Instruction Booklet for Hearing Care Professionals
Welcome

Thank you for choosing Lyric2, the world’s first extended wear hearing aid which provides the following unique advantages:

- Worn 24/7 and during all everyday activities including sports, showering and sleeping
- Hassle-free hearing — no cleaning or maintenance required
- 100% invisible

This booklet provides you with instructions on all aspects of Lyric2 fittings, from setting up your workspace to counseling your patients and troubleshooting fitting issues.

The booklet is also available as download at www.lyricresourcecentre.com
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Important safety information
As outlined in Lyric user guide

⚠️ Please refer to the Lyric/Lyric2 User Guide for important safety information, compliance information and information about FDA regulations.

⚠️ If any abnormalities are detected during otoscopy the customer must be referred to an ENT doctor. As for any other hearing aid, it is recommended to have the ear canal assessed by an ENT doctor prior to the initial sizing and fitting of Lyric2.

⚠️ Changes or modifications to the hearing aid that were not explicitly approved by Phonak are not permitted. Such changes may damage the ear or the hearing aid. Phonak is not responsible for situations resulting from the insertion of a modified device.

⚠️ The SoundLync contains a magnet. If a medical device like a pacemaker is used, read the specific user guide to clarify possible impact of magnetic fields to the medical device. The SoundLync must not be placed in the breast pocket. Keep a distance of at least 15cm (6 inches) between the SoundLync and the medical device.

⚠️ The hearing aid is a potential choking or swallowing hazard so it should be kept out of reach of children, mentally challenged people and pets. If hearing aids are swallowed, consult a medical practitioner immediately!

⚠️ The hearing aids must not be used in explosive areas (mines or industrial areas with danger of explosions).

⚠️ If Lyric2 stops working for any reason, it must be removed within 24 hours and the patient should see a hearing care professional to check the ear canal.

⚠️ Do not put cotton swabs or anything else in the ear canal. They could damage the hearing aid and/or injure the ear.

⚠️ Scuba diving or diving underwater as well as skydiving may cause injury to the ear or damage to the hearing aid. These activities are prohibited while wearing Lyric2.

⚠️ Medical imaging procedures, such as MRI scans, may cause injury to the ear or damage the hearing aid. Lyric2 must be removed prior to having an MRI scan because it contains metallic parts.

⚠️ Complete submersion of the ears while wearing Lyric2 is not recommended unless a custom made ear plug is worn as this may cause damage to the hearing aid.

⚠️ Lyric2 is designed for single-use. Once removed, it cannot be reinserted.

⚠️ Using the SoundLync: the SoundLync should not rest against the skin of those with allergies to nickel.
Overview of fitting process

Tools
- Speculum
- Length Sizer 2
- Lyric2 Sizer
- Insertion Tool
- Lubricant

Fitting process

Support documents
- Otoscopy instruction (p.14)
- Sizing instruction (p.17)
- Insertion tool instruction (p.15)
- Sizing instruction (p.17)
- Lubrication instruction (p.18)
- Turn patient around and repeat sizing process of the other ear

- Programming Wand
- SoundLync
- Stethoclip*

- Insertion Tool
- Lubricant

Programming and preparation

Lyric insertion

Counseling

* Not included in Fitting Kit
Device and SoundLync description

Lyric2

1. Removal loops
2. Microphone protection
3. “This side up” indication
4. Lateral seal
5. Medial seal
6. Receiver
7. Signal processor
8. Battery
9. Microphone
10. Insertion Handle

SoundLync

1. Keychain housing
2. Magnet
3. Removal tool
4. Cap

Fitting range

Lyric2

Avoid steeply sloping hearing losses with more than 30 dB / octave
## Lyric2 devices and accessories

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Anatomy diagram

- **Outer Ear**
  1. Helix
  2. Fossa triangularis
  3. Crura anthelicis
  4. Anthelix
  5. Cavum conchae
  6. Antitragus
  7. Lobulus auriculae
  8. Cartilaginous ear canal
  9. Posterior meatus
  10. Bony cartilaginous juncture
  11. Bony ear canal
  12. Eardrum

- **Middle Ear**
  13. Malleus
  14. Incus
  15. Stapes
  16. Eustachian tube

- **Inner Ear**
  17. Vestibular organ
  18. Helicotrema
  19. Cochlear organ
  20. Cochlear nerve
Patient journey

- Audiometry
- Obtaining patient history

Short introduction to Lyric2 (benefits, fitting procedure, high-end device)

- Anatomy check
- Health check
- Lifestyle check

Wax removal?

Further medical clarification required?

ENT Referral

ok

Lyric2 model (subscription, trial phase)

Lyric2 fitting

Sign subscription

Trial phase

Satisfied Lyric2 patient

other hearing aid
Lyric2 work environment set-up instruction

Please carefully follow the "instruction for use" enclosed in the packaging when assembling your microscope.

Aim
- To have an ergonomic and comfortable seating position
- Work effectively on patients' ear
- Smallest possible space requirement
- Legroom for the patient

Space requirement
The space provided should be at least 180cm x 200cm.

Facts about the microscope
- Magnification: 6.4 times
- Weight: 76kg
- Working distance: approx. 20cm

Recommended assembly
The recommended layout of the microscope and chair is illustrated to the right. The advantages are:

- The hearing care professional is able to turn the patient chair without any difficulty.
- The alignment of the microscope in this way ensures the best possible working position for both ears.
- A right angle between the short and the long arm of the microscope improves the handling of the microscope.

Once the microscope is assembled, it is crucial to apply the breaks and to adjust the resistance of the joints. It is recommended to opt for a higher resistance for the rotation of the shorter arm and a lower resistance for the rotation of the longer arm of the microscope. This will minimize the side deviation while moving forward with the microscope.

The microscope should be set at a right angle to the long arm.

To perform otoscopy on the patient's opposite ear, the chair is turned around while the patient remains seated. The position of the hearing care professional and the microscope remains unchanged throughout.
Getting started with the microscope

Step 1  Adjusting eye distance

**Important**
It is not necessary to have a sharp focus during this step! Before working with the microscope the eye distance of the oculars needs to be adjusted to avoid shadows and to ensure a round field of vision.

→ First, the oculars are set to the widest distance possible by turning the dial located on the lefthand side. People who wear glasses must push back the rubber eye-piece cushions to ensure the correct distance is maintained between the eyes and the ocular.

→ Switch on the light and look through the eye-pieces. Slowly turn the dial to decrease the distance between the oculars, until a round sector is visible. There should be no shadow, overlapping or double images in the centre. Once you are happy with this image, there is no need to adjust the dial further.

Step 2  Focusing the microscope

Setting the focus of the microscope is only achieved by adjusting the distance between the microscope and the object to be examined. There is no need to change the position of the knob or the eye-pieces in order to get a focused image.

Advice: People who must wear corrective lenses due to spherical refractive errors when viewing distant objects may set the corresponding dioptre number on the eye-pieces and adjust the focus. For further information please refer to the paragraph below: “Positioning of the microscope oculars”.

→ Start with the microscope 20cm away from the patient’s ear. Slowly move the microscope forward towards the ear until the image is focused.

→ When examining the ear it is recommended to focus on the concha first. Gradually move the microscope forward to see a focused image of the ear canal. Work your way from the outside to the inside, finishing with a focused view of the tympanic membrane.

Positioning of the microscope oculars
The microscope oculars allow for manual corrections to be made depending on the difference in vision between the two eyes. This is to allow for binocular vision and depth of field when there is different vision in both eyes.

→ To adjust the dioptre settings, first loosen the clamp screw on the right eye-piece. Then set the eye-piece dioptre scale to “0” and focus on an area of reference (e.g. head-rest) with the microscope until it appears in focus for the right eye only.

→ While maintaining this microscope position, adjust the left eye-piece dioptre scale so that both eyes see the object evenly. Once the dioptre has been set, the clamp screw must be retightened. If glasses or contact lenses are worn while using the microscope, any differences between the eyes should already have been eliminated and adjustments should not be necessary.

Advice: If more than one person is working with the microscope, it is recommended to note the adjustment figures in order to make future set up quicker.
Lyric2 candidacy checklist

Lyric Candidacy & Fitting

Client Name:                                                                                                             Date:

To size and fit Lyric, the ear canal and the tympanic membrane must be clean and healthy. For any medical conditions/therapies present (Yes) in "Section 3. Medical History", please note recommended action indicated in (green) to the right.

1. General contraindications
   - Hearing loss out of range?
   - Slight hearing loss > 30dB per octave?
   - Client goes scuba diving regularly or skydives?
   - Client is not motivated or willing to try amplification?
   - Client is not willing to wear hearing aids continuously?
   - Lack of cognitive ability to understand device use?
   - Client or significant other is unable to self remove Lyric from own ear if necessary?

2. Anatomical contraindications (otoscopy)
   - Unsuitable ear canal geometry e.g. bulges, v shape, step up, hourglass, etc.?
   - Skin conditions in the ear canal, e.g. eczema, chronic otitis externa, etc.?
   - Abnormalities in the bony part of the ear canal, e.g. osteoma, exostoses, etc.?
   - Abnormalities of the tympanic membrane, e.g. perforations, ventilation tubes, large atrophic scars, subtotal defect, etc.?

3. Medical history (questions for client)
   - Do you suffer from diabetes? (Medical clearance recommended)
   - Do you bruise easily and / or take a high dosage of anticoagulants (blood thinners)? (Medical clearance recommended)
   - Do you have any known allergies (e.g. nickel, chrome)? (Medical clearance recommended)
   - Do you have a compromised immune system? (Medical clearance recommended)
   - Have you had chemotherapy within the last 6 months? (Medical clearance recommended)
   - Do you have chronic ear pain or problems with the jaw joint (TMJ)? (Not recommended for wearing Lyric)
   - Do you have regular magnetic resonance imaging (MRI)? (Not recommended for wearing Lyric)
   - Do you have radiation therapy to the head or neck in the past? (Not recommended for wearing Lyric)
   - Medical consult necessary?

4. Sizing Protocol
   - Client is a lyric candidate?
     - Yes
     - No, due to: __________________________________________________________
   - Fitter Signature: ________________________________________ Date: _________________
   - Client Signature: ________________________________________ Date: _________________

5. Fitting: Target Settings
   - Soft Level Gain
   - Low Frequency Cut
   - Volume
   - Max Volume
   - High Frequency Boost

Lyric left device label
Lyric right device label
Request for Medical Clearance for Extended Wear Hearing Aid(s)

Date: 
Patient Name: 
Date of Birth: 

Your patient, is interested in being fit with Lyric hearing aids (please see reverse side for description). Because these hearing aids are deep fitting and are worn for 2-4 months at a time, they present unique fitting requirements. Outlined below are common contraindications and the specific concern for which we are requesting medical clearance to proceed with Lyric as indicated.

Request for Medical Clearance Re:

☐ Diabetes
☐ Bruises easily and/or takes high dosage of anticoagulants
☐ Allergy to chrome or nickel
☐ Compromised immune function
☐ Chemotherapy less than 6 months ago
☐ Other: 

Physician Recommendation:

☐ Patient can wear Lyric hearing aids
  ☐ Left ear only
  ☐ Right ear only
  ☐ Both ears
☐ Patient can not wear Lyric hearing aids and should be assessed for an alternative type of hearing aids

Physician Signature __________________________ Date _________________

Request for Cerumen Removal

Lyric fittings require that ALL cerumen is completely removed from the ear canal. There can be no cerumen visible and the canal must be clean and dry prior to inserting Lyric. This patient is being referred for cerumen removal for the purpose of fitting Lyric hearing aids.

Please remove cerumen from:

☐ Left ear only
☐ Right ear only
☐ Both ears

Please Fax Back To:

Clinic Name: __________________________ Hearing Professional Name: __________________________
Fax: __________________________ Hearing Professional Signature __________________________

Diabetes
☐ Bruises easily and/or takes high dosage of anticoagulants
☐ Allergy to chrome or nickel
☐ Compromised immune function
☐ Chemotherapy less than 6 months ago
☑ Other: ____________________________________________

Physician Recommendation:

☐ Patient can wear Lyric hearing aids
  ☐ Left ear only
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Please Fax Back To:

Clinic Name: __________________________ Hearing Professional Name: __________________________
Fax: __________________________ Hearing Professional Signature __________________________
Otoscropy instruction

Before starting otoscopy, make sure the chair and the microscope are properly set up for the patient and the microscope is adjusted correctly. Refer to the "Lyric2 work environment set-up instruction" (see page 10) for support.

Goals

• Make sure the ear canal is clear from cerumen.
• Make sure the patient's skin condition is good and the ear canal is healthy.
• Visualize the outer ear and the complete ear canal including the tympanic membrane (TM) to identify any contraindications or ear canals with an inappropriate geometry (candidacy checklist on page 12 for details).
• Develop the "flight path" during ear canal visualization prior to inserting a Lyric2 sizer and device due to the need to work blind during insertion.
• Prior to Lyric2 refits, it is important to visualize the ear canal with a microscope to identify any ear canal abnormalities and to make sure the ear canal is free from cerumen.

Perform otoscopy

• Otoscopy is performed slowly and systematically from outside to inside. Start at the concha bowl through the ear canal opening visualizing the entire ear canal and then the entire tympanic membrane.
• Start with the biggest speculum. Change to smaller speculum if necessary in order to get a good view of the entire canal and the TM.
• Crucial checkpoints are the first and second bend (where device will need to turn), the bony cartilaginous juncture, the medial seal location (4 mm from TM) and the TM itself.
• To improve view, change position of the patient's head, e.g. if the ear canal has a rise, tilt the head of the patient away from you; if you want to see the posterior wall of the ear canal turn the patient's head towards you.
• Check jaw movement during otoscopy, looking for the anterior bulge of the jaw joint. If the bulge enters the canal, set realistic expectations regarding comfort and migration issues.
• If there is any cerumen present in the ear canal, or if any abnormalities are detected, refer patient to an ENT to remove cerumen/have abnormalities assessed.

Further tips

• Explain the otoscopy process with the patient.
• Maintain a relaxed seating position.
• Hold the speculum with thumb and index finger and brace your hand at the patient's head.
• Straighten ear canal by pulling pinna backwards and up.
• Straighten ear and check if TM is visible (without speculum).
• If it is visible, the ear canal is fairly straight which is a good pre-condition for Lyric2.
• All wax/debris must be removed from the canal prior to fitting. With insertion of Lyric2, any wax that is in the canal will be pushed medially.
• For Lyric2 refits, always ensure that the ear canal is healthy and free of cerumen and debris.
• Some patients might not feel discomfort or pain despite having ear health issues. It is very important to rely on thorough otoscopy and to refrain from fitting Lyric2 for the time being if any abnormalities are visualized.
Lyric2 insertion tool instruction

1 Thumb ring
2 Moving tension ring
3 Fixed finger ring
4 Depth scale
5 Depth collar
6 Sliding depth ring
7 Loading notch
8 Tip notch
9 Loading hook
10 Removal notch
11 Removal loops
12 Device handle (inside cerumen protection tubing)
13 Sizer handle

Introduction
The Lyric2 insertion tool is used to insert Lyric2 sizers and devices in the ear canal. Prior to using it, the ear canal must undergo otoscopy to check ear health and shape as well as earwax removal if necessary. Please refer to an ENT-doctor if any abnormalities have been detected.

Before inserting a sizer/device in the ear canal using the insertion tool, the maximum insertion depth must be determined using a length sizer. Inserting the sizer/device to this depth will position the medial end of the sizer/device approximately 4mm from the tympanic membrane.

The device sizers for Lyric2 are replicas of the devices. Therefore, the handling and placement is the same as for an actual device.

The insertion tool may be used with either the right or left hand. To hold the tool, use your thumb and place it in the thumb ring. Place fingers in the moving tension ring and the fixed finger ring.

To load a sizer/device, you will use the loading notch, the tip notch and the loading hook. The loading hook is situated in the shaft of the insertion tool. Squeezing the moving tension ring towards the thumb ring extends the loading hook forward towards the tip.

The depth collar and the connected sliding depth ring are used to set the maximum insertion depth using the depth scale. Therefore the depth collar can be moved forward and backward. Set the desired insertion depth by lining up the back edge of the collar with the corresponding value on the depth scale.

The removal notch is used for removing sizers/devices from the ear canal.

Loading a sizer/device
The sizers for Lyric2 are replicas of the devices. The handling and placement is the same as for an actual device. They both have a black dot indicating the superior position in the canal, a handle and removal loops, which are used for loading and retaining the device on the insertion tool and for removal.

To begin loading a sizer/device, squeeze the moving tension ring as far as it will go towards the thumb ring. This will extend the loading hook forward towards the tip.
Lyric 2 sizing instruction

Sizing for Lyric 2 is a 2-step process:

1. **Determine device insertion depth**
   - Determine the maximum depth of insertion using a length sizer.
   - Use the length sizer to determine the correct device size.

2. **Complete both measurements on one ear before continuing with the other ear**.

**Step 1: Determine device insertion depth**
- Inform the patient what you are doing and show that the tip of the length sizer is very soft (e.g., touch back of hands with it).
- Instruct the patient to tell you when the tympanic membrane is touched (usually indicated by scratching noise or tickling sensation).
- Locate the posterior meatus. This will be your reference point for the sizing process. Hold the length sizer between your index and middle finger and insert it into the ear canal by gently tapping with your thumb, taking care to keep the tip at the bottom of the canal.
- To ensure the sizer is laying on the bottom of the ear canal, it helps to use the inter-tragal notch as the entry point.
- Lift index finger and gently tap the length sizer into the canal with your thumb. The length sizer is balanced on your middle finger and the floor of the ear canal.
- Insert the length sizer until the soft tip touches the tympanic membrane, at which point you will feel or see the length sizer bend or bounce back against your thumb.
- Always release the pinna before reading the maximum device insertion depth at the posterior meatus.
- Refer to the color band markings to determine the maximum device insertion depth (see diagram above: length sizer diagram).
- Repeat the measurement 2 times to avoid false measurements (e.g., because the length sizer hits the wall, etc.).

**Step 2: Release the sizer/device**
- Release the sizer/device by pulling back the moving tension ring completely. Remove the insertion tool.

**Removal**
- To remove a sizer or a device from the ear, use the removal notch on the top part of the tip of the insertion tool. Enter the canal with the removal notch up and thread the removal loops into the removal notch. Once engaged, slowly and gently pull the sizer/device out of the ear canal using a circular hand motion. As an alternative, a forceps (Lyric slider forceps or similar) or a blunt-nose tweezer can be used for removal. Therefore, grasp the sizer/device at the handle. As with the insertion tool, pull slowly and gently using a circular hand motion.

**Cleaning and maintenance**
- For cleaning instructions, please refer to the "Equipment cleaning and maintenance instruction" on page 22.

**Thread the removal loops into the loading notch.**
- To do so, position the sizer/device face down and guide the loops into the notch.

**Once both loops are in place, slowly release the moving tension ring to retract the loading hook and place the sizer/device on the tip of the tool.**
- Make sure that the handle is completely engaged in the tip notch.

**Once the insertion tool is properly loaded, use the depth collar to set the maximum depth of insertion on the insertion tool.**
- Turn the sliding depth ring to the left side for the right ear and to the right side for the left ear so that the ring faces the posterior meatus.

**Sizer/device insertion**
- Prior to insertion, gently apply lubricant.

**Use the moving tension ring to adjust the tension of the sizer/device.**
- Squeezing the rings releases tension, spreading the rings apart increases tension.

**Ear canals vary in shape, however most have a slight S shape with a gentle rise.**
- Again, diligent otoscopy is important for successful placements.

**Insert the sizer according to the shape of the canal as observed during otoscopy.**

**Be mindful of the need for variable tension while steering through the canal.**
- Each ear is different, however for most ears, more tension will be required to maintain the appropriate device angle when navigating the bends of the canal. Once past the posterior meatus, tension should be relieved so as not to apply undue pressure to the canal walls.

**The maximum insertion depth should be treated as a not-to-exceed value and is reached when the sliding depth ring lines up with the posterior meatus.**
Lyric2 sizing instruction

Sizing for Lyric2 is a 2-step process

- In the first step, the maximum depth of insertion is determined using a length sizer.
- In the second step, the Lyric2 device sizers are used to determine the correct device size.

Complete both measurements on one ear before continuing with the other ear. After successful sizing, Lyric2 can be immediately fit.

Step 1  Determine device insertion depth

- Inform the patient what you are doing and show that the tip of the length sizer is very soft (e.g. touch back of hands with it).
- Instruct patient to tell you when TM is touched (usually indicated by scratching noise or tickling sensation).
- Locate the posterior meatus. This will be your reference point for the sizing process. Hold length sizer between your index and middle finger and insert it into the ear canal by gently tapping with your thumb, taking care to keep the tip at the bottom of the canal.
- To ensure the sizer is laying on the bottom of the ear canal, it helps to use the inter-tragal notch as the entry point.
- Lift index finger and gently tap the length sizer into the canal with your thumb. The length sizer is balanced on your middle finger and the floor of the ear canal.
- Insert length sizer until the soft tip touches the tympanic membrane, at which point you will feel or see the length sizer bend or bounce back against your thumb.
- Always release pinna before reading maximum device insertion depth at posterior meatus.
- Refer to color band markings to determine maximum device insertion depth (see diagram above: length sizer diagram).
- Repeat the measurement 2 times to avoid false measurements (e.g. because length sizer hits the wall, etc.).

Step 2  Determine device size

- Repeat otoscopy prior to sizer insertion.
- Start sizing with the small sizer (green core). Load the sizer on the insertion tool and make sure that the black dot on the seal is in the superior position.
- Prior to insertion, gently apply lubricant (see lubrication instruction on page 16).
- Use the depth collar to set the maximum depth of insertion on the insertion tool according to the previous measurement.
- Insert sizer according to the shape of the canal as observed during otoscopy. If pulled, release pinna before reading insertion depth at posterior meatus.
- Pay attention to the resistance felt during sizer insertion as it is the first indication for acoustic seal and Lyric2 size. Little resistance = poor acoustic seal so consider larger size. Appropriate resistance = good acoustic seal and appropriate size. Significant resistance = reasonable acoustic seal unless folding but consider smaller size.
- Check the fit of the sizer with otoscopy technique. If all sides of the seal are touching the ear canal wall without any gaps or folds in the seal and if the insertion was smooth and comfortable, the patient wears a small device.
- Folds in seal indicate that sizer is too big and you should try the XS-sizer.
- If the XS-sizer is still too big, the ear is contraindicated for Lyric2 use. If the ear canal is too large, you will see gaps between the canal wall and sizer indicating that you should try a larger sizer.
- The device size is correct when there are no gaps or folds and it fits comfortably in the ear canal.

If you are unsure which size to choose (e.g. two sizes show good fit in the ear), it might also help to consider the hearing loss when selecting device size (stronger HL requires better seal and vice versa).

If desired, let the patient remove the sizer using the SoundLync to practice the removal.

If a custom swim mould is required, take impression with the correct sizer placed in the ear canal used as impression pad.
Lyric2 lubrication instruction

The following instruction shows you how to apply glycerin during a sizing and device insertion appointment.

For Lyric2, the sizers are replicas of the devices. Therefore the lubrication is done the same way for sizers and devices. The frequency of lubrication depends on the number of insertions.

When starting the sizing or device insertion process

• apply glycerin on the entrance of the ear canal and
• apply glycerin to the medial seal of the sizer using an unused cotton swab

Re-apply glycerin on both locations after every two insertions.

To lubricate the ear canal, put glycerin on an unused cotton swab and apply in a circular motion on the skin at the entrance of the ear canal.

To lubricate the medial seal use an unused cotton swab and gently apply “drops” as shown in the picture on the left.

It is important not to over-apply glycerin to prevent device failure or obstruction. Do not allow glycerin to contact or overflow onto the Lyric2 receiver.

For hygienic reasons, packets are for single use. Use one packet per patient.

Use a new cotton swab every time when applying glycerin to ear canal or medial seal.
Lyric2 programming instruction

Lyric2 is shipped in a dedicated shipping mode in an airsealed aluminum pouch.

Please be aware that the only way to activate Lyric2 out of the shipping mode is to program the instrument using Phonak Target Software and the programming wand. The labels on the pouch and the device box include a serial number (eg. SN 1234AB5CD) and a four digit code (eg. A308) which must be entered in the software.

Lyric2 cannot be activated out of the shipping mode using the SoundLync!

To ensure proper device function, it is always recommended to program and verify the function of Lyric2 prior to insertion. When programming, make sure that the flat tip of the programming wand is close to the microphone protection (as shown in the picture below).

Before insertion, verify that the device was successfully programmed by covering the device and checking for feedback. If feedback occurs, the device was successfully activated.

Before inserting, use the SoundLync to switch it to SLEEP-mode and back ON while listening to it, to make sure the device is working correctly.

If the device is programmed while in the patient’s ear, the patient will hear a confirmation beep. Please make sure to get confirmation from the patient. If the patient does not hear the confirmation beep, repeat the programming process.

A Lyric2 wearer who (accidentally) changed the device settings using the SoundLync might report a device malfunction. Always try to activate the device by using the SoundLync or by reprogramming prior to removing the device.
SoundLync instruction

The SoundLync serves as a remote control for Lyric2 and enables the patient to remove the device if necessary. This instruction will help you to counsel your patients regarding use of the SoundLync. The illustration on page 6 shows the different components of the SoundLync.

Make sure your patient practices and understands all of the SoundLync functions and is able to remove the device if necessary.

The SoundLync enables the patient to switch the device into three different modes (ON, SLEEP, OFF) and to change the volume.

Before using the SoundLync, the keychain housing needs to be unscrewed to expose the black magnet. To change the device settings, the magnet should be close to the microphone protection to trigger the change. Every change of the device is confirmed by beeps or beep sequences.

**Toggle between ON and SLEEP-Mode**
If Lyric2 is ON, briefly holding the magnet close to the device then removing the magnet switches it to SLEEP-mode (2 beeps). Briefly holding the magnet close to the device again and then removing it switches Lyric2 back ON (1 beep).

**Change Volume**
To change volume, first place Lyric2 in SLEEP-mode (2 beeps). Switch device back ON (1 beep) and continue holding the magnet close to the device. After a pause of 2-3 seconds, the device begins to cycle through the volume steps (soft to loud) starting at level one until the MaxVol-Level is reached. Each level is indicated by a short beep that increases in intensity as the volume levels increase. Lyric2 will continue to cycle through the volume levels until the magnet is removed at the desired level. The MaxVol-level is set in the fitting software.

**Remember**
Volume-cycle always starts at level 1. Lyric2 will always remain at the same volume setting unless changed as described.

**Switch OFF**
To switch the device OFF, switch to SLEEP-mode (2 beeps) and continue holding the magnet close to the device. After a pause of 2-3 seconds the device will switch OFF (4 beeps). To switch the device back ON, hold the magnet briefly and then remove it (1 beep).

**Example**
Lyric2 is switched ON, VOL set to 2, MaxVol set to 4, patient wants to change volume from level 2 to 3.

Change to SLEEP-mode (2 beeps), switch device back ON (1 beep) and keep holding the magnet close to the device. After a 2-3 second break, Lyric2 starts to cycle through the volume levels. Count the beeps and remove magnet after the third beep which indicates level 3.

If third beep was missed, continue to hold the magnet close to the device. The device will go up to level 4 and then restart the cycle at level 1. Count the beeps again and remove the magnet when level 3 is reached.

**Remove Lyric2**
See chapter "Counseling instruction" on the next page for the patient instruction on how to remove Lyric2 from the ear canal using the SoundLync.
Counseling instruction

Lyric2 is placed deep in the ear canal and worn constantly for up to four months at a time. Therefore some specific counseling is required. In addition to counseling regarding sound quality and loudness (esp. for first-time users), the patient should understand the following before leaving the office:

- How to use the SoundLync
- What to do in case of discomfort
- When Lyric2 has to be removed
- How to remove the device

How to use the SoundLync

ON: 1 beep
SLEEP: 2 beeps
OFF: 2 beeps (hold), 4 beeps
Volume: 2 beeps (remove magnet), 1 beep (hold & wait), Beep sequence

The user guide (chapter 4.1 – 4.6) contains further information for the patient on how to change the settings.

What to do in case of discomfort

Wearing Lyric2 will require adaptation time. This might include discomfort during the first days or up to two weeks. It is recommended to use the following classification as a guideline for discussing patient sensation following the fitting:

1. Awareness
2. Annoyance
3. Discomfort
4. Pain

If the patient is experiencing awareness, annoyance or discomfort during the first two weeks after the fitting, Lyric2 should not be removed. Experience has shown that these sensations usually go away after the adaptation phase. If the patient experiences pain at any point while wearing Lyric2, the device needs to be removed immediately.

If possible, the removal should be done by the Lyric2 provider in his/her office to perform otoscopy after the removal. This helps to ensure the health of the canal, identify pressure marks in the canal and improve the placement when a device is refit. Before the refit, the ear should rest 10 – 14 days or until healed.

When to remove Lyric2

Lyric2 must be removed when having an MRI, scuba diving, skydiving, experiencing constant pain or when it stops working.

How to remove the device

The device is removed using the removal tool that is built into the SoundLync. Unscrew the transparent cap to reveal it. Slowly and gently insert the removal tool into the ear canal until it slightly touches Lyric2. Engage the removal loop by spinning the tool between thumb and index finger and gently remove the hearing aid using a gradual circular motion. Do not push on Lyric2 when removing it. Do not put Lyric2 back in the ear. The user guide (chapter 4.7) contains further information for the patient on removal.
Equipment cleaning and maintenance instruction

- Agents used to clean and disinfect or sterilize the insertion tool and the specula must be non-irritating and chloride-free to ensure long life.

- Strictly follow the manufacturers’ instructions regarding concentration of the solution and exposure time.

- Remove the tools from the bath after cleaning and rinse thoroughly with water. Remove tools from cold sterilant after soaking. Rinse thoroughly with water and allow to dry. Do not leave them in the solution after cleaning or soaking.

- Check all screws and fasteners of the microscope, chair and stool regularly every 6 months.

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**Cleaning the insertion tool**

1. Clean insertion tool in ultrasonic bath, then
2. Sterilize in autoclave or
3. Soak in cold sterilant solution to achieve sterilization or high level disinfection

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**Cleaning the specula**

1. Clean specula in ultrasonic bath, then
2. Sterilize in autoclave or
3. Soak in cold sterilant solution to achieve sterilization or high level disinfection

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The length sizer is for single use only and must not be cleaned. Use a new length sizer for every patient.

The device sizer is for single use only and must not be cleaned. Use a new sizer for every patient.

The programming wand can be cleaned with a disinfectant wipe if necessary. It must not be dipped in water.

All painted and metal surfaces of the microscope can be cleaned using a cotton cloth and mild detergent. For tougher stains, pure alcohol can be used.

The optical surfaces (eye-pieces and lens) can be cleared of coarse dirt with a clean brush. After that, wipe the lens in a circular motion starting from the centre to the outside. If necessary breathe on the lens to polish it. You may also use an optical cleaning set.

Clean seat cover and plastic parts of chair and stool with hot water and microfiber cloth. Please do not use solvents.
Troubleshooting flowcharts

The following flowcharts help to troubleshoot the most common issues that might come up during or after a Lyric2 fitting:

- Lyric patient converting to Lyric2
- Occlusion
- Pain assessment
- Feedback
- Migration
- Dead device

Converting a Lyric patient to Lyric2

**Lyric wearer**

- **Length sizing with length sizer2**
  (every patient needs to be resized)

- **Device sizing with sizers for Lyric2**
  (every patient needs to be resized)

- **Program device with existing Lyric parameters**

- **Patient satisfied**

- **Lyric2 too soft**

  - Increase SLG 1–2 steps
    - OK → **DONE**
    - still too soft
      - Decrease LFC to 200Hz
        - OK → **DONE**
        - still too soft
          - Increase volume 1–2 steps
            - OK → **DONE**
Troubleshooting flowcharts

Occlusion

Occlusion
(voice hollow, ear feels plugged or down in a barrel)

- Verify device is ON
  - Device was OFF
    - Turn on device
    - DONE
  - Already ON
    - Resend program
      - wait for the acknowledging beep
      - Still occluded
        - Increase LFC
          - For less LF gain
          - Still occluded
            - Wait an adaption period of 1 week
            - Still occluded
              - Consider contraindication
            - Better
              - DONE
            - Reposition
              - push in 0.5 to 1 mm
              - most likely to help
              - Still occluded
                - Wait an adaption period of 1 week
                - Still occluded
                  - Consider contraindication
                  - Better
                    - DONE
        - Decrease VOL
          - 1 or 2 steps
          - (3 dB each)
          - Still occluded
            - Decrease SLG
              - 1 or 2 steps
              - (4 dB each)
              - Still occluded
                - Consider contraindication
                - Better
                  - DONE
          - Better
            - DONE
        - Decrease LFC
          - add low frequency gain to overcome insertion loss
          - Still occluded
            - Decrease SLG
              - 1 or 2 steps
              - (4 dB each)
              - Still occluded
                - Consider contraindication
                - Better
                  - DONE
          - Better
            - DONE
    - Better
      - DONE
Troubleshooting flowcharts

Pain Assessment

If less than pain reported

Counsel: Continue device use

If discomfort goes away

Success
Continue Lyric2 use

If pain reported OR if discomfort continues beyond 7 days

If pain reported

Implement rating scale

If Pain

Remove device

Evaluate
1. Query for cause. If cause found, counsel
2. Medical treatment of ear if deemed necessary
3. Wait 10-14 days (or until ear is healed)

Once ear is healthy

Verify size (refit)

Still pain or discomfort

Remove device and contraindicate
Troubleshooting flowcharts

Feedback

Feedback (FB)

Minor
(only audible when triggered)

Otoscopy
Check for undersizing
(look for gaps in lateral seal)

Major
(audible all the time)

DONE
FB GONE
DONE
FB GONE
DONE
FB GONE
DONE
FB GONE
DONE
FB GONE

Reposition
Push in slightly (0.5 to 1 mm) or change angle of device in the canal

DONE
DONE
DONE
DONE
DONE

HFB: Turn HF boost OFF
Still FB
FB GONE
DONE

SLG: Decrease soft level gain 1 step (4 dB)
Still FB
FB GONE
DONE

VOL: Decrease volume 1-2 steps (3-6 dB)
Still FB
FB GONE
DONE

Remove & reinsert
Still FB
FB GONE
DONE

FB GONE
DONE

Resize & reinsert
Still FB
FB GONE
DONE

Contraindicate

DONE
DONE
DONE
DONE
DONE

VOL: Decrease volume 1-2 steps (3-6 dB) Instruct patient to turn VOL up after 3-4 days
Still FB
FB GONE
DONE

Contraindicate
Troubleshooting flowcharts

Migration

**Migration**
causing compromised sound quality, comfort, visibility or prevents extended wear use of Lyric2

- Patient had MRI
  - Yes
    - Query Patient (did he/she manipulate?)
    - Re-counsel
  - No
    - Re-evaluate insertion depth, resize, check insertion depth
    - Reinsert (eventually with different size or insertion depth)
    - Contraindicate

- Reinsert device if possible
  - Remove to insert deeper
  - May need to insert new device

- Remove & reinsert

- Jaw movement moving device? (check under microscope inspection)
  - Re-counsel
Troubleshooting flowcharts

Dead device

Dead device in ear
(cannot hear amplification or beeps)

- Verify device is ON
- Device was OFF → Turn on → DONE

- Already ON

- Resend program
  (wait for the acknowledging beep)
- OK → DONE

- Still dead

- Perform otoscopy
  (check for cerumen or water exposure)

- Remove device
  Perform listening check

- Refit
  New device
Information and description of symbols

With the CE symbol, Phonak AG confirms that this Phonak product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC. The numbers after the CE symbol correspond to the code of the certified institutions that were consulted under the above-mentioned directive.

This symbol indicates that the products described in these instructions adhere to the requirements for an application part of Type B of EN 60601-1. The surface of the hearing aid is specified to be an application part of Type B.

This symbol indicates that it is important to read and take into account the relevant information in these instructions.

This symbol indicates that it is important to pay attention to the relevant warning notices in these instructions.

Important information for handling and product safety.

The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in this instruction booklet.

Temperature: -20° to +50° Celsius (-4° to +122° Fahrenheit)
Humidity: 0% to 70%.
Atmospheric Pressure: 500 hPa to 1100 hPa.

This symbol indicates that this hearing aid is for single use only. Do not reuse.

This symbol indicates that this hearing aid may not be thrown away as normal household waste. Proper disposal protects the environment and health.