Phonak Target™ 3.2

October 2013

Desktop Fitting Guide
Phonak Target/ALPS User Manual (US Version)

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 Lyric fitting and subscription relevant information very easily.

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

After installing Phonak Target, the new features are automatically enabled. For every Lyric fitting, Phonak Target will automatically connect you to ALPS. A wizard will guide you through all the necessary steps.

This fitting guide will help you with the following use cases:

Content

PHONAK
life is on

01. Create a new client in Phonak Target/ALPS

To create a new client in Phonak Target and to select a Lyric device from stock, go to:

1. [Instruments]: Select Lyric devices in [Hearing instruments]
2. Go to [Lyric configuration] and click on [Select device] to open the Phonak Target/ALPS wizard.
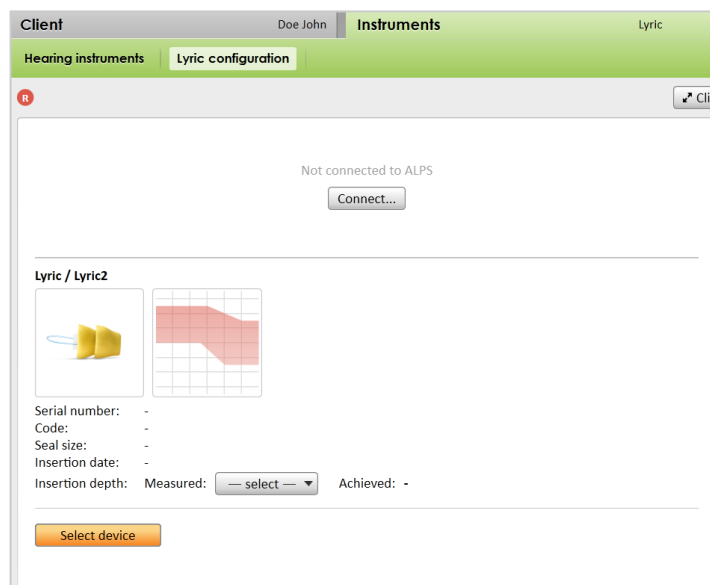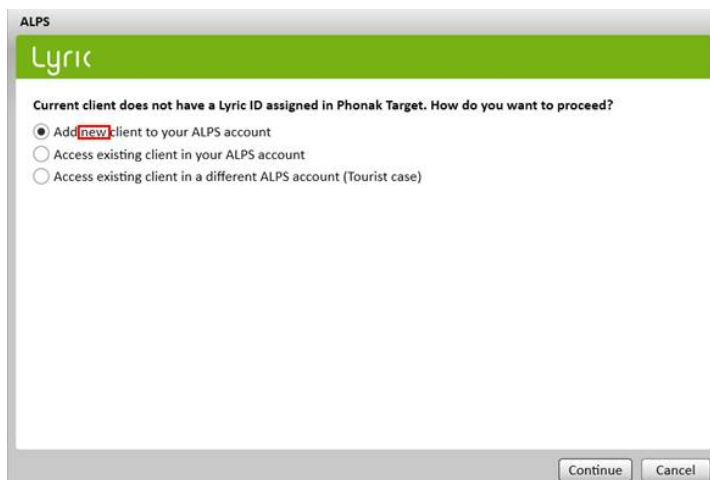

The ALPS button indicates your current connection status:

- Green - connected
- Black – disconnected

Enter your user name and password to login to your Lyric account.
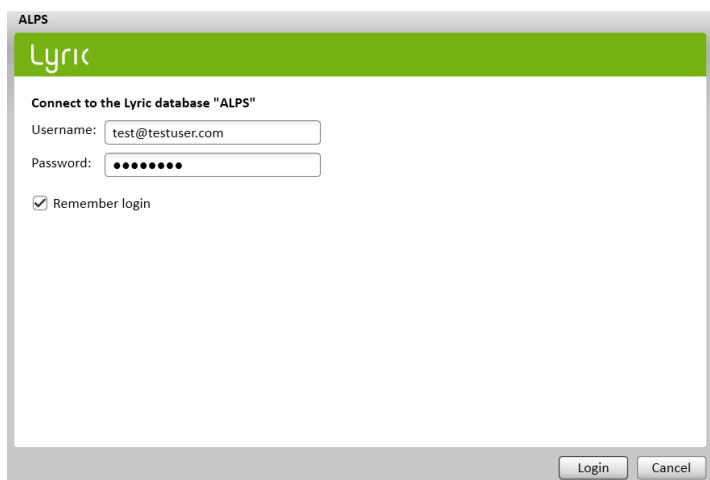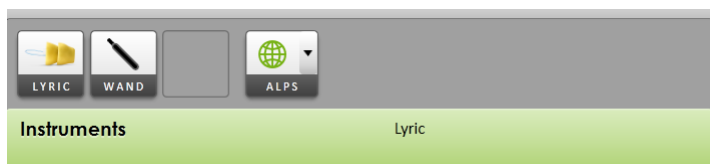
You are now asked to [add new client to your ALPS account].

In Phonak Target/ALPS, you can now see the 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.

Select the desired model and seal size and select the top device as it is the closest to expire.

The measured insertion depth needs to be selected.

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

Select a bill-to address and the information about the payment if necessary.

After you select a device, the end date of the trial is shown in a summary.

In case the achieved insertion depth varies from the measured one, an measured and an achieved insertion depth can be entered in [Fitting]. A warning will be shown if the achieved insertion depth is higher than the measured one.
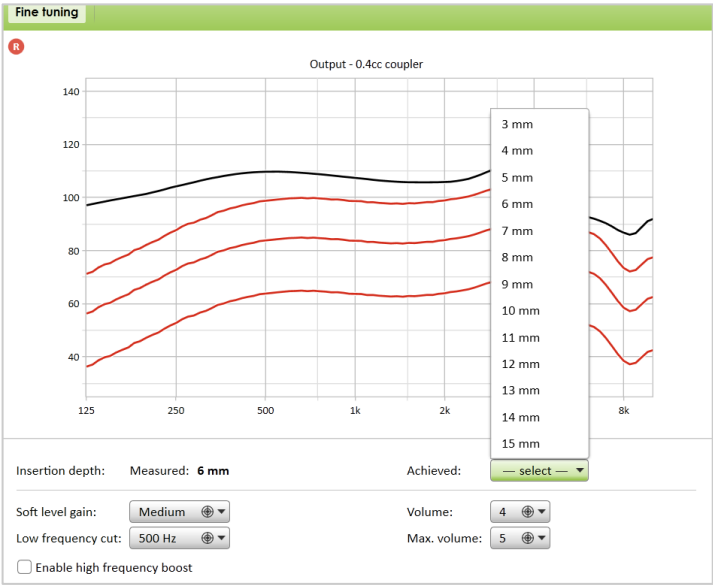
By clicking **[Save]** at the end of the session, your fitting data will be synced with Phonak Target/ALPS.
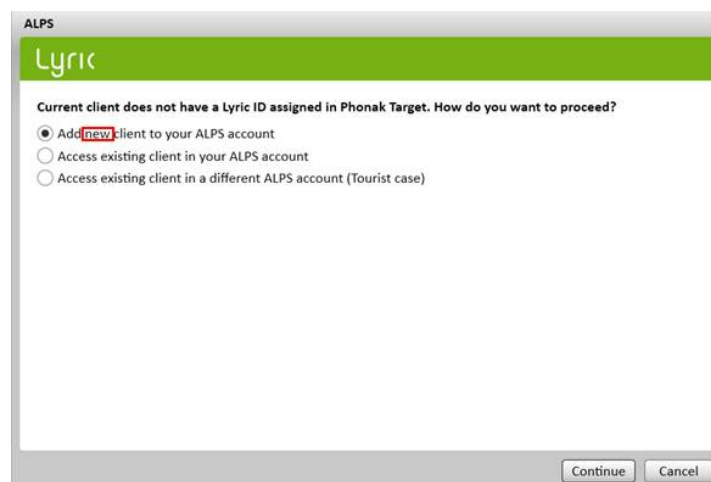
02. Access existing client in your Phonak Target/ALPS account

For a device exchange of a client who already has an active subscription in ALPS only, you are able to connect to ALPS directly via Phonak Target.

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

To connect Phonak Target to the ALPS data of your Lyric client, select **[Access existing client in your ALPS account].**
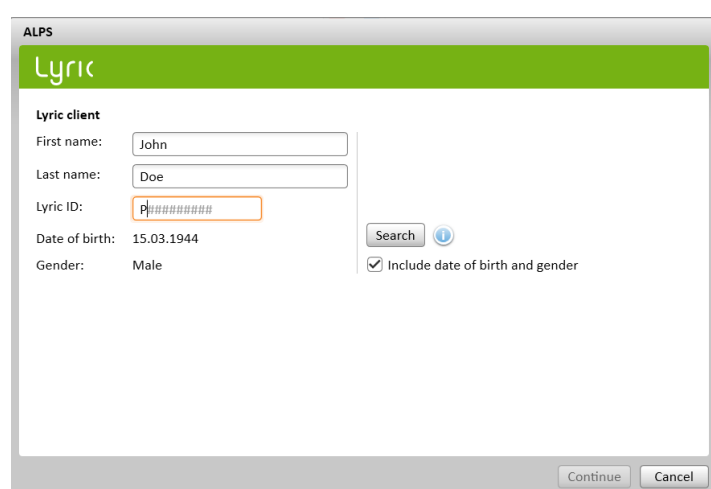
Enter the correct Lyric ID and/or first and last name as stored in ALPS.

To retrieve the Lyric ID you can open the ALPS portal in a separate browser or get it from the printed Lyric ID card.

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 ALPS info.
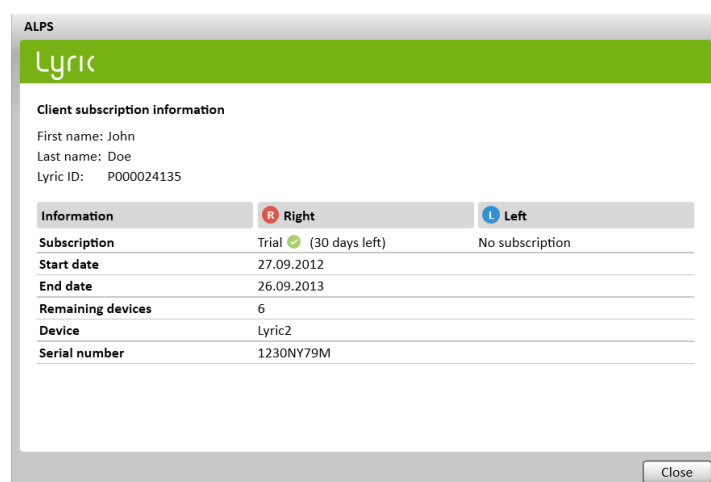
If the data of the client was found, the client contract information screen will show you all the relevant information.
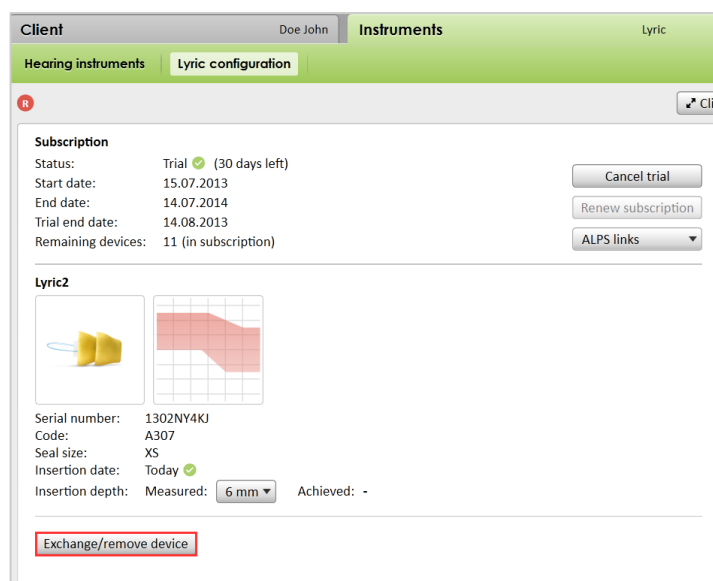
03. Device exchange (including ear canal observation)

To exchange a Lyric device, please login to Phonak Target/ALPS, go to [Instruments], [Lyric configuration] and click [Exchange/remove device].
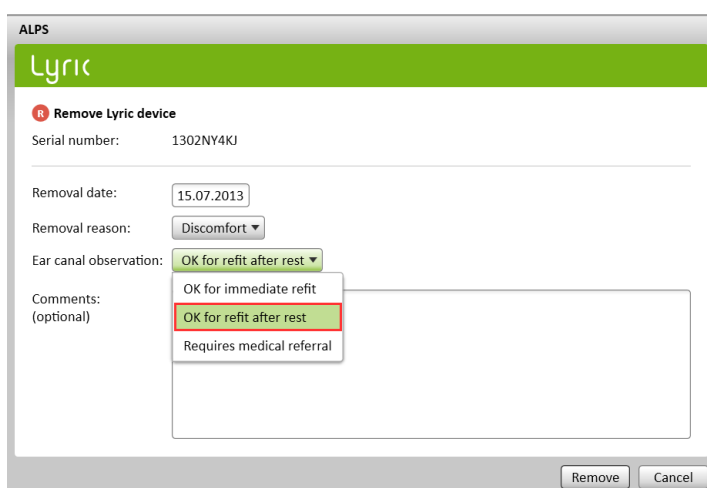
Select the corresponding removal reason.
It is now mandatory to inform about the medical state of the ear canal. You can choose between [OK for immediate refit], [OK for refit after rest] and client [requires medical referral].
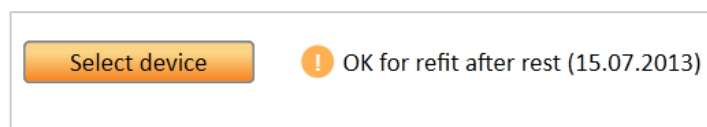
If the client is ready for an immediate refit, you can proceed as usual.

It might be that the client needs a break (or needs to see a physician for cerumen removal) before inserting a Lyric device again.

When selecting a new device, the system informs that the client is OK for refit after rest.

When inserting a new device, you have to confirm that the client is ready to get Lyric refitted.

To do so, check [Ear is ok for immediate fit (today)]. Entering information into the comment field is mandatory.

In case the client has a medical issue with Lyric and needs to see a physician, the system needs to be informed by clicking [Requires medical referral].

Again, you will be informed about the state of the ear canal when inserting a new device.
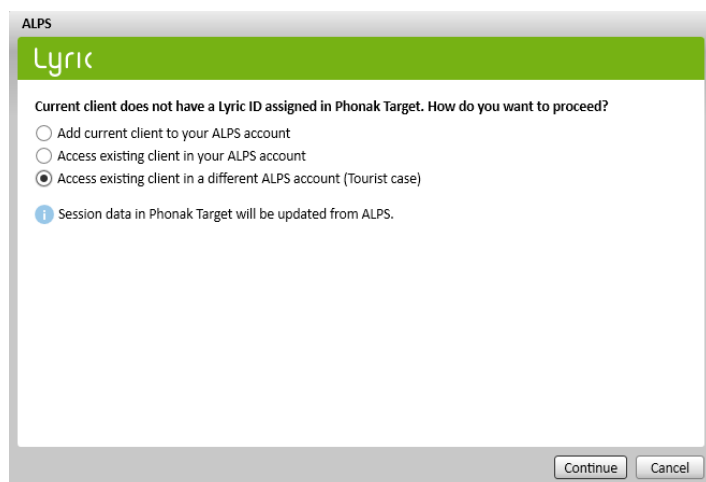
04. Tourist case: Device exchange for a tourist client

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

To start the tourist case, proceed as you would have a new client in front of you. Login to your ALPS account and continue by selecting **[Access existing client in a different ALPS account (Tourist case)].**

```
ALPS
Lyric

Current client does not have a Lyric ID assigned in Phonak Target. How do you want to proceed?
○ Add current 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
```

Enter the correct 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 if needed adapt the fitting parameters.
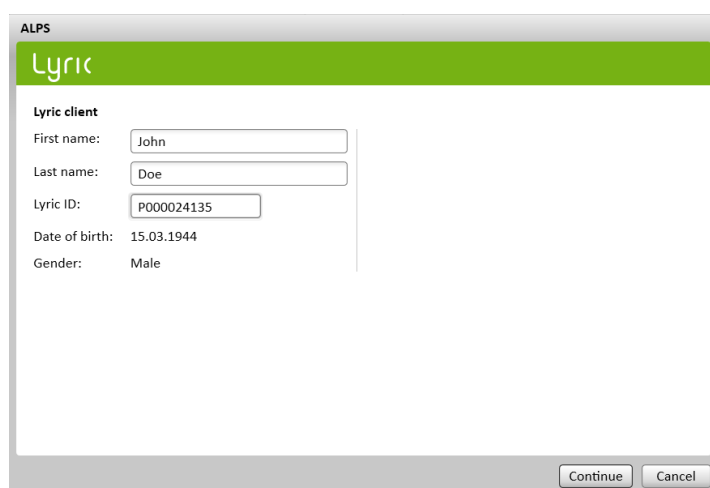
```
ALPS
Lyric

Lyric client
First name:     John
Last name:      Doe
Lyric ID:       P000024135
Date of birth:  15.03.1944
Gender:         Male

                                              Continue   Cancel
```

05. Tourist case: Your client has been fitted by a different Authorized Lyric Partner

When opening your client's session, you will see an alert 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 sync the newest serial number.

In case the tourist fitter also changed the fitting parameters, a fitting parameter mismatch will be shown. You can solve the conflict by choosing the preferred option.
Please consider that the ALPS data is the latest information from the tourist fitter and Phonak Target data is the data you entered yourself before the tourist fitting.
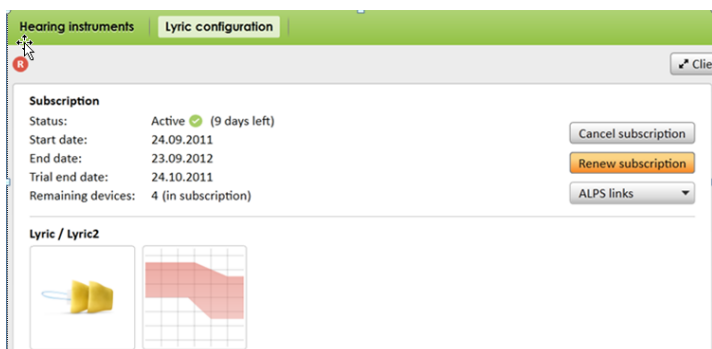
06. Renew a subscription

As soon as a subscription is active (no longer in trial) it can be renewed by clicking on **[Renew subscription].**
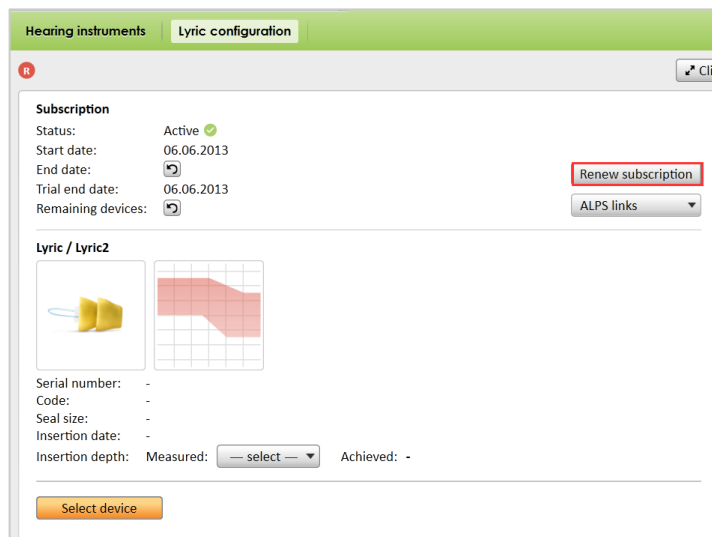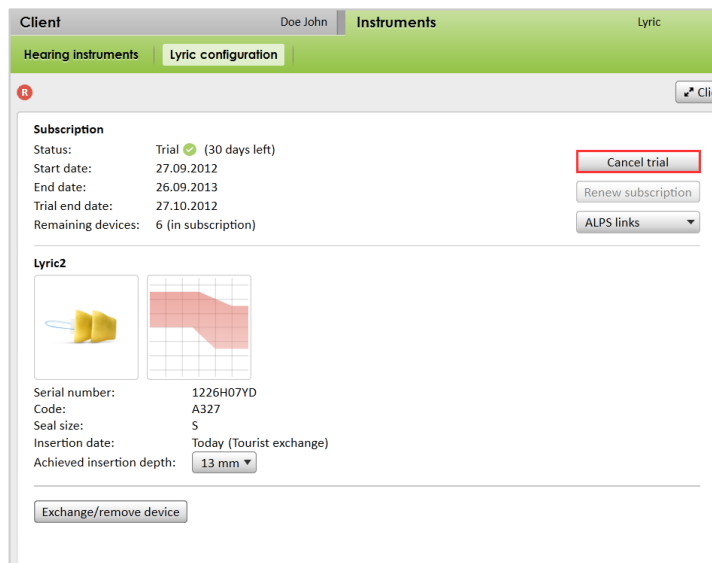
When the subscription is three months to expiry, you'll be alerted by an orange **[Renew subscription]** button.

Define which type of subscription you want to create in ALPS for your client and follow the instructions of the wizard.
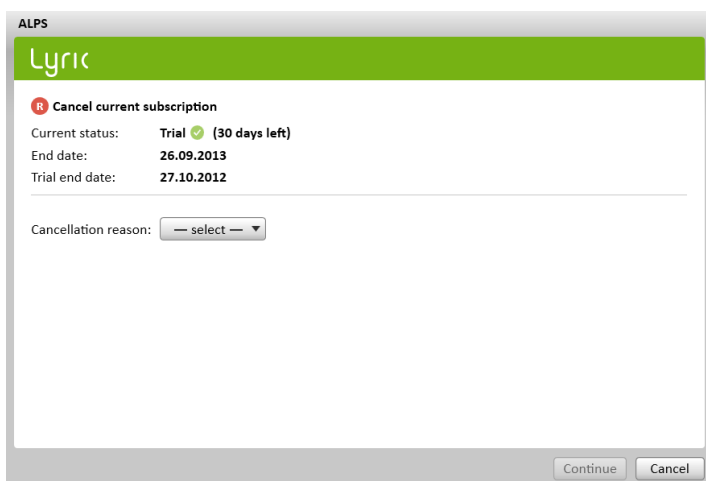
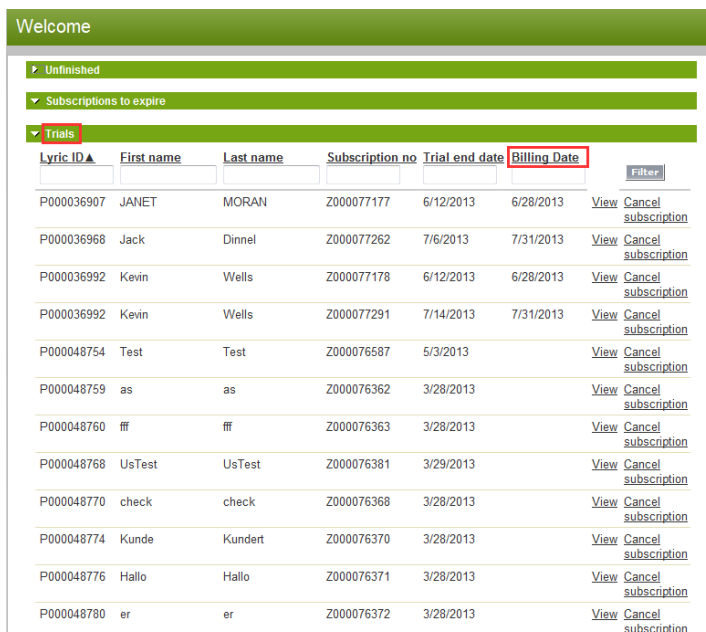## 07. Cancel a subscription in trial until the billing date is reached

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. Furthermore, the devices will need to be removed in order to cancel the subscription successfully.


The respective billing date is shown in ALPS.

08. Synchronization of offline events

There might be occasions where you have a client set up via Phonak Target/ALPS, however, due to various reasons (e.g.: temporarily no internet connection, problems with your computer, etc.) 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 synced with ALPS.

Once the problem is solved and you are able to use Phonak Target/ALPS again, the system alerts by placing an orange exclamation point [Fitting not saved to ALPS] message by each patient that was fit offline.

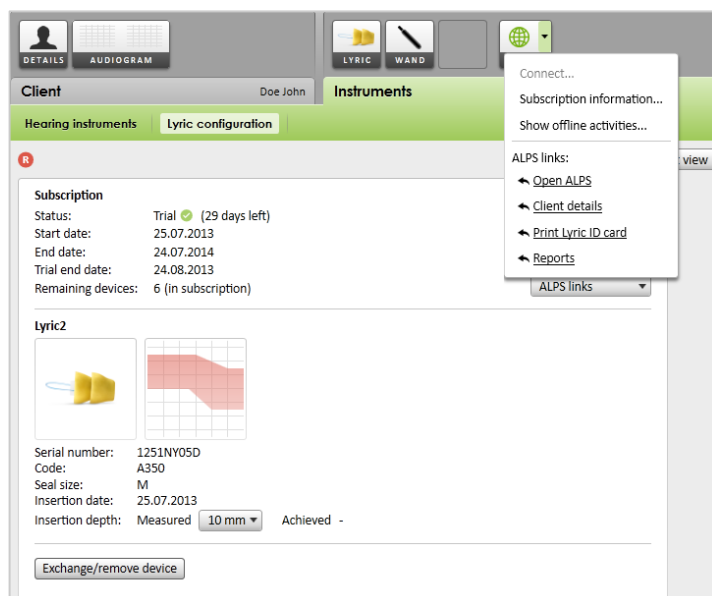You are now able to resolve synchronisation issues by clicking [Sync offline changes to ALPS].

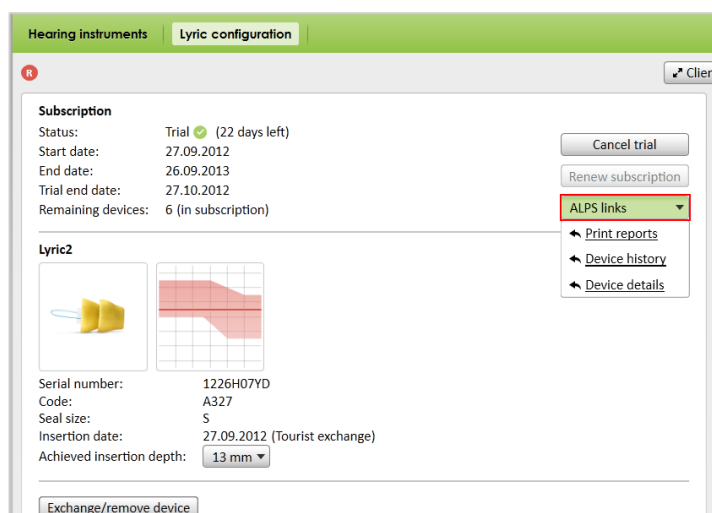A green tick will indicate that the synchronization has been successful.
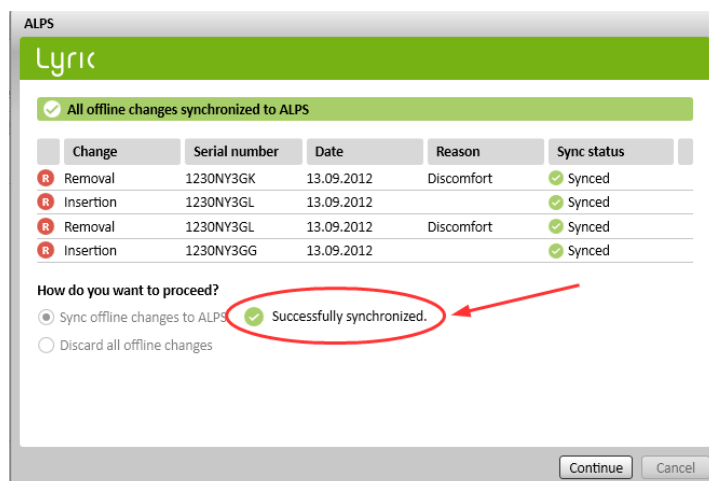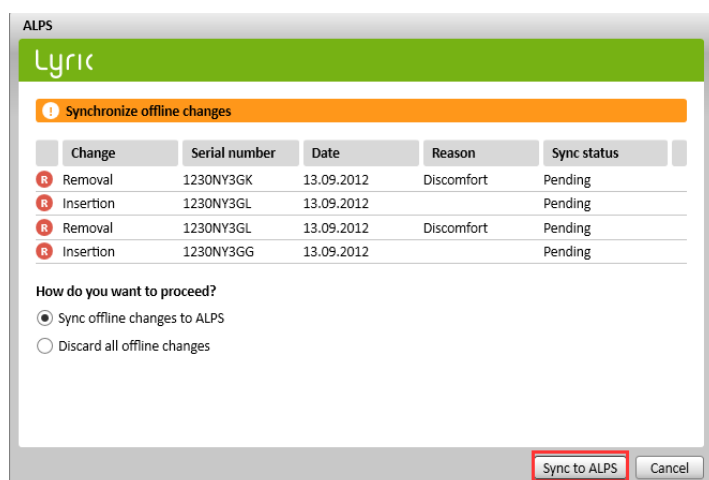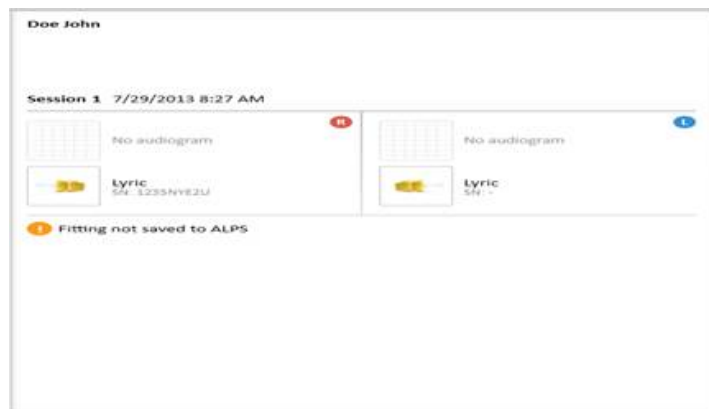
09. Direct link to ALPS

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

- Edit duration and payment modality of a subscription in trial (Open ALPS)
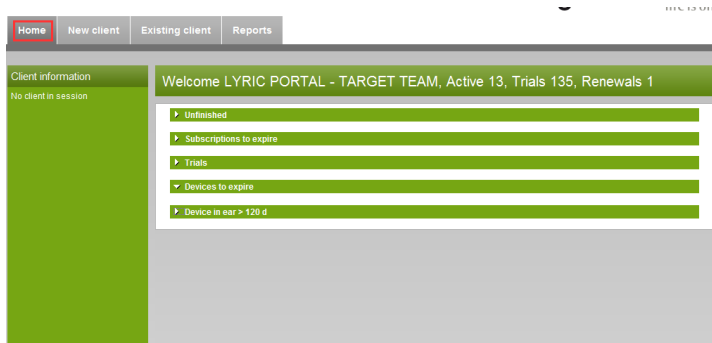- Client details
- Print Lyric ID card
- Reports

- Print reports
- Device history
- Device details

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

- Dashboard: Active subscriptions, Trials & Renewals
- Unfinished (subscriptions)
- Subscriptions to expire
- Trials
- Devices to expire
- Devices in ear more than 120 days

The details can be filtered and sorted.

In the [Reports] you can find all necessary reports needed to handle subscriptions and devices.
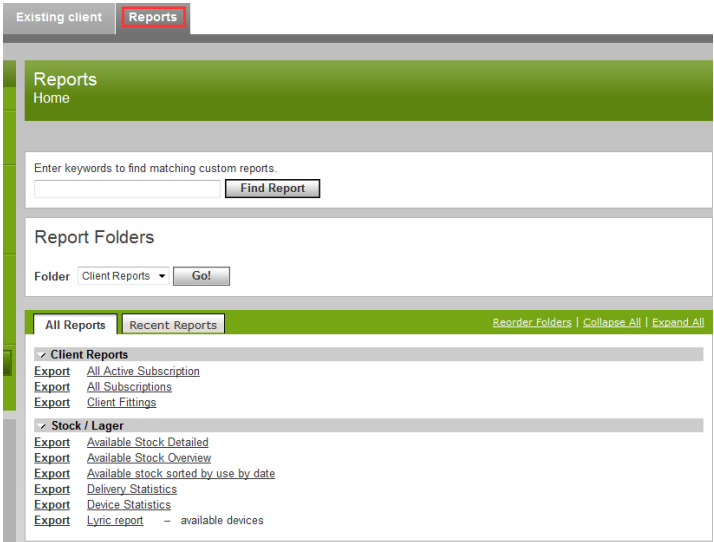
10. Enable enhanced logging for support

In case of encountering a problem with Target, an enhanced logging can help our Target support to find out the root cause.

To enable, click on [Phonak Target setup], [General], [Support] and enable the enhanced logging for support.
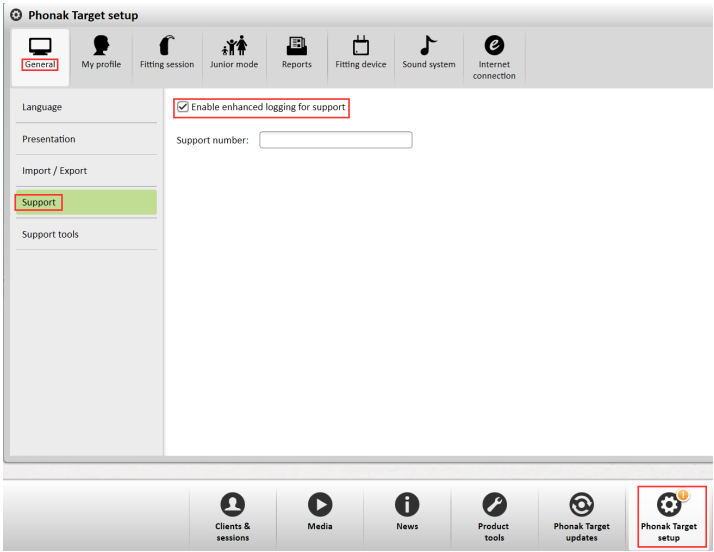
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