

# Phonak Target 6.1

## Phonak Target/ALPS Fitting Guide

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

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

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

More information is also be available under [Web Help](#).

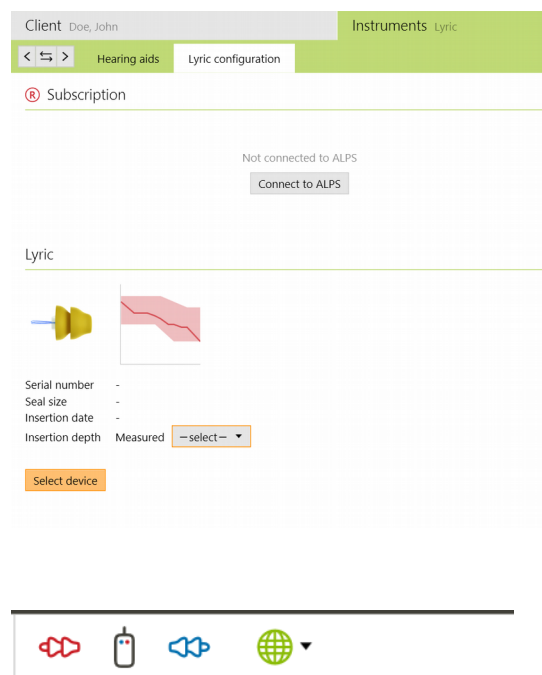
### Content

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
Cancellation of an active subscription.....	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.....	19

## 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.

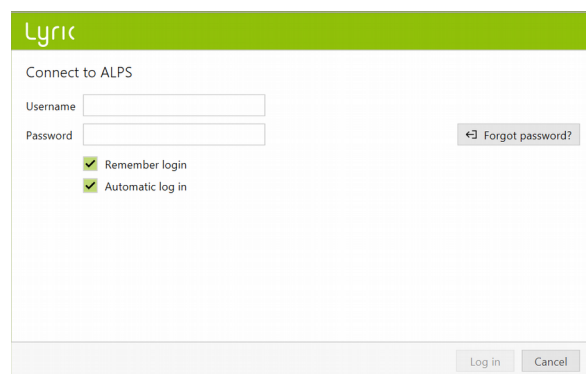


The ALPS button indicates your current connection status:

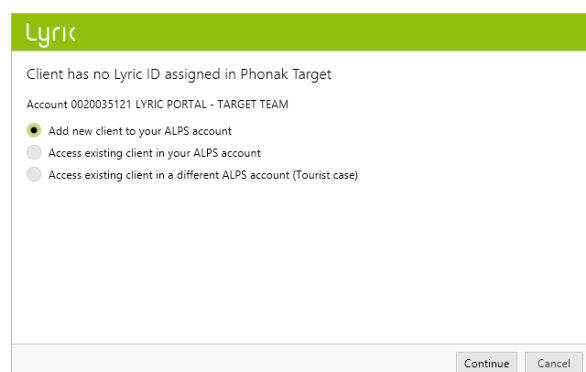
- **Green – connected**
- **Black – disconnected**

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

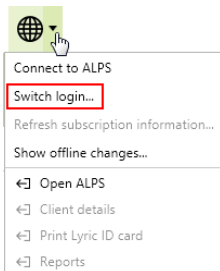
We strongly recommend that you select the **[Automatic login]** function. This time-saving feature enables you to remain logged into ALPS without the need to reenter your credentials. In case you have forgotten your password, click on the link **[forgot password]** and change it in [www.phonakpro.com](http://www.phonakpro.com) 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 subscriptions you are then asked to confirm that the client understands and gave consent that his/her data will be transferred to Sonova for processing. If the box is not ticked, the fitting cannot continue.

To select the appropriate Lyric device, choose the measured seal size and pick the first device in the list as it is the closest to expire.

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.

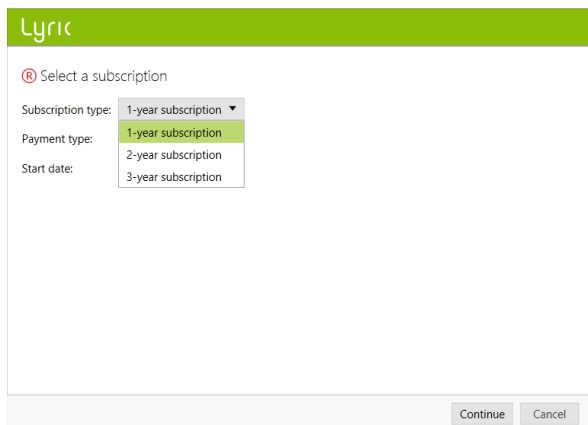
Choose the subscription duration you want to create for your client.

A screenshot of the 'Enter client details' form in the Lyric software. The form has a green header with the 'Lyric' logo. It contains input fields for 'First name' (with 'Client' entered), 'Last name' (with 'New' entered), 'Date of birth' (with '01.01.1948' entered), and 'Gender' (with '-' entered). There is a checked checkbox for 'Submit additional information'. At the bottom, there is a red-bordered box containing 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.' Below this box are 'Create Lyric ID' and 'Cancel' buttons.

A screenshot of the 'Select Lyric device from consignment stock' screen in the Lyric software. It features a search bar labeled 'Serial...' and an 'Insertion date' field set to '06.06.2014'. Below is a table with columns: 'Serial#', 'Model', 'Seal size', 'M', and 'Insert by'. The table lists 14 devices, all of model 'Lyric3' with seal size 'M', and all inserted on '08.05.2015'. At the bottom right are 'Select' and 'Cancel' buttons.

Serial#	Model	Seal size	M	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
1406NYOJD	Lyric3	M		08.05.2015
1406NYOJC	Lyric3	M		08.05.2015
1406NYOJB	Lyric3	M		08.05.2015
1406NYOJA	Lyric3	M		08.05.2015
1406NYOJ9	Lyric3	M		08.05.2015

A screenshot of the 'Select measured insertion depth' screen in the Lyric software. It has a green header with the 'Lyric' logo. The main instruction is 'Initial device insertion for this ear.' Below this is a dropdown menu currently showing '--select--'. The dropdown is open, showing a list of insertion depths from '3 mm' to '15 mm'. The '7 mm' option is highlighted with a green background and a hand cursor is pointing at it. At the bottom right are 'Continue' and 'Cancel' buttons.



Lyric

Select a subscription

Subscription type: 1-year subscription ▼

Payment type: 1-year subscription

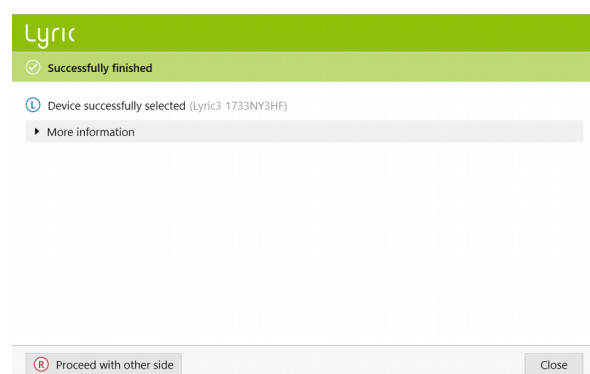
Start date: 2-year subscription  
3-year subscription

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.

achieved insertion depth is higher than the measured one.

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.



Lyric

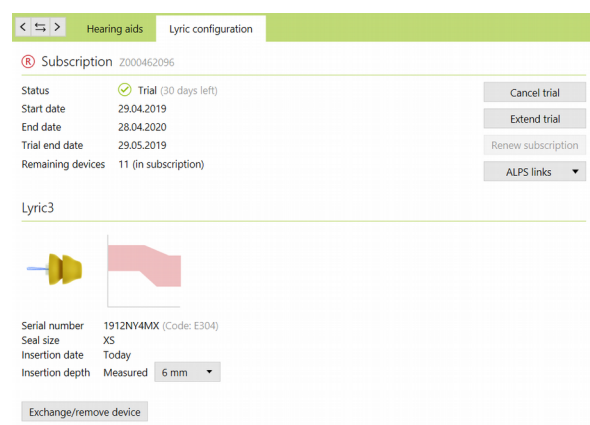
Successfully finished

Device successfully selected (Lyric3 1733NY3HF)

More information

Proceed with other side Close

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.



Hearing aids Lyric configuration

Subscription Z000462096

Status Trial (30 days left)

Start date 29.04.2019

End date 28.04.2020

Trial end date 29.05.2019

Remaining devices 11 (in subscription)

Cancel trial

Extend trial

Renew subscription

ALPS links ▼

Lyric3

Serial number 1912NY4MX (Code: E304)

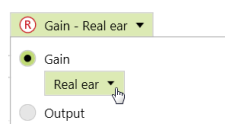
Seal size XS

Insertion date Today

Insertion depth Measured 6 mm

Exchange/remove device

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

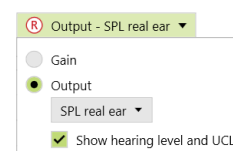


Gain - Real ear ▼

Gain

Real ear

Output



Output - SPL real ear ▼

Gain

Output

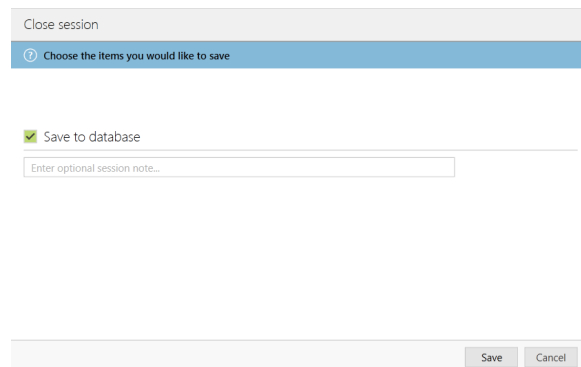
SPL real ear ▼

Show hearing level and UCL

**PHONAK**  
life is on

INSERTION DEPTH	Achieved	12 mm	<div>① Insertion depth validation</div> <div>The achieved insertion depth is bigger than the measured insertion depth.</div> <div>→ Lyric configuration</div>
VOLUME DOWN		-2	

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



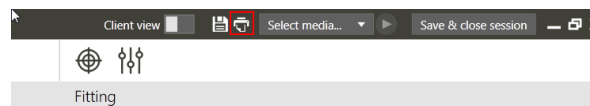
The following reports can be printed from the Print menu:

For Professional:

- Fitting Report
- Lyric Datasheet

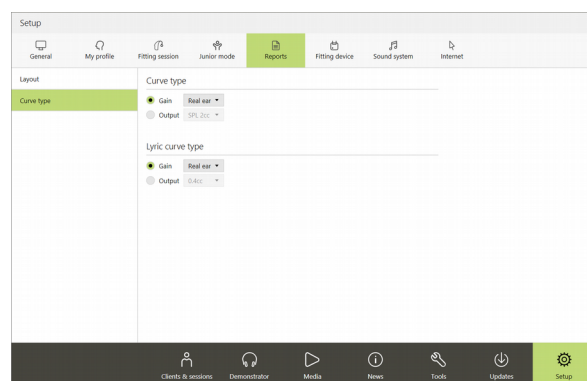
For Client:

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



The curves reports can be printed as follows:

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



Access an existing client in your ALPS account

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

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

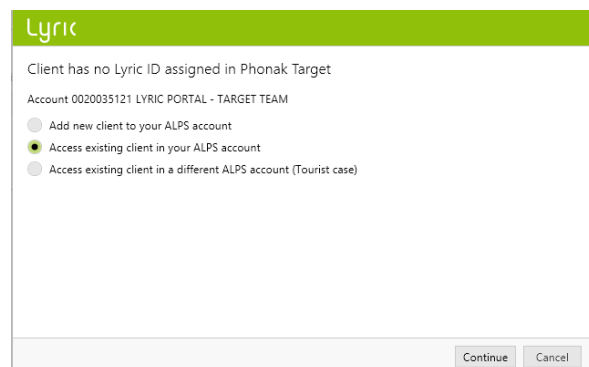
Enter the correct Lyric ID and/or the first and last names as stored in ALPS.

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

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

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

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



Lyric

Client has no Lyric ID assigned in Phonak Target

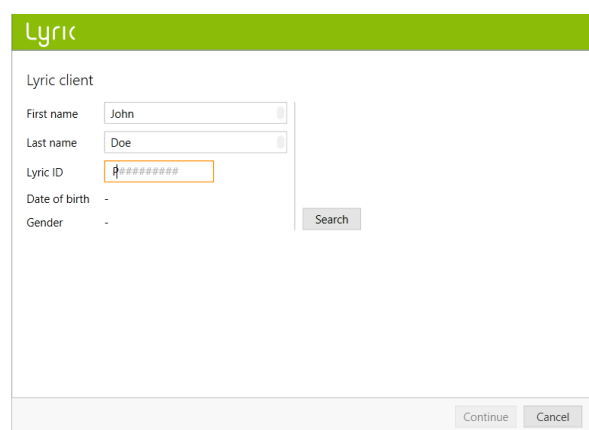
Account 0020035121 LYRIC PORTAL - TARGET TEAM

☐ Add new client to your ALPS account

☒ Access existing client in your ALPS account

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

Continue Cancel



Lyric

Lyric client

First name

Last name

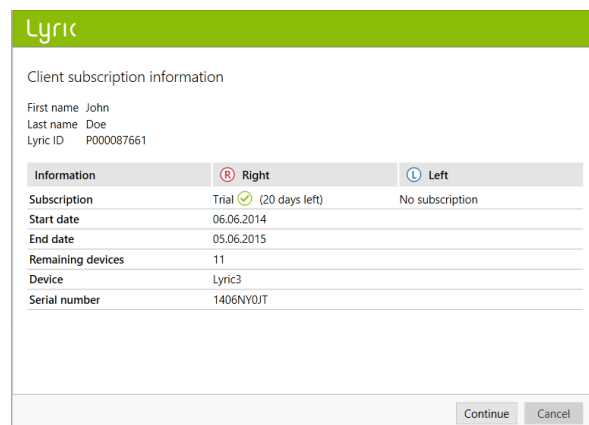
Lyric ID

Date of birth

Gender

Search

Continue Cancel






Lyric

Client subscription information

First name John

Last name Doe

Lyric ID P000087661

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

Continue Cancel

## Device exchange (including ear canal observation)

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

< > Hearing aids Lyric configuration

Subscription

Status Trial (27 days left)

Start date 07.11.2017

End date

Trial end date 07.12.2017

Billing date

Remaining devices

Renew subscription

ALPS links

Lyric3

Serial number 1733NY3HT (Code: E325)

Seal size 5

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 if not today. 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 you more information to help you understand 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

Occlusion

Feedback

Insufficient gain

Sound quality

Migrati... 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. In case the ear canal was irritated and needed some rest or a medical referral, the system will inform you accordingly.\*

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

In case **[OK for refit after rest]** or **[Requires medical referral]** is chosen, additional details about the state of the ear canal must be chosen.

Additionally, if "other reason" is chosen, a comment to give more explanation is required.

To remove a second device, click on **[Proceed with other side]**. There are some reasons (scheduled removal, near end of device life and clinical proactive removal) that will give the second side the same reason as a default but it can be changed if the removal reason is different.

\*If you have chosen **[OK for refit after rest]** or **[Requires medical referral]**, Phonak Target will inform you on the main screen.

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]**.

**Lyric**

Remove Lyric device

Serial number: 1736NYHCG

Removed by: ☒ Provider ☐ Patient self-removed

Removal date: ☒ Today ☐ Previously

Removal reason: Discomfort

Additional details (optional)...

Ear canal observation: OK for immediate refit

Additional ear canal observation (optional)...

Remove Cancel

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

**Lyric**

Select Lyric device from consignment stock

Former device seal size: M

Serial# Model Seal size M Insert by

1406NY0JV	Lyric3	M	08.05.2015
1406NY0JN	Lyric3	M	08.05.2015
1406NY0KD	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

Select Cancel

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

**Fitting**

Notes

Enter new session note...

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

16.06.2014 13:56: ECO Left: OK for immediate refit.

16.06.2014 13:55: ECO Right: OK for immediate refit.

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

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

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

**Lyric**

Remove Lyric device

Serial number: 1836NY212

Removed by: ☒ Provider ☐ Patient self-removed

Removal date: ☒ Today ☐ Previously

Removal reason: Scheduled removal

Additional details (optional)...

Ear canal observation: OK for immediate refit

Additional ear canal observation (optional)...

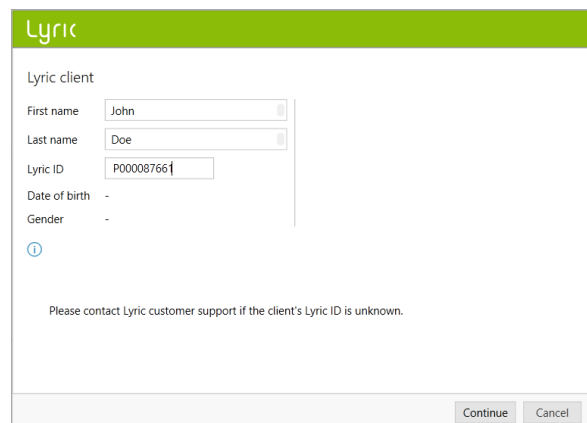
Remove Cancel

## Tourist case: Device exchange for a tourist client

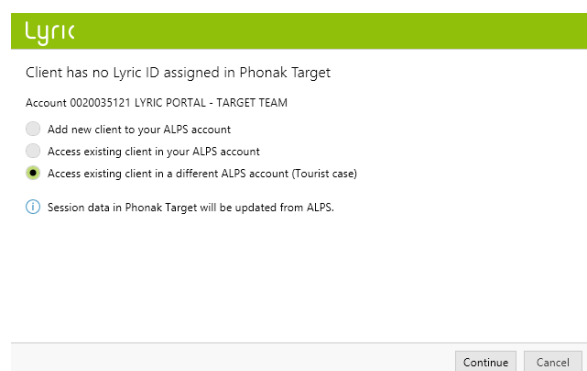
If you need to exchange a Lyric device for a client who was originally fit by another Authorized Lyric Partner, you need to get access to the fitting data of that client's ALPS fitting data. To do so you need the client's individual Lyric ID.

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

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



The screenshot shows the 'Lyric client' form in a software interface. It has a green header with the 'Lyric' logo. Below the header, the form is titled 'Lyric client'. It contains several input fields: 'First name' with the value 'John', 'Last name' with the value 'Doe', and 'Lyric ID' with the value 'P00008766'. There are also fields for 'Date of birth' and 'Gender', both currently empty. Below the input fields, there is a small blue circular icon with an 'i' inside. At the bottom of the form, there is a message: 'Please contact Lyric customer support if the client's Lyric ID is unknown.' At the very bottom of the form, there are two buttons: 'Continue' and 'Cancel'.



The screenshot shows a screen titled 'Lyric' with a green header. Below the header, it says 'Client has no Lyric ID assigned in Phonak Target'. Underneath, it says '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 radio buttons, there is a small blue circular icon with an 'i' inside, followed by the text 'Session data in Phonak Target will be updated from ALPS.' At the bottom of the screen, there are two buttons: 'Continue' and '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.

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

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

Lyric

ⓘ 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.

ContinueCancel

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.

ContinueCancel

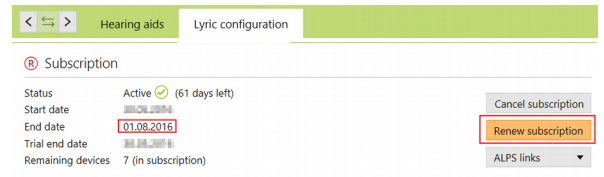
## Renew a subscription

As soon as a subscription is active (no longer in trial) it can be renewed by clicking on **[Renew subscription]**.

When the subscription is three months from expiration, an orange **[Renew subscription]** button will appear.

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

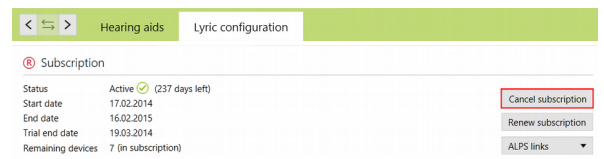
After renewing a cancelled subscription (trial or active), a new trial will only be permitted after 60 days. The renewed subscription will automatically be an active subscription after renewing within 60 days of the cancellation.



## Cancellation of an active subscription

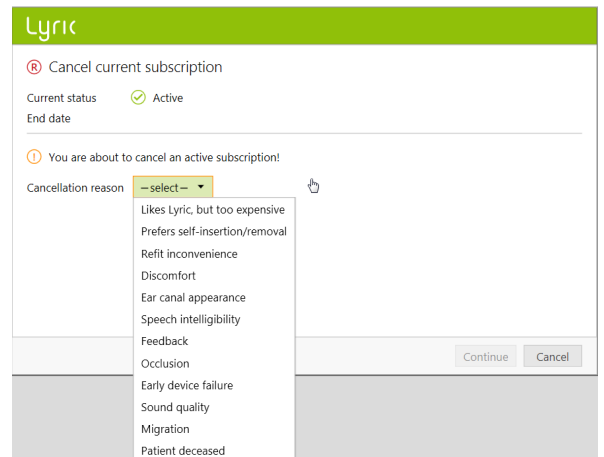
If there is a need to cancel an active subscription, you can do so by clicking [Cancel subscription] on the Lyric configuration screen.

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



This screenshot shows the 'Lyric configuration' screen with a 'Subscription' tab selected. The subscription status is 'Active' with 237 days left. The start date is 17.02.2014, the end date is 16.02.2015, and the trial end date is 19.03.2014. There are 7 remaining devices in the subscription. A red box highlights the 'Cancel subscription' button in the top right corner. Below it are 'Renew subscription' and 'ALPS links' buttons.

Subscription	
Status	Active (237 days left)
Start date	17.02.2014
End date	16.02.2015
Trial end date	19.03.2014
Remaining devices	7 (in subscription)



This screenshot shows the 'Lyric' configuration screen with the 'Cancel current subscription' option selected. The current status is 'Active'. A warning message states: 'You are about to cancel an active subscription!'. Below this, a 'Cancellation reason' dropdown menu is open, showing a list of reasons. A mouse cursor is pointing at the dropdown. At the bottom right, there are 'Continue' and 'Cancel' buttons.

Lyric

Cancel current subscription

Current status: Active

End date:

You are about to cancel an active subscription!

Cancellation reason: --select--

- Likes Lyric, but too expensive
- Prefers self-insertion/removal
- Refit inconvenience
- Discomfort
- Ear canal appearance
- Speech intelligibility
- Feedback
- Occlusion
- Early device failure
- Sound quality
- Migration
- Patient deceased

Continue Cancel

## Offline fitting and synchronization

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

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

You are now asked to select a new device.

Lyric configuration

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



Enter the serial number as well as the code that is shown on the Lyric package. Enter the measured insertion depth. If needed, the fitting parameters can be changed.

Lyric configuration

Ⓡ Enter device information

Serial number 1633H00L8

Code E396

Model Lyric3

Seal size XL

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

Select Cancel

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

Offline, Sync

Lyric ID P000149579

Session 11 26.10.2016 10:17

Ⓡ No audiogram

Ⓛ No audiogram

Lyric SN: 1633H00L8

No hearing instrument

Ⓢ Fitting not saved to ALPS

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

Lyric

Ⓢ Synchronize offline changes

Change	Serial number	Date	Reason	Sync status
Ⓡ Removal	1733NV3HJ	13.11.2017	Discomfort	⊖ Pending
Ⓡ Insertion	1733NV2YW	13.11.2017		⊖ Pending
Ⓡ Removal	1733NV2YW	13.11.2017	Discomfort	⊖ Pending

Ⓢ Synchronizing...

Sync to ALPS Cancel

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

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

Lyric

Ⓢ Synchronize offline changes

Change	Serial number	Date	Reason	Sync status
Ⓡ Removal	1633H00L5	26.10.2016	Discomfort	✓ Synced
Ⓡ Insertion	1633H00L8	26.10.2016		✓ Synced

✓ Successfully synchronized.

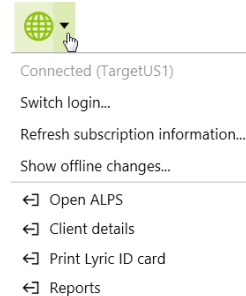
Ⓢ One or more device changes could not be synchronized to ALPS!  
Click "Continue" to view the current device selection.

Continue Cancel

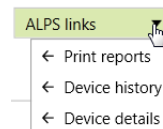
## ALPS home and reports

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

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

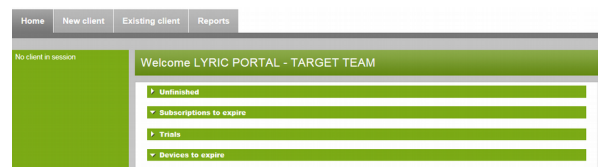


- Print reports
- Device history
- Device details



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.

Home | New client | Existing client | Reports

Welcome LYRIC PORTAL - TARGET TEAM

Unfinished

Subscriptions to expire

Lyric ID #	First name	Last name	Subscription no	Trial end date	Billing Date	View	Cancel
P00000001	Michael	John	P00000001	10/2/2017		View	Cancel
P00000002	Michael	John	P00000002	11/1/2017		View	Cancel
P00000003	John	John	P00000003	10/2/2017		View	Cancel
P00000004	John	John	P00000004	11/1/2017		View	Cancel
P00000005	John	Thompson	P00000005	11/1/2017	11/30/2017	View	Cancel
P00000006	John	Thompson	P00000006	11/4/2017		View	Cancel
P00000007	John	Thompson	P00000007	11/4/2017		View	Cancel
P00000008	John	Thompson	P00000008	10/4/2017		View	Cancel
P00000009	John	Thompson	P00000009	11/3/2017		View	Cancel
P00000010	John	Thompson	P00000010	11/4/2017		View	Cancel
P00000011	John	Thompson	P00000011	10/6/2017		View	Cancel
P00000012	John	Thompson	P00000012	11/8/2017		View	Cancel
P00000013	John	Thompson	P00000013	11/15/2017		View	Cancel
P00000014	John	Thompson	P00000014	11/26/2017		View	Cancel

Custom Links  
 Tourist case  
 Choose language / date format  
 Inventory audit  
 Device return  
 List of contacted patients  
 Patient notification settings  
 Patient notification settings  
 Dashboard

Account Information  
 Target Testmate US1

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

Lyric™ PHONAK life is on

Home | New client | Existing client | Reports

No client in session

Notification Settings

Account Name: Lyric-Testkunde #3

Notification E-Mail 1:

Notification E-Mail 2:

Notification E-Mail 3:

Notification Report Satellite Offices: ☐

Save

Custom Links  
 Tourist case  
 Choose language / date format  
 Inventory audit  
 Device return  
 List of contacted patients  
 Patient notification settings  
 Patient notification settings

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]**.

Lyric™ PHONAK life is on

Home | New client | Existing client | Reports

Overview

Show fitting history

Show device history

Lyric ID: P00000001

Noah ID: 124

Subscriptions

4/22/2017 Expiry date

20000000

11 Remaining devices

Devices

XS Size

End session

Custom Links  
 Tourist case  
 Choose language / date format  
 Inventory audit  
 Device return  
 List of contacted patients  
 Patient notification settings  
 Patient notification settings  
 Dashboard

Subscriptions to expire\*

First name	Last name	Subscription no	End date	Renewed	Comment
John	Thompson	2000257245	7/21/2016	<input type="checkbox"/>	
John	Thompson	2000257246	7/21/2016	<input type="checkbox"/>	
John	Thompson	2000256636	7/23/2016	<input type="checkbox"/>	
John	Thompson	2000256637	7/23/2016	<input type="checkbox"/>	
John	Thompson	2000256920	7/23/2016	<input type="checkbox"/>	
John	Thompson	2000256921	7/23/2016	<input type="checkbox"/>	
John	Thompson	2000256598	7/27/2016	<input type="checkbox"/>	
John	Thompson	2000256600	7/27/2016	<input type="checkbox"/>	

\*Subscription end date -90 days / +6 days

Trials\*

First name	Last name	Subscription no	Billing Date	Confirmed	Comment
John	Thompson	2000250980	6/8/2016	<input type="checkbox"/>	

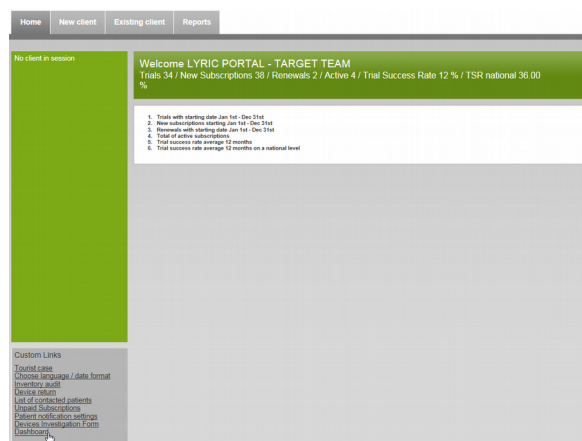
\*End date -7 days

Save

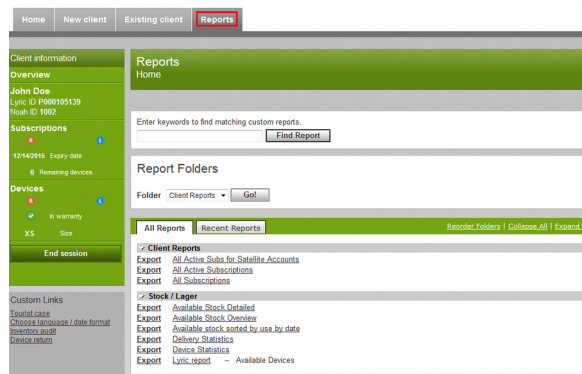
Under section **[Inventory audit]** you can view or print your Lyric Hearing Aid Consignment Stock Audit.



Under **[Custom links]** you will find the **[Dashboard]** that shows you your performance.



In the **[Reports]** tab you can find all necessary reports needed to handle subscriptions and devices.



These are sortable by start or end date and they can be exported into Microsoft Excel and edited.

**All Subscriptions**

Report Generation Status: Complete

Report Options:

Run Report Hide Details Printable View **Export Details**

Generated Report:

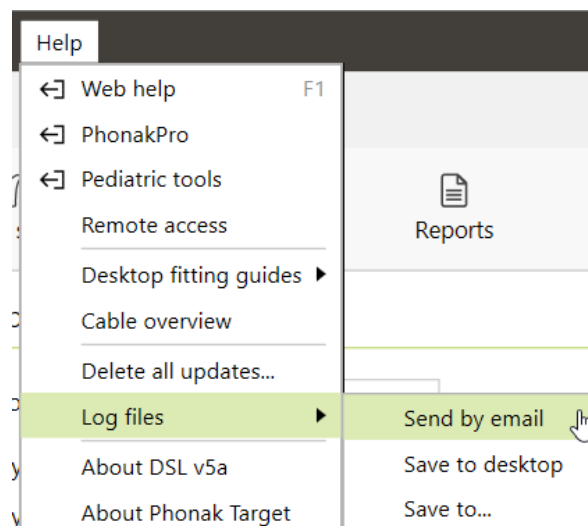
Filtered By: Deleted/Unpublished equips False

Country	Phonak account number	Subscription ID	Lyric ID	Hash ID	First name	Last name	Side	State	Subscription type	Subscription start date	End date	Cancellation date	Cancellation reason
US	0020010033	2000151065	P000086593	688	Tim	Miller	R	Cancellation in trial	1-yr subscription	23/12/2013	22/12/2014	23/12/2013	Phonak self insertion/removal
US	0020010033	2000151065	P000086593	688	Tim	Miller	R	Active	1-yr subscription	23/12/2013	22/12/2014	--	--
US	0020010033	2000151436	P000086872	11	Tim	Miller	R	Active	1-yr subscription	06/02/2014	05/02/2015	--	--
US	0020010033	2000151437	P000086872	11	Tim	Miller	L	Active	1-yr subscription	06/02/2014	05/02/2015	--	--
US	0020010033	2000151438	P000086873	13	Tim	Miller	R	Active	1-yr subscription	06/02/2014	05/02/2015	--	--
US	0020010033	2000151442	P000086873	13	Tim	Miller	R	Active	1-yr subscription	07/02/2014	06/02/2015	--	--
US	0020010033	2000151502	P000086993	0000012	Tim	Miller	R	Active	1-yr subscription	12/02/2014	11/02/2015	--	--
US	0020010033	2000151503	P000086993	0000012	Tim	Miller	L	Active	1-yr subscription	12/02/2014	11/02/2015	--	--
US	0020010033	2000151505	P000086994	0000013	Tim	Miller	R	Active	1-yr subscription	12/02/2014	11/02/2015	--	--
US	0020010033	2000151506	P000086994	0000013	Tim	Miller	L	Active	1-yr subscription	12/02/2014	11/02/2015	--	--
US	0020010033	2000151711	P000087055	0000199	Tim	Miller	R	Cancellation in trial	2-yr subscription	18/02/2014	17/02/2016	18/02/2014	Lyric Lyric, but too expensive
US	0020010033	2000151712	P000087055	0000199	Tim	Miller	L	Active	2-yr subscription	18/02/2014	17/02/2016	--	--

## 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.



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## 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 Fitting Guide

CE mark applied 2019



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