

# Lyric

## Returning a Lyric Device

**When:** Phonak requires the fitter to return a Lyric device that has been removed from the ear within 30 days of last device insertion. Returns should be made on a daily basis. Lyric devices removed from the ear must be updated in the ALPS portal.

**How:** The following outlines the process of returning a Lyric device.

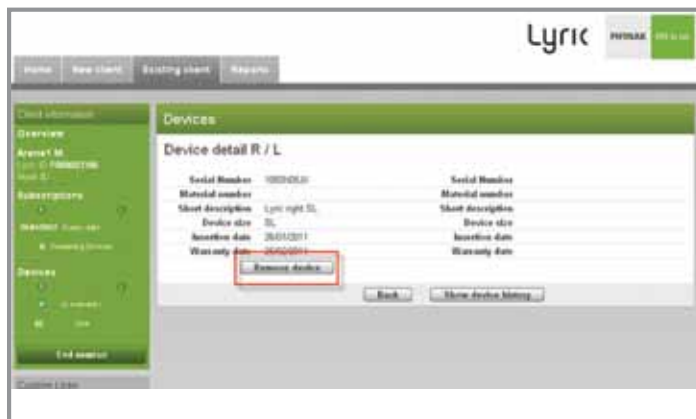
1. Place the removed device in the removal tray provided inside the Lyric Kit.



2. In the ALPS web portal, pull up the Existing Client Information, and click on EDIT Device.



3. Remove Device



4. Choose Removal Reason from the drop down

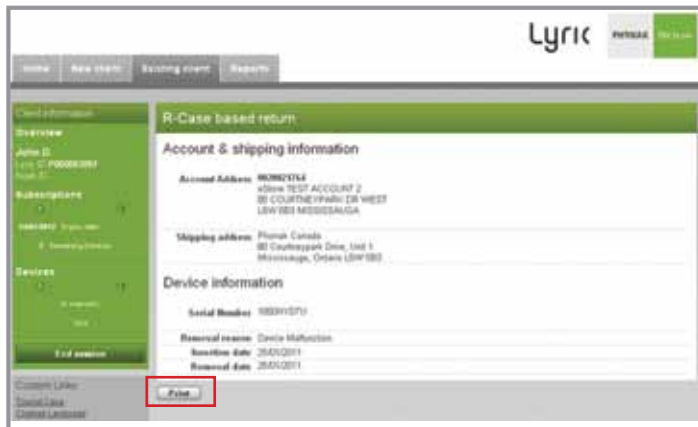


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5. The fitter will be prompted to PRINT a return form.  
When this is done further steps can be taken to record the new device.



6. Each removed device and return form should be packed separately from other devices.



7. All removed devices should be sent to Phonak, Attention ARLENE, on a daily basis.