

# 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:

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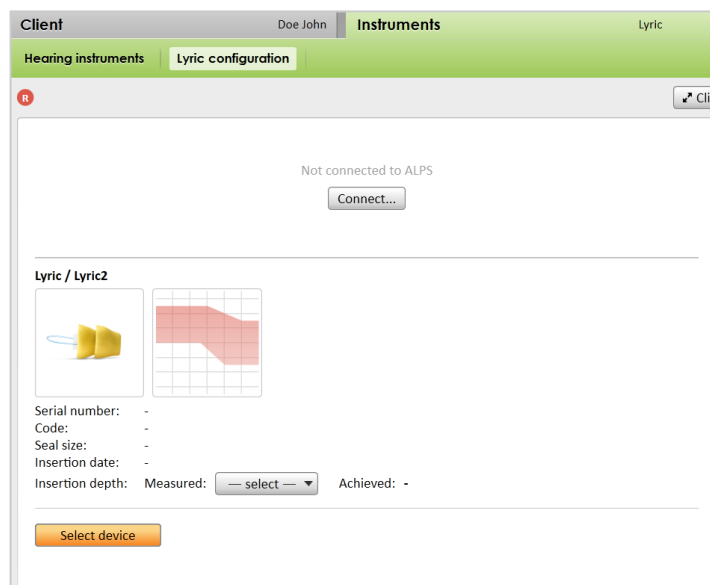
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## 01. Create a new client in Phonak Target/ALPS

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

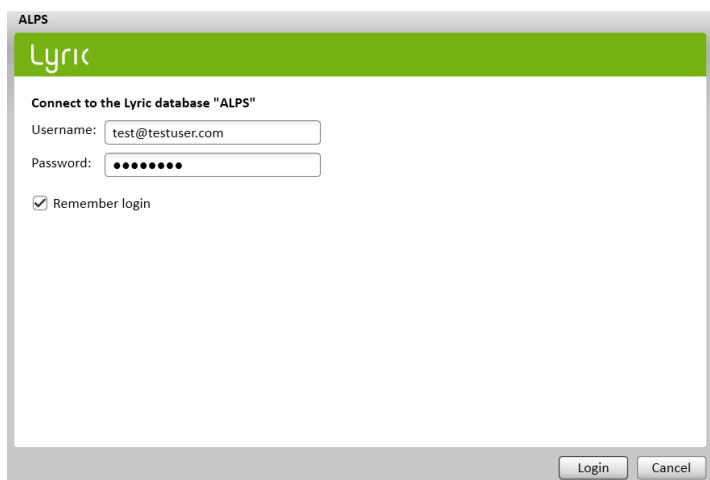
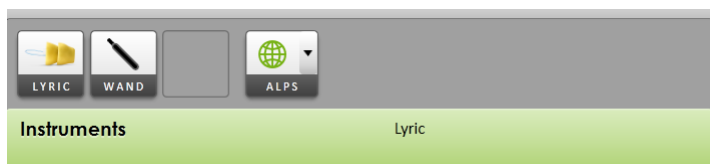
1. [Instruments]: Select Lyric devices in [Hearing instruments]
2. Go to [Lyric configuration] and click on [Select device] to open the Phonak Target/ALPS wizard.



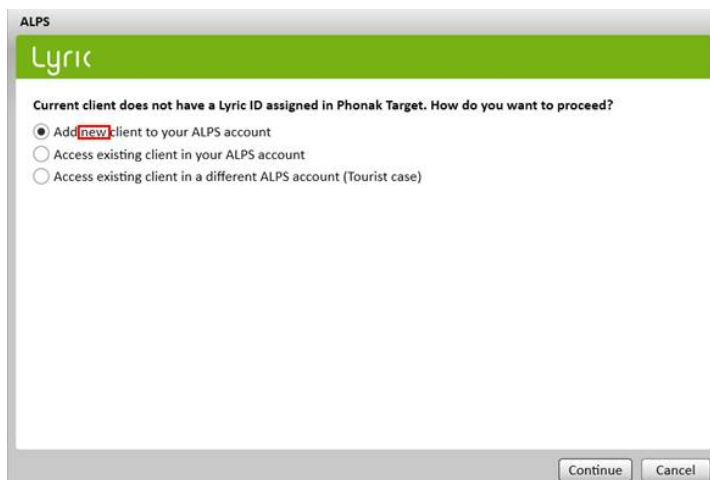
The ALPS button indicates your current connection status:

- 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.

ALPS

**Lyric**

**Enter client details**

First name:

Last name:

**Additional information**

Date of birth: 15.03.1944

Gender: Male

☒ Submit additional information

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

ALPS

**Lyric**

**Select Lyric device from consignment stock**

Insertion date:

Serial	Model	Seal size	Insert by
1211NY5U8	Lyric	S/L	07.12.2012
1213NY3EC	Lyric	M/L	28.12.2012
1217NY20X	Lyric	M/L	11.01.2013
1217NY1XU	Lyric	S/L	11.01.2013
1223H0C27	Lyric2	XS	03.05.2013
1220NY0M9	Lyric2	XS	31.05.2013
1223H0DWJ	Lyric2	XS	07.06.2013
1220NY7WF	Lyric2	XS	21.06.2013
1220NY7WW	Lyric2	XS	21.06.2013
1220NY30P	Lyric2	L	21.06.2013

The measured insertion depth needs to be selected.

ALPS

**Lyric**

**Select measured insertion depth**

Initial device insertion for this ear:

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

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

ALPS

Lyric

**Select a subscription**

Subscription type: 1-year subscription ▼

Payment type: 1-year subscription

Start date: 2-year subscription

3-year subscription

Continue Cancel

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

ALPS

Lyric

**Select a bill-to address and paper information**

Bill to	Payment information
INDIVIDUAL AMERICAN HIRE AND ASSOCIATES CHARLES FORD 10017 BULL 1275 WILMINGTON, NC 28401	INDIVIDUAL AMERICAN HIRE AND ASSOCIATES CHARLES FORD 10017 BULL 1275 WILMINGTON, NC 28401
INDIVIDUAL FBI PHOENIX BARRETTVILLE BOSTON 4000 BELLEVUE PARKWAY	INDIVIDUAL WEST BOSTON HEARING CENTER BOSTON 10000 BOSTON 10000 BOSTON

Continue Cancel

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

ALPS

Lyric

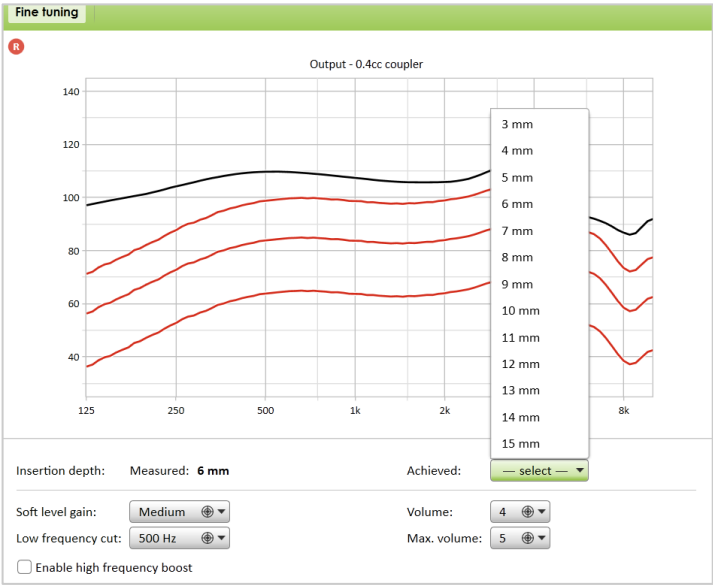
**Client subscription information**

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

Information	R Right	L Left
Subscription	Trial (30 days left)	No subscription
Start date	27.09.2012	
End date	26.09.2013	
Remaining devices	6	
Device	Lyric2	
Serial number	1230NY79M	

Close

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.

**Close session**

Choose the items you would like to save.

☒ **Save to database**

Enter optional session note...

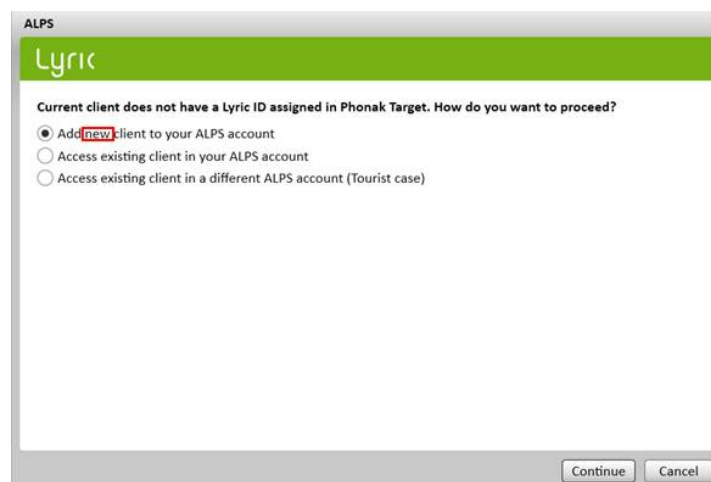
Save Cancel

## 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]**.



ALPS  
Lyric

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

- ☒ Add **new** client to your ALPS account
- ☐ Access existing client in your ALPS account
- ☐ Access existing client in a different ALPS account (Tourist case)

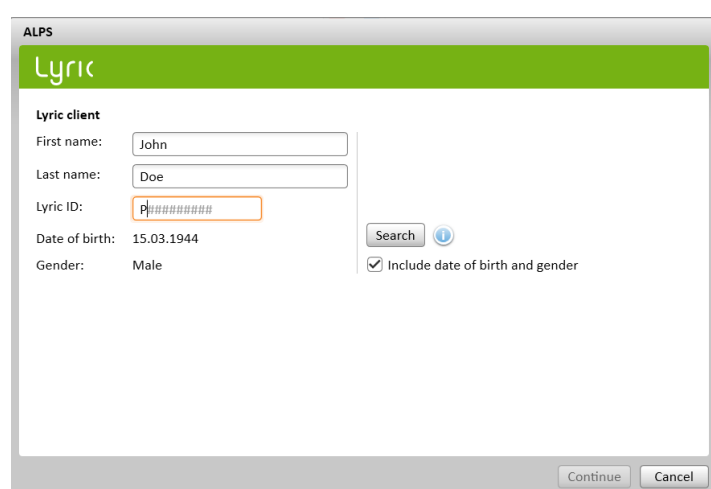
Continue Cancel

Enter the correct Lyric ID and/or 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.



ALPS  
Lyric

Lyric client

First name:

Last name:

Lyric ID:

Date of birth:

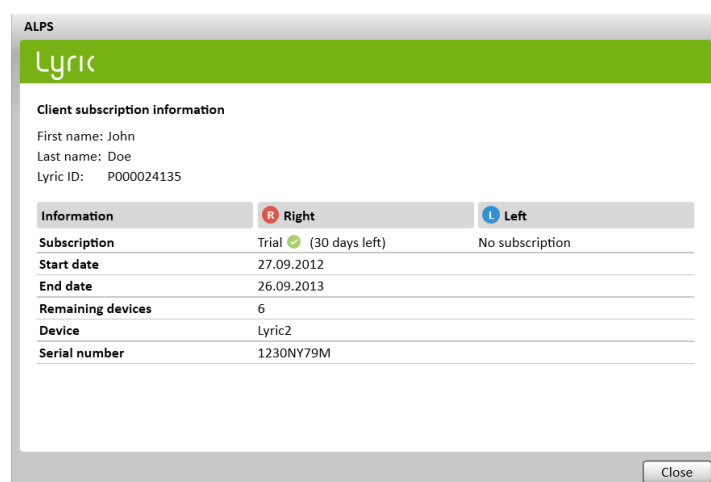
Gender:

Search

☒ Include date of birth and gender

Continue Cancel

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



ALPS  
Lyric

Client subscription information

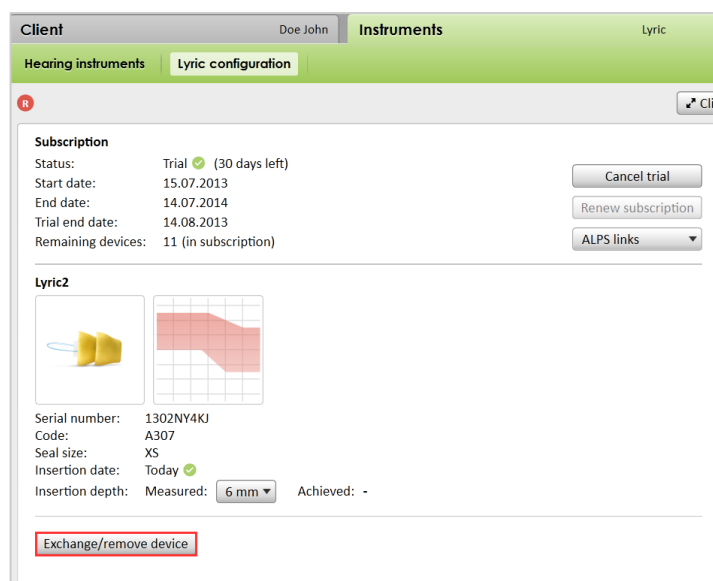
First name: John  
Last name: Doe  
Lyric ID: P000024135

Information	Right	Left
Subscription	Trial  (30 days left)	No subscription
Start date	27.09.2012	
End date	26.09.2013	
Remaining devices	6	
Device	Lyric2	
Serial number	1230NY79M	

Close

### 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].



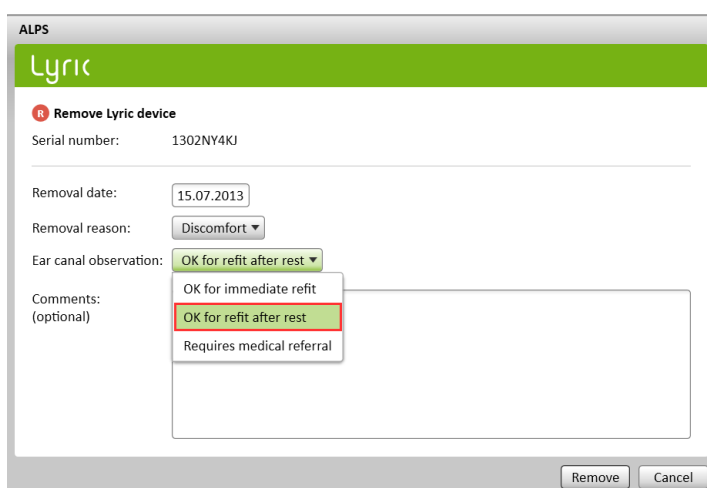
Select the corresponding removal reason.

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].

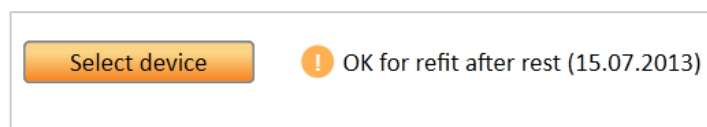
If the client is ready for an immediate refit, you can proceed as usual.



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.

ALPS

Lyric

Please enter the outcome of the ear canal observation

Observation: OK for refit after rest (15.07.2013)

Outcome:  
(optional)

☒ Ear is ok for immediate fit (today)

Continue

Cancel

ALPS

Lyric

Remove Lyric device

Serial number: 1302NY4KJ

Removal date: 15.07.2013

Removal reason: Discomfort

Ear canal observation: Requires medical referral

Comments:  
(optional)

Remove

Cancel

Select device

Requires medical referral (15.07.2013)

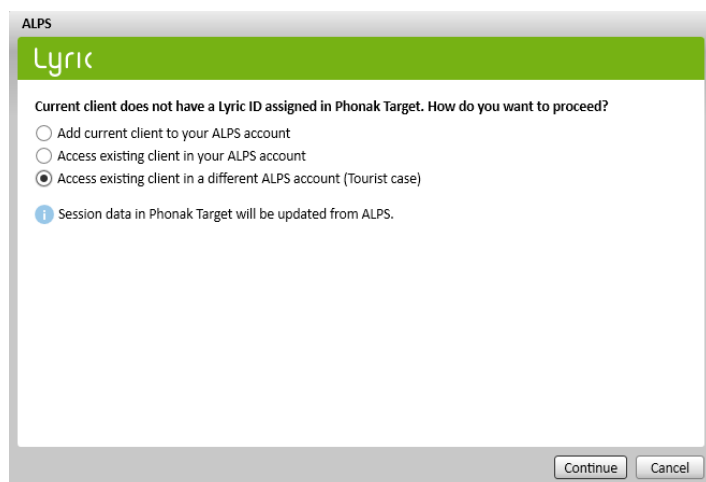


## 04. Tourist case: Device exchange for a tourist client

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)]**.

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

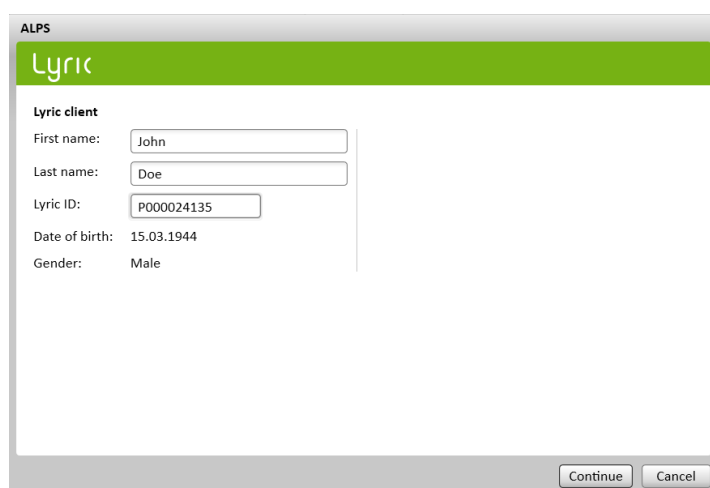
Lyric

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



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.

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

ALPS Lyric

**Fitting parameter mismatch!**

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

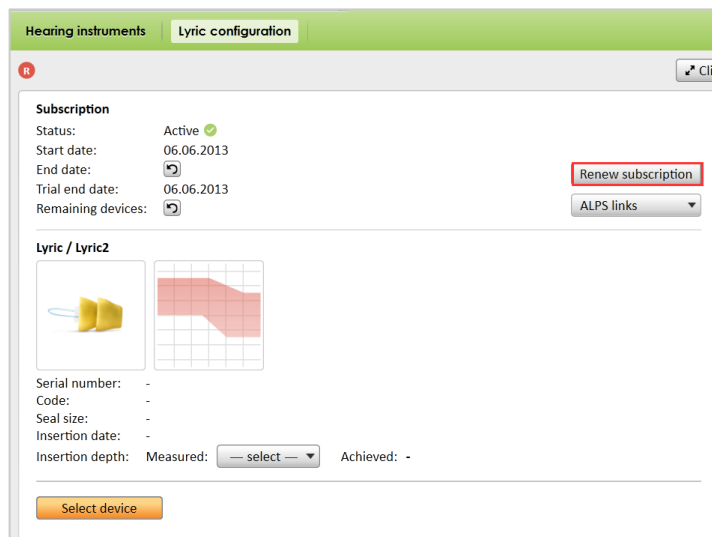
Right	Left
Resolve conflict: <input type="radio"/> Use Phonak Target data Last updated: 27.09.2012 11:14 <input checked="" type="radio"/> Use ALPS data (newer) Last updated: 27.09.2012 11:15 Updated by tourist fitter.	<input checked="" type="checkbox"/> Fitting parameters are identical

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

Continue Cancel

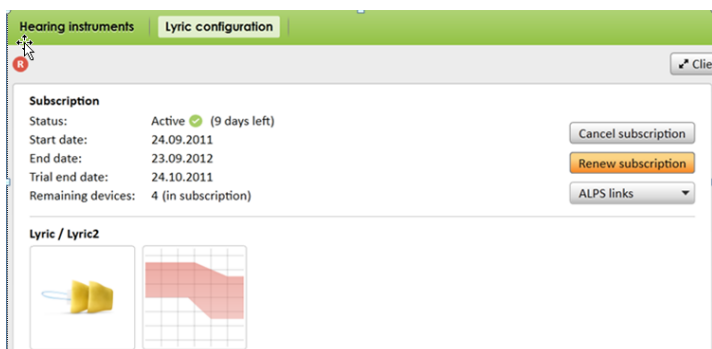
## 06. Renew a subscription

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



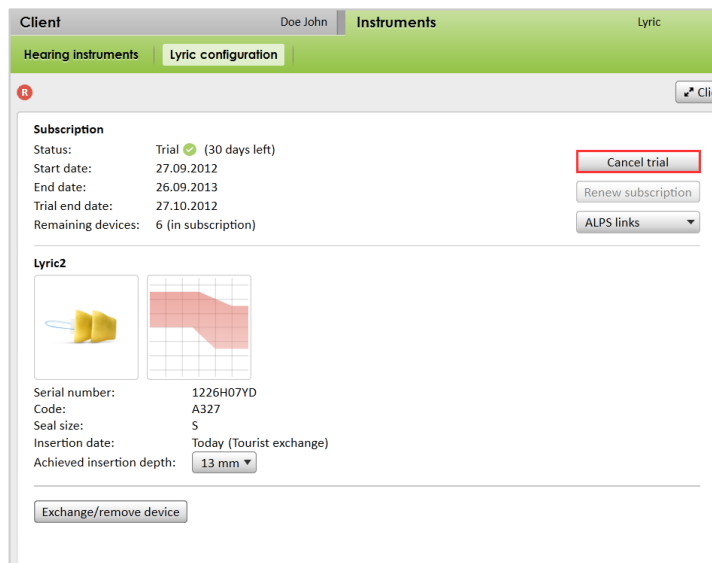
When the subscription is three months to expiry, you'll be alerted by an orange [Renew subscription] button.

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

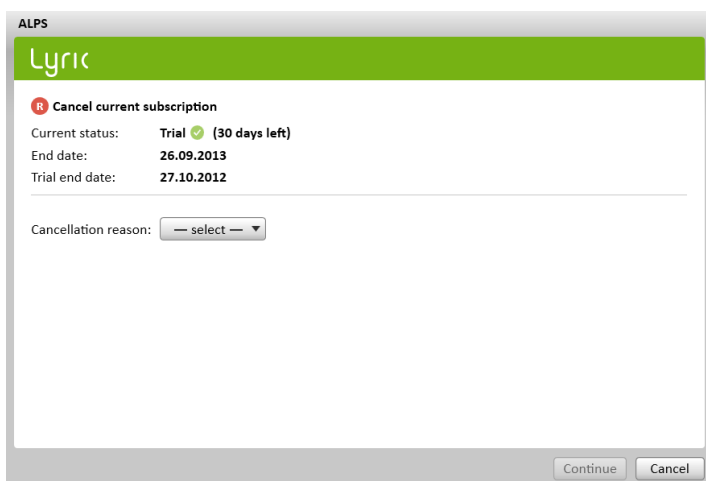


## 07. Cancel a subscription in trial until the billing date is reached

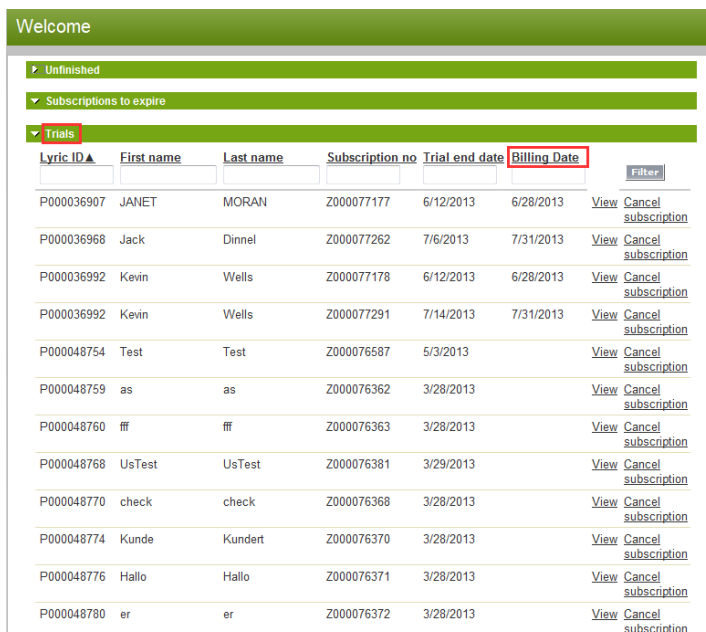
It is possible to cancel a trial up to the billing date directly from Phonak Target. In order to do so, please go to the Lyric configuration screen and click [Cancel trial]. The status between trial cancellation and the billing date will be stated as trial.



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.



Lyric ID▲	First name	Last name	Subscription no	Trial end date	Billing Date	View	Cancel subscription
P000036907	JANET	MORAN	Z000077177	6/12/2013	6/28/2013	<a href="#">View</a>	<a href="#">Cancel subscription</a>
P000036968	Jack	Dinnel	Z000077262	7/6/2013	7/31/2013	<a href="#">View</a>	<a href="#">Cancel subscription</a>
P000036992	Kevin	Wells	Z000077178	6/12/2013	6/28/2013	<a href="#">View</a>	<a href="#">Cancel subscription</a>
P000036992	Kevin	Wells	Z000077291	7/14/2013	7/31/2013	<a href="#">View</a>	<a href="#">Cancel subscription</a>
P000048754	Test	Test	Z000076587	5/3/2013		<a href="#">View</a>	<a href="#">Cancel subscription</a>
P000048759	as	as	Z000076362	3/28/2013		<a href="#">View</a>	<a href="#">Cancel subscription</a>
P000048760	fff	fff	Z000076363	3/28/2013		<a href="#">View</a>	<a href="#">Cancel subscription</a>
P000048768	UsTest	UsTest	Z000076381	3/29/2013		<a href="#">View</a>	<a href="#">Cancel subscription</a>
P000048770	check	check	Z000076368	3/28/2013		<a href="#">View</a>	<a href="#">Cancel subscription</a>
P000048774	Kunde	Kundert	Z000076370	3/28/2013		<a href="#">View</a>	<a href="#">Cancel subscription</a>
P000048776	Hallo	Hallo	Z000076371	3/28/2013		<a href="#">View</a>	<a href="#">Cancel subscription</a>
P000048780	er	er	Z000076372	3/28/2013		<a href="#">View</a>	<a href="#">Cancel subscription</a>

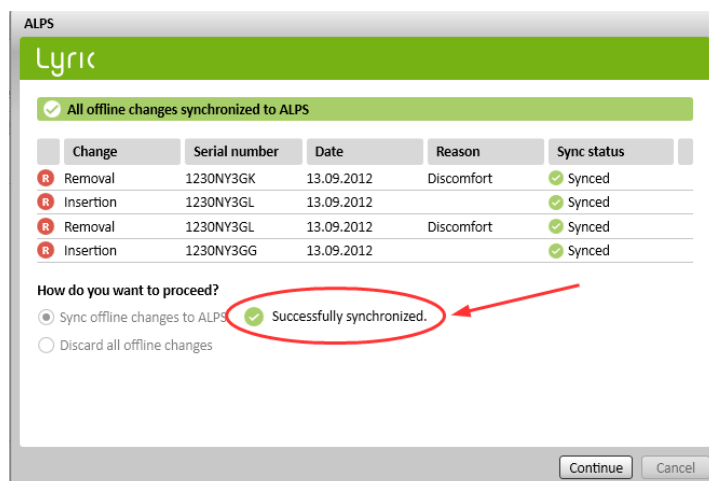
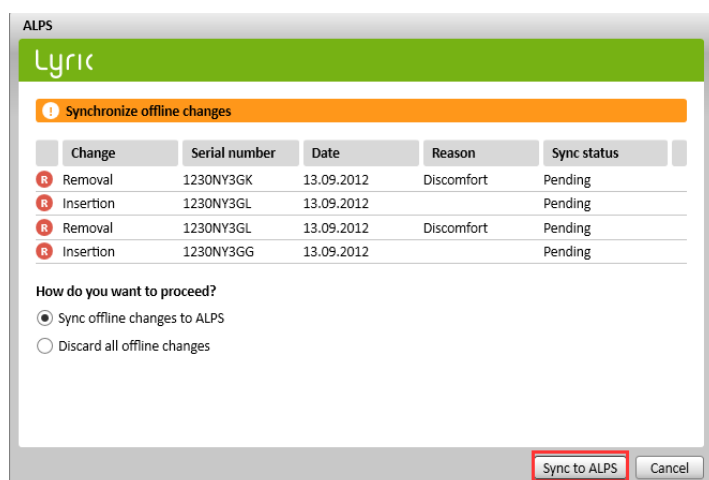
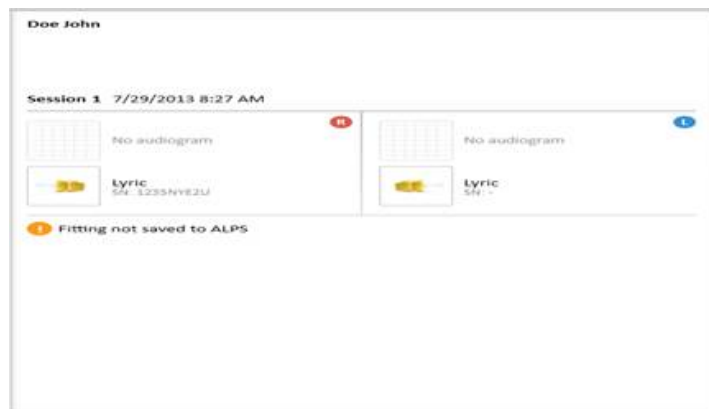
## 08. Synchronization of offline events

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].

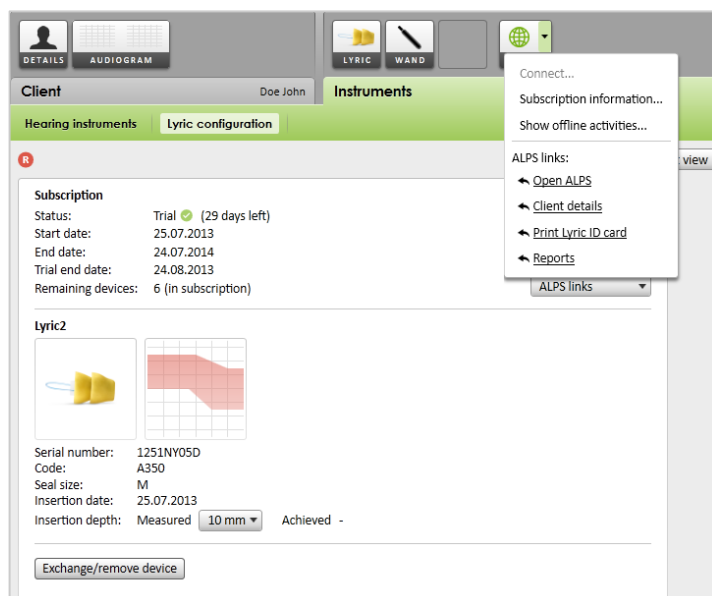
A green tick will indicate that the synchronization has been successful.



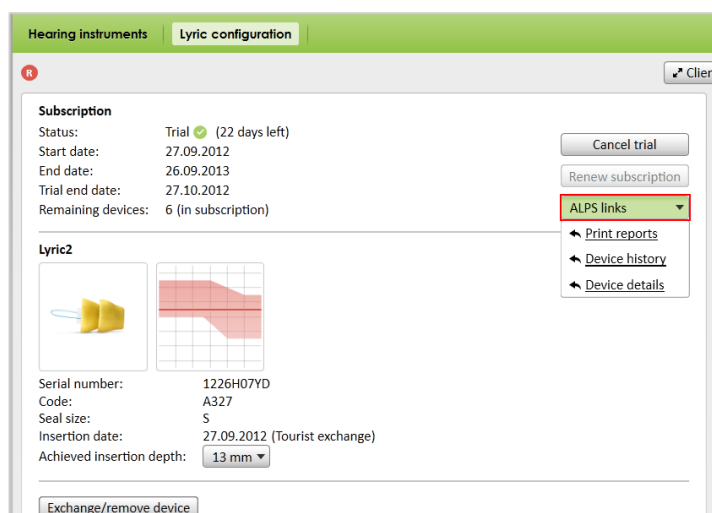
## 09. Direct link to ALPS

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



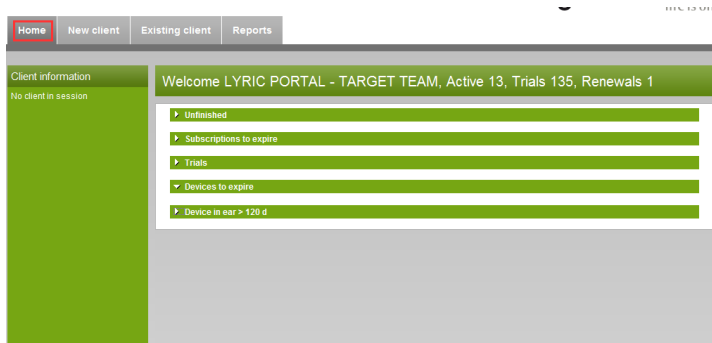
- Print reports
- Device history
- Device details



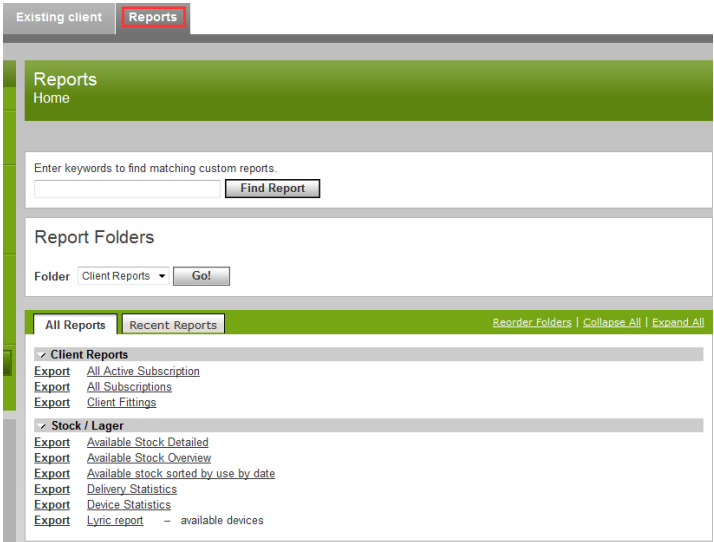
In ALPS, you can see the following details on the home screen:

- 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.



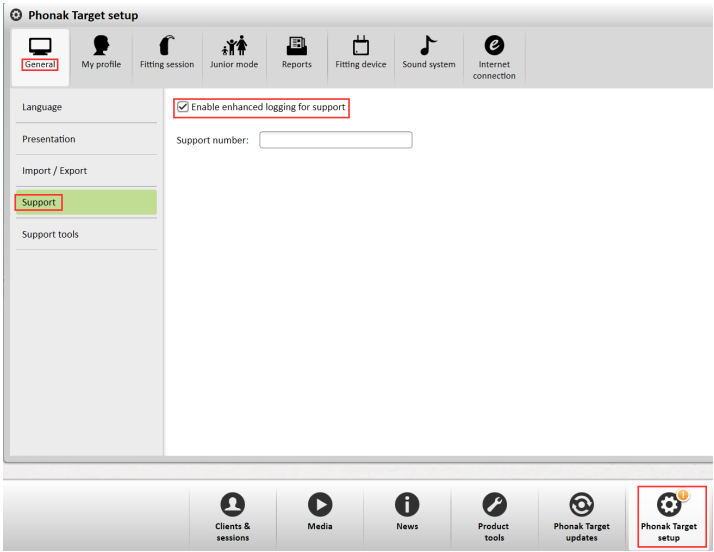
In the [Reports] you can find all necessary reports needed to handle subscriptions and devices.



## 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.



0459  
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