

Lyric® Tourist Case

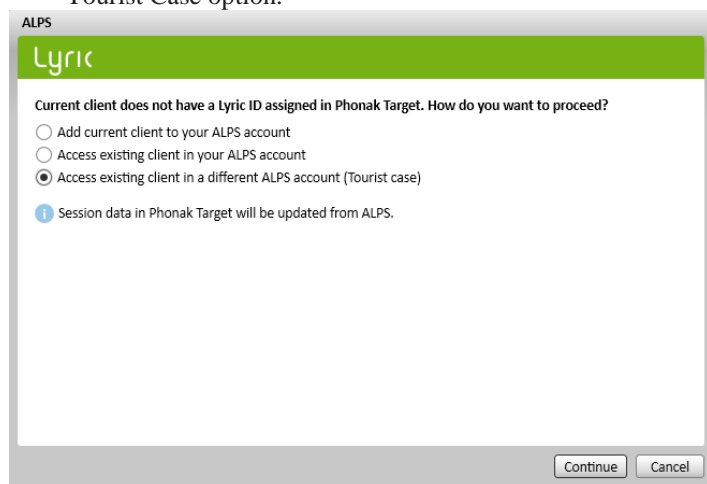
How to handle a Tourist Case

Lyric is fitted globally, and many of our clients travel regularly and appreciate the global fitting possibilities.

Device Exchange for a Tourist Client

Fitting a Tourist Client

- When fitting Lyric to a client which was originally fit by another Authorized Lyric Partner, you need the client's individual Lyric ID to access the fitting data of the client's home ALPS account.
- To start the Tourist Case proceed as with a new client. Login to your ALPS account and select the Tourist Case option.



- Enter the correct ID and name exactly as printed on the Lyric ID card. Accents such as “é, è, à, etc.” are recognized by the system and need to be entered as such.
- Proceed with the exchange of the device and if needed adapt the fitting parameters.

What to charge a Tourist Client

- When you exchange a device for a tourist client, the devices for exchange are free of charge to you.
- Feel free to charge a reasonable service fee covering your time efforts. Benchmarks from other countries are around USD 50-100. Many Lyric Authorized Partners exchange devices to a tourist client for free as part of Lyric's partnership and providing Lyric clients a premium product with premium service.

Lyric wearers FROM Belgium, Brazil or New Zealand (as from 2016) who wish to get fit at your office

Not all countries use ALPS as client/stock management system. A tourist client from Belgium, Brazil or New Zealand (no ALPS in these countries) needs to present specific information in order to get Lyric devices exchanged. The Lyric wearer needs to have a subscription confirmation with start date and end date, an audiogram and the contact of the home provider. In case your patient needs such a Fitting Report, please print it in Target as follows:

In case the patient is not holding the above information, please contact your local customer service or your Lyric contact person.

Providers using ALPS: Please refit the patient in offline mode. Go to ALPS and return the device by using the return reason “overstock (new)”. Your device will get replaced. Alternatively, your customer service team can update the return order in order for the device being replaced.

Client is Traveling Abroad

Lyric Availability Around the Globe

- As of 2016 Lyric is available in eleven countries: Australia, Belgium, Brazil, Canada, France, Germany, New Zealand, Switzerland, UK, Holland and USA.
- Visit www.phonak.com (US) or your own POS locator and change country accordingly for access to the specific country websites. All Lyric certified centers can be found on the “find a provider” section by entering the zip code or city name.

Lyric ID Card

- Ensure that your client has the Lyric ID Card and will take it along to travel. This will facilitate to handle the Tourist Case for the Lyric certified provider.
- You can reprint the ID card if it is not available anymore (use the deeplink in Target to get to the Lyric ID printing page).

Your Client has been fitted by a different Authorized Lyric Partner

- When opening your client’s session, you find an information that there is a mismatch between ALPS (tourist fitter) and Phonak Target (your fitting). This indicates that the serial number has been changed.
- Click [Continue] to sync the newest serial number.

ALPS

Lyric

Data conflict between ALPS and Phonak Target

First name: John
Last name: Doe
Lyric ID: P000024135

Device data in ALPS and Phonak Target do not match:

Information	Right	Left
Subscription	Trial (30 days left)	No subscription
ALPS	1226H07YD (Tourist exchange)	No device
Target	1230NY79M	No device
Action	Serial number will be updated in Phonak Target	No action required

Press "Cancel" to resolve the conflicts manually.

Continue Cancel

- If the fitting parameters have also been changed, a fitting parameter mismatch will be shown. You can solve the conflict by choosing the preferred option (ALPS = latest information from tourist fitter; Phonak Target: what you entered before the tourist fitting).

ALPS

Lyric

Fitting parameter mismatch!

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

Right	Left
<p>Resolve conflict:</p> <p><input type="radio"/> Use Phonak Target data Last updated: 27.09.2012 11:14</p> <p><input checked="" type="radio"/> Use ALPS data (newer) Last updated: 27.09.2012 11:15 Updated by tourist fitter.</p>	<p>Fitting parameters are identical</p>

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

Continue Cancel

Your Lyric client travels TO Belgium, Brazil or New Zealand

If your client is travelling to Belgium, Brazil or New Zealand (no ALPS in those countries), please provide him with a *Fitting report:

- a subscription confirmation with start date and end date
- his/her audiogram, and
- your contact information

This information needs to be presented at the tourist fitter in order to get Lyric exchanged in a tourist country.

We thank you for your global Lyric support.