

Hints & tips in case of early device failure

Phonak always strives to supply products with the highest quality and reliability. Every hearing instrument that fails unexpectedly should be returned to us promptly as we need to analyze them to understand the cause and drive potential improvements.

With Lyric a small number of devices have had unexpected failures. Some of these are of a technical nature and we have taken measures to improve these rapidly. In some instances however, the failure reasons is down to handling of the product and this can be influenced by the Lyric wearer and the Authorized Lyric Partner.

As a result, we would like to provide you with the following hints and tips to reduce handling related product failures. We appreciate your support in ensuring that the following six steps are respected when fitting Lyric on a daily basis:

1. **Program Lyric before insertion**
2. **Watch out for cerumen and lubricant**
3. **Handle Lyric with care**
4. **Try to solve the problem with the SoundLync**
5. **Choose correct removal reason (in ALPS)**
6. **Collect Lyric wearer's feedback**

1. Program Lyric before insertion

Lyric is shipped to you in a "shipping mode" setting. Please be aware that the only way to activate Lyric out of the shipping mode is to program the instrument using Phonak Target Software and the Programming Wand. The analysis of devices returned with a malfunction reason showed that not all devices were programmed correctly. Some were still in the shipping mode.



Lyric cannot be activated using the SoundLync

Recommended steps to program and test Lyric before insertion in the ear:

Step 1: Program Lyric

When programming, make sure that the flat tip of the programming wand is aligned with the white surface of the microphone protection



Step 2 : Check the activation

To verify the activation and correct functioning before insertion, use a listening tube to check for the confirmation beep after programming and perform a listening check. (Please note cautionary comments in section 3, below!) Alternatively, cover the device and check for feedback. If feedback occurs, the device was successfully activated.

Step 3: Switch on the SLEEP-mode

Before inserting, use the SoundLync to set it to SLEEP-mode. This is to avoid feedback during the insertion process and to check if Lyric reacts correctly with the SoundLync. When the SLEEP-mode is activated, the device plays two beeps.

If the device is programmed in the wearers' ear, the wearer hears a confirmation beep after the successful programming process. Please make sure to get this confirmation by your customer.

2. Watch out for cerumen and lubricant

Before Lyric is inserted in an ear canal, the canal needs to be clean and healthy. In a recent analysis of devices returned to Phonak because of malfunction, we have seen that 26% had a clogged receiver opening. After removing the cerumen or lubricant, the devices worked without any failures.

Therefore we would like to remind you and emphasize the importance of otoscopy and cerumen management prior to Lyric insertion. This is a crucial step in the fitting process and needs to be performed very diligently:

- Otoscopy prior to the Lyric insertion is an important step in the fitting process. If cerumen is overlooked, it might end up clogging the receiver opening. Please be sure to check the entire canal to determine it is free of cerumen. If there is any cerumen detected, the ear needs to be cleaned prior to insertion.
- If, for any reason, the otoscopy and the Lyric insertion are not done on the same day, please repeat the otoscopy on the day of insertion to ensure no cerumen has accumulated in the meantime.
- Please also check the canal after it was cleaned by others. It is possible that the person performing cerumen management was not aware of how clean it has to be for Lyric.
- Phonak recommends using distilled water as a lubricant for the insertion process. Should you want to use any other lubricant please take care to prevent the receiver being clogged with the lubricant.



To support you with otoscopy, there are two guides available:

- "Setting up the Lyric work environment and first steps with the microscope"
- "Lyric otoscopy guide"

3. Handle Lyric with care

The components of Lyric are connected by a flexible silicone tube joint. This gives Lyric the needed flexibility for the insertion process and allows the device to follow the curves of the ear canal. Inside this tube the wires for the receiver are positioned and well protected against damage.



Handle Lyric carefully when you unpack it or perform a listening check!

If the device is bent or stretched too much the wires may break off the receiver. This has also been the case on some of the analyzed Lyric devices.

4. Try to solve the problem with the SoundLync

On a large amount of returned devices no malfunction was found. This may be due to one of the following reasons:

Wrong handling of the SoundLync by the Lyric wearer

It may happen that the Lyric wearer changes the volume or the mode of Lyric accidentally by using the SoundLync. Should the wearer complain about a non-functioning Lyric or volume being too low, please try to reactivate it using the SoundLync or turn up the volume before removing the device. Inform the user about how to properly switch between the different modes and how to change the volume.

Insertion of Lyric with a magnetized slider forceps

When the slider forceps is magnetized while using it for the insertion process it might switch Lyric off or change the volume accidentally. Always try first to activate Lyric using the SoundLync or turn the volume up before removing it. Demagnetize the forceps using the demagnetizer (see instructions in the Lyric Fitting Kit).

5. Choose correct removal reason (in ALPS)

All devices that are reported in the ALPS portal with the removal reason “Device Malfunction” or “SoundLync Malfunction” will be analyzed by Phonak to find the reason for the problem. Ensure that you select the right removal reason in ALPS to support the analysis process by Phonak.



Use “malfunction” reasons only for devices which have actually malfunctioned

Should you have done a proactive removal (e.g. because the other side had a malfunction) please enter the removal reason as "ProActive Removal: Sport".

As long as the removal was done in the warranty time, the removed device will not be subtracted from the total amount of remaining devices for the Lyric wearer.

R-Device removal reason

Removal reason --None--

- None--
- Standard Exchange
- ProActive Removal: Sport
- ProActive Removal: MRI
- ProActive Removal: Travel
- Ear Irritation
- Occlusion
- Feedback
- Fit related
- Device Malfunction
- SoundLync Malfunction

6. Collect the Lyric user's feedback

The reason for a malfunction of a Lyric device might be in connection with the Lyric wearer's last activities. If possible please ask the patient what occurred before the device stopped working properly (e.g. showering, sports activity, sleeping, being on an airplane, operating tools etc.).



Provide as much detail as possible about the device malfunction on the return form which you will be prompted to print within the portal

Please return defective device along with the printed return form as soon as possible to Phonak.

We appreciate your on-going effort and would like to thank you very much for your support!