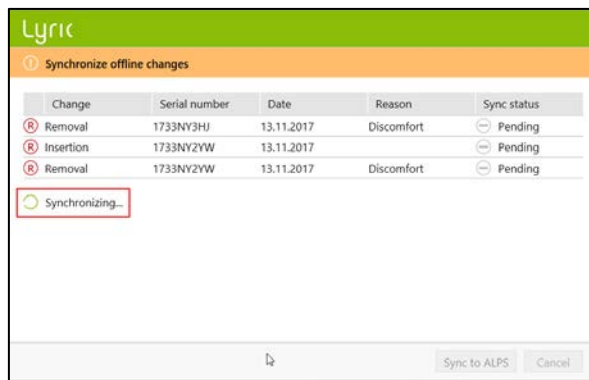
Not connected to ALPS. All changes will be synchronized later.

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.

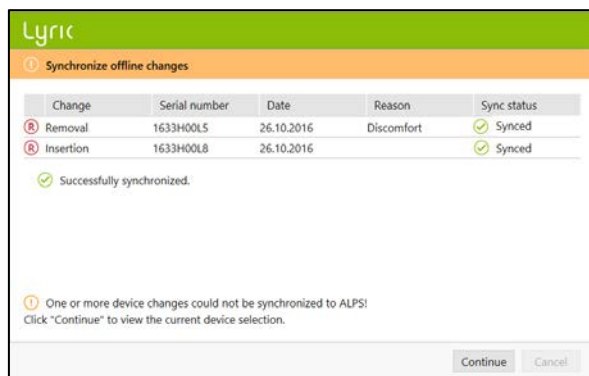


As soon as Phonak Target has started connecting into ALPS again, it will automatically synchronize the offline sessions.



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

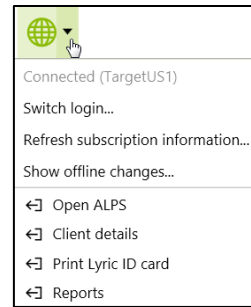
After an offline fitting, logs on your desktop are available.



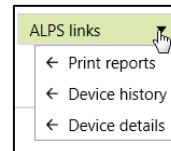
## ALPS home and reports

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

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



- Print reports
- Device history
- Device details



In ALPS, you can see the following details on the home screen:

- Unfinished (subscriptions)
- Subscriptions to expire
- Trials
- Devices to expire
- Devices in ear more than 120 days





Under the section **[Home]**, **[Trial]** you can sort and search within the individual fields. This helps to find out more about your patient's trial end or billing date.

Lyric ID	First name	Last name	Subscription no	Trial end date	Billing Date	
PH020940	Michael	Went	200027046	11/12/2017	11/12/2017	View Cancel subscription
PH020940	Ann	Went	200026836	11/12/2017	11/12/2017	View Cancel subscription
PH020940	Ann	Went	200026937	11/12/2017	11/12/2017	View Cancel subscription
PH020940	Ann	Went	200026930	11/12/2017	11/12/2017	View Cancel subscription
PH020940	Ann	Went	200026921	11/12/2017	11/12/2017	View Cancel subscription
PH020940	Ann	Went	200026996	11/12/2017	11/12/2017	View Cancel subscription
PH020940	Ann	Went	200026600	11/12/2017	11/12/2017	View Cancel subscription

To register for the automated email, login to **[Patient notification settings]** and select the notification for your office (or the whole chain). The information e-mail will send you more details on the following subscriptions:

- Trials to expire
- Subscriptions to renew

Notification Settings

Account Name: LYRIC-1658000-03

Notification E-Mail 1:

Notification E-Mail 2:

Notification E-Mail 3:

Notification Report Enable Office:

Once the patients have been contacted, they can be removed from your list by clicking on **[Renewed]** or **[Confirmed]**. The patient name will no longer show on the list of patients who are eligible for renewal or cancellation. The list can be found under **[List of contacted patients]**.

First name	Last name	Subscription no	End date	Renewed	Comment
John	Stewart	200027245	7/2/2016	<input type="checkbox"/>	
John	Stewart	200026746	7/2/2016	<input type="checkbox"/>	
Ann	Stewart	200026836	7/2/2016	<input type="checkbox"/>	
Ann	Stewart	200026937	7/2/2016	<input type="checkbox"/>	
Ann	Stewart	200026930	7/2/2016	<input type="checkbox"/>	
Ann	Stewart	200026921	7/2/2016	<input type="checkbox"/>	
Ann	Stewart	200026996	7/2/2016	<input type="checkbox"/>	
Ann	Stewart	200026600	7/2/2016	<input type="checkbox"/>	

\*Subscription and data -30 days / +60 days

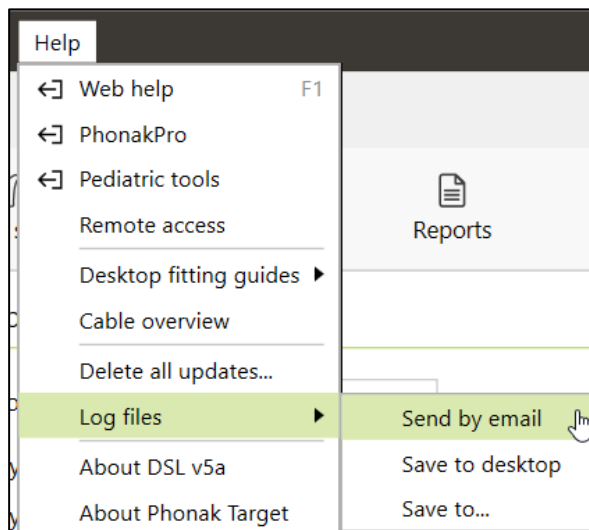
First name	Last name	Subscription no	Billing Date	Confirmed	Comment
John	Stewart	200026990	6/9/2016	<input type="checkbox"/>	

End date -2days



## 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

CE mark applied 2021



2021-08-18

**Manufacturer:**

Sonova AG  
Laubisrütistrasse 28  
CH-8712 Stäfa  
Switzerland



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Phonak Target 7.1.9 DVD