

Phonak Lyric™

**Frequently
asked questions •**



General information



What is Lyric?

Lyric is the only 100% invisible extended wear hearing aid that is worn 24 hours a day, seven days a week, for up to several months at a time. Unlike many other hearing aids, Lyric is positioned completely inside the ear canal, and it uses the ear's anatomy to provide natural sound quality.

What makes Lyric different?

It is the first, completely invisible hearing aid that is worn 24 hours a day, 7 days a week for months at a time. The natural placement of Lyric provides natural sound and has been preferred by 86% of people who wore traditional hearing aids.

What are the outstanding characteristics of Lyric?

- **Completely invisible**

Lyric is placed deep in the ear canal and is completely invisible. Only the Lyric user will know why he/she is hearing better.

- **Effortless hearing, 24/7**

Lyric can be worn during daily activities, such as exercising, showering, talking on the phone and sleeping. There are no batteries to change, no daily maintenance is needed, and no daily insertion or removal is required.

- **Unique deep canal placement**

Lyric is placed deep in the ear canal and delivers exceptional sound quality in both quiet and noisy environments. Lyric uses the anatomy of the ear and the ear canal for a natural perception of sound

How does Lyric work?

Lyric is comfortably placed in the ear canal by a Lyric trained hearing professional during a routine office visit. No surgery or anesthesia is required. Once placed, Lyric is 100% invisible, is designed to be worn continuously for months at a time, and uses the ear's anatomy to deliver exceptional sound quality. Lyric will be programmed for the customer's specific hearing needs, and the customer can adjust the volume of the hearing aid as needed.

What does Lyric feel like?

The exterior of Lyric is made of a soft material specifically designed to contour to the ear canal. This soft exterior helps to make Lyric comfortable to wear. After an initial adjustment period (anywhere between 7 and 14 days), most Lyric users no longer feel Lyric in their ear.

If a Lyric user wants to swim and/or dive, should the hearing aid be taken out first?

It is recommended a custom swim plug be worn with a swim cap when swimming. However, Lyric has to be removed when deep sea diving. The pressure changes experienced when deep sea diving can potentially cause the Lyric to shift and discomfort, trauma, and/or feedback can occur.

Can headsets / ear buds be used with Lyric?

External headphones and external hearing protection can be used. Do not use inserted headsets, ear buds, or earplugs; because they may dislodge the hearing aid (Standard iPod earphones can be used).

Will an MRI, X-ray, or CT scan damage Lyric or place the ear at risk?

Lyric must be removed before an MRI. Unlike an MRI, an X-ray or CT scan will not damage or dislodge the hearing aid because a magnet is not used. However, you should inform the physician and/or technician about the Lyric hearing aid. If an X-ray or CT scan of the ear or head is needed, the hearing aid may need to be removed. Let your physician know that you are wearing Lyric if you are having surgery or a medical procedure of any kind.

Will radiation to the head damage Lyric or place the ear at risk?

Most patients who have had radiation to the head or neck are contraindicated due to the inadequate blood flow in the ear canal that can result in necrosis. This occurs because the Lyric is fitted very tight in the ear canal, constricting adequate blood flow. However, each case should be handled on an individual basis depending on the patient's area and type of radiation received. A medical clearance can be given by the patient's general practitioner.

Are bone density scans okay?

Yes. There is no magnetism used during bone density scans, CT scans, or Xrays.

Can an MRI operator wear the Lyric?

Yes. MRI operators are behind some sort of barrier for protection. There should be no problems wearing Lyric. The worse thing that may happen is the hearing aid turns on & off or changes settings

Are Positron Emission Tomography (PET) scans safe?

PET scanning is safe, as it involves ionizing radiation and no magnetism. However, PET scans are increasingly read alongside MRIs (which ARE contraindicated).

A Lyric user is having surgery under general anesthesia; does Lyric have to be removed?

Advise the Lyric user to speak with their doctor prior to the surgery to make them aware of Lyric.

If a Lyric user has a pacemaker and/or defibrillator can he / she be fit?

Lyric hearing aids will not interfere with the pacemaker. However, the magnet used to change Lyric settings can affect the pacemaker if placed near the chest. A Lyric user with a pacemaker should make sure to keep the keychain magnet shielded and carry it in his or her pant pockets rather than in a shirt pocket.

Can Lyric be worn on a plane?

Yes. It is safe to fly while wearing Lyric as long as the cabin is pressurized.

Will Lyric set off a metal detector?

No. Lyric's metal components are too small to set off a metal detector or cause any problems through security checks or scans (e.g. at the airport).

Does the Lyric user have to return to the HCP each time he / she wants a new hearing aid?

Yes, Lyric users are required to return to their HCPs' office for 10 minute replacement visits.

Can a cell phone / home phone be used while wearing Lyric?

Yes, one of the benefits of Lyric's placement is that it can be worn while talking on the cell phone/ home phone. In fact, Lyric can be worn during your daily activities – such as sleeping, showering, exercising, and using headphones.

Do headphones affect the Lyric hearing aid since most have magnetism?

It is possible. It depends on the magnetism of the headphones, the depth of insertion, and the shape of the Lyric user's ear canal. When we have occasionally seen the headphones interact with Lyric, it has been in Lyric users with more shallow depths of insertion and/or straight ear canals.

Phone turns hearing aid into SLEEP mode

The electromagnetism of the phone is triggering the hearing aid to switch into the SLEEP mode. It is recommended getting a foam pad or something similar to place on the phone's receiver to increase distance between receiver and Lyric without weakening the signal of the telephone receiver. This will increase the distance between the phone and the microphone and usually helps.

Is there any nickel in the Lyric Hearing aid?

Lyric does not have any nickel components that can come in direct contact with tissue. The SoundLync keychain is housed in a container made with some nickel. Lyric users with known nickel allergies should not carry the keychain where it is in constant contact with their skin.

Is the hearing aid latex free?

The Lyric hearing aid does not contain Natural Rubber or Natural Rubber Latex that may cause allergic reactions. Some Lyric components have a small amount of synthetic latex that does not contain any natural rubber or the protein that could create an allergic reaction. In addition, Lyric's seals have passed all tests for cytotoxicity, skin irritation, skin sensitization, and antimicrobial activity.



Lyric fitting range

Can a child wear Lyric?

Yes, as long as the ear canal is the minimum size. However, due to the initial adjustment phase and possible discomfort, Lyric is not recommended for children under 16 years of age.

What does Lyric cost?

Lyric is sold on a subscription basis, meaning customers have the option to purchase either a one, two, or three year subscription of Lyric hearing, most providers also offer monthly subscriptions. (It should be noted that not all providers offer two and three year subscriptions.) There is no need for repairs or battery replacement. Customers are guaranteed to have the most advanced Lyric hearing technology currently available, since they will be receiving new Lyric devices throughout the year.

What is the life of my Lyric hearing aid?

Lyric is designed to be worn continuously for months at a time (approximately 2.5 months in Australia) until it stops functioning (meaning there is no amplification). Varying factors affect hearing aid life including but not limited to, time in the SLEEP Mode, time turned OFF, noisy environments, excessive water exposure and earwax production. It should be noted that there is not a significant finding showing that the battery life is saved more than 2 weeks by placing it into sleep mode at night.

Does the hearing aid warn you when it is starting to fail?

The hearing aid does not currently have a built-in warning for when it is starting to fail. However, some Lyric users have been able to identify weakened performance that indicates the battery is ceasing to function. For Lyric users where this is the case, these indications can be helpful in scheduling refit appointments. For other Lyric users, we recommend getting new hearing aids placed before going away for an extended period of time.

How long has Lyric been available?

Lyric was launched in May 2011 in Australia. However, Lyric was launched commercially in January 2007 in the United States. Prior to commercialization, Lyric was safely used by hundreds of clinical research customers beginning in 2001. Lyric is also available in the following countries: UK, Canada, Australia, Brazil, Switzerland, France, and Germany.

Is Lyric safe?

There have been no serious ear canal issues and no patients requiring medical intervention.

Can Lyric users take the Lyric hearing aid out?

Lyric can be self-removed if necessary. Lyric users are provided with a removal tool that is built into the SoundLync.

Can a Lyric user adjust the volume or settings?

Yes, Lyric users control the volume and on/off/sleep settings with the SoundLync adjustment tool. The adjustment tool consists of a special magnet that Lyric users can attach to a keychain (the SoundLync is not much larger than a key).

Can Lyric be used for hearing protection on a construction site?

Although Lyric provides a significant amount of noise reduction (up to 30dB) it is not intended to be used for hearing protection nor has it been approved to do so. If hearing protection is needed on a job site, it is recommended putting over-the-ear hearing protection on top of the hearing aids. For a valid test, you can administer a functional gain test with headphones and Lyrics turned off.

Are there specific problems with the cough reflex & Lyric?

Sometimes the cough reflex is triggered during the initial placement of Lyric, however once the hearing aid is in place, there are usually no problems.

Is Lyric safe to wear during contact sports?

As far as contact sports, we do not recommend nor do we discourage the use of Lyric during contact sports.

Medical issues

How can earwax be cleaned from ears while Lyric is in place?

Do not attempt to remove earwax from the ear canal while Lyric is in place. Do not use cotton swabs. Do not enter your ear canal with any tool. The earwax will be removed during the next replacement visit. Never put anything in the ear canal when Lyric is in place.

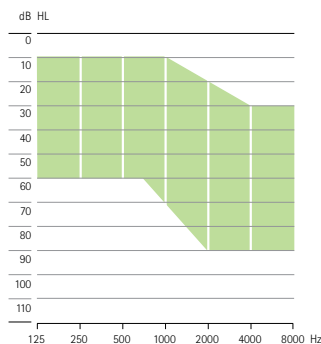
How does cerumen affect the hearing aid?

Lyric has proprietary mechanical and coating technology designed to help protect the hearing aid from moisture and cerumen. When a hearing aid is removed, often much of the accumulated cerumen is removed along with it. When a Lyric user is fit with a new hearing aid, the ear is inspected. Remaining cerumen might have to be cleaned before re-fitting the hearing aid.

What type of hearing loss does Lyric address?

Lyric is designed to fit customers with a mild to moderately severe hearing loss. The hearing loss may be sensorineural, conductive or mixed as long as there are no other contraindications. Find out if Lyric is right for you by scheduling a hearing evaluation with a Lyric trained hearing care professional.

Lyric Fitting Range



Who is a good Candidate for Lyric?

Lyric is designed for people with mild to moderately severe hearing loss. A Lyric trained hearing care professional will assess a customer's hearing loss, ear size and shape, medical conditions, and lifestyle to determine if Lyric is right for them. Approximately half of the people with hearing loss may be Lyric candidates. The hearing loss may be sensorineural, conductive or mixed as long as there are no other contraindications.

Can you go over how to "pre-screen" for customers?

When you evaluate a customer for Lyric candidacy, look at their audiometric configuration, lifestyle and medical contraindications (skin, ear & health), and ear canal shape and anatomy. Phonak provides a checklist for Lyric candidacy. You'll also want to discuss Lyric in general and see if an extended wear hearing aid is appealing to the customer.

Do we recommend medical consent forms for all customers?

We don't recommend nor discourage the use of medical consent forms. Most offices do not use informed consents for ear mould impressions or Lyric. However, if the account feels more comfortable having the customer sign an informed consent, that is the choice of the hearing care professional.

What are the contraindications?

Lyric is not appropriate for all customers, currently about 50% of the customers cannot wear Lyric because of the following reasons:

1. Degree or type of hearing loss
2. Lifestyle (e.g. Lyric cannot be worn sky diving and scuba diving)
3. Medical conditions (e.g. compromised immune system)
4. Ear health issues (e.g. perforation in the ear drum) and size

Are customers that produce a lot wax contraindicated?

Customers should not be contraindicated based on their wax; however, they should be counseled to set realistic expectations of earlier than normal hearing aid failures. Keep in mind that wax is produced lateral to placement of Lyric.

Is it useful for masking tinnitus?

Lyric was not designed to alleviate tinnitus, however many Lyric users find relief of their tinnitus while wearing the Lyric hearing aid. As with all hearing aids, there can be a benefit when wearing amplification of masking tinnitus. The best way to determine if the Lyric would work for you would be to contact a local Lyric provider and try them out.

Can Lyric be fit on a customer who recently had an acoustic neuroma removed?

If there was any sort of radiation involved, then the customer should receive medical clearance from their GP or ENT.

Can Lyric be fit on a customer with a reverse sloping hearing loss?

There have been numerous customers fit with Lyric that have reversed sloping hearing losses. Several were very successful and some were not. It is not an ideal audiometric configuration, but if the customer is motivated and is a candidate in all of the other customer indication criteria, it may be worth a try. It depends on the customer's motivation level, previous hearing aid experience, and overall tolerance for hearing aids.

Can a customer be fit if they have acoustic neuritis?

Yes, if the customer's audiometric configuration is within our guidelines. Many times, customers with acoustic neuritis will have significant hearing loss and poor speech discrimination. Although there is no physical reason why these customers cannot wear the hearing aid, their audiometric configuration may not be appropriate.

Can Lyric be fit on someone with otosclerosis?

Yes, as long as it has not been a recent stapedectomy and the tympanic membrane is intact. Check the audiometric fitting range to ensure the customer's hearing loss is appropriate. Medical clearance may also be advised.

Can we fit customers with Meniere's disease?

There are Lyric users with Meniere's disease. The disease itself is not a cause for contraindication; however, the hearing loss associated with it tends to be a low frequency fluctuating loss. That can be a difficult fit. If the customer is motivated and there isn't too much low frequency loss, it is worth a try WITH realistic expectations put into place ahead of time. Also, check whether the customers' ENT is conducting treatment in which he needs access to the eardrum when a Meniere's episode flares up.

A customer received clearance from ENT to be fit again after ear canal trauma, but it still looks bruised, what needs to be done? It has been over 2 weeks.

If the "bruise" is still sore, the customer should wait to be refit. If not, proceed (as long as there is no swelling, scabbing or abrasion).

The customer has a small perforation of the TM, Can they be fit?

No, customers with TM perforations are contraindicated. We don't know what will happen once we place the hearing aid in the canal and the oxygen supply to the TM is reduced.

Can air bone gaps be fit with Lyric?

Yes, all types of hearing loss can be fit, as long as the degree of loss is within the Lyric fitting range.

Can a customer be fit who had a cholesteatoma removed years ago?

When customers have cholesteatomas removed, there is usually a large mastoid bowl in the anterior canal wall. This "bowl" can potentially leave the facial nerve somewhat vulnerable. Customers fit with the Lyric hearing aid after having a mastoidectomy should be closely monitored for facial numbness, facial spasms, or a change in taste. A much more common problem is the large ear canal volume associated with the mastoidectomy. It will be very difficult to get a good fit without feedback and it is possible that sound quality would be

compromised due to the change in the ear canal's resonance.

A customer is on blood thinners can they be fit with Lyric?

It is recommend obtaining medical clearance from the customer's managing physician prior to placing Lyric on customers taking prescription blood thinners; however ultimately it is your decision and comfort level.

If a customer has a very precipitous hearing loss...can they still be fit?

We recommend no more than a 30dB per octave slope for customers. This is because Lyric is a single channel hearing aid. If the customer is highly motivated and there are no other contraindications, it would be fine to try, just make sure the customer has realistic expectations.

Can Lyric be fit to a customer with exostosis?

No, both osteomas and exostosis are bony growths/malformations that tend to be very sensitive. They can potentially be painful when a Lyric hearing aid rests on them.

Can Lyric be fit to a customer who has a shunt?

The customer's managing physician should be consulted for medical clearance.

Technical issues

What is the frequency range of Lyric?

Lyric operates with a frequency range of 200 to 8000 Hz.

Why shouldn't there be a greater than 15 dB inter-octave difference or a greater than 30 dB octave difference to fit the hearing aid?

The inter-octave and octave difference cannot be too great because Lyric is a single-channel hearing aid.

How is the hearing aid programmed?

Lyric is programmed using the wireless programming wand provided by Phonak.

Is the hearing aid digital or analogue?

Lyric is a programmable analogue hearing aid. Lyric is placed deep in the ear canal; the entire hearing aid (microphone and speaker) is placed within 4-6mm of the ear drum. This allows sound to enter the ear naturally. It is using the outer part of the ear and the ear canal

to direct sound toward the Lyric hearing aid. In addition, the microphone and speaker are surrounded by soft conformable seals that do not allow sound to escape back out towards the microphone and therefore reduces feedback and occlusion.

Can you get high sound quality from a one channel, analog hearing aid?

The entire hearing aid (microphone and speaker) are placed completely in the ear canal, and the speaker is placed within four millimeters of the tympanic membrane. This placement allows the outer ear to do what it is intended to do – direct sound waves into the ear canal towards the TM.

The placement of Lyric also minimises occlusion because the speaker is deep in the canal. The proximity to the TM means it only has to conduct sound over a short distance of air and can thus provide great sound quality at much lower power and with less distortion.

How can the Lyric battery last so much longer than a size 10 for CICs?

The Lyric battery is not a typical zinc air battery. Much of the information about it is proprietary and in fact, the battery even has several patents. It is actually quite different from anything else in the industry. Also keep in mind that Lyric is analogue and doesn't require the same power as a traditional, digital aid does.

Do the batteries contain mercury?

A very small amount of mercury is present and it is encased in the battery compartment, so the Lyric user would not be exposed.

How do you perform verification / testing with Lyric?

You can perform the same tests as you usually do with traditional hearing aids (speech in quiet, speech in noise). However, due to the placement and the seal of Lyric in the ear canal, real ear measurements can be difficult without proper training and experience.

What is the strength of the SoundLync Magnet?

Magnetism strength is proportional to the distance from the magnet. The measurement at 50 thousandths of an inch is less than 70 mili tesla.

Why are there only 7 device sizes and not more?

We offer the most common sizes in the adult population. In the future we may offer other sizes to accommodate more customers.

Does Lyric adjust to changes in atmospheric pressure?

Yes. The seals breathe, there are mesh vents the lateral seals and vent tubes in the hearing aid itself so the hearing aid can adapt to changes in atmospheric pressure.

Fitting process issues

Can Lyric be refit at another office (e.g. when Lyric needs to be exchanged during holidays)?

Yes, when purchasing a Lyric subscription, the Lyric user will receive a Lyric User ID after the trial period. With this ID and the name, any HCP can replace the device and get access to the user specific settings. The HCP may charge for the service. (Fee ranges from approx \$90 to \$150 for refits)

How often do Lyric users come in for new hearing aids?

Approximately 6-7 times a year.

How do customers purchase Lyric?

Lyric is purchased through a Lyric trained hearing professional's office and is sold on a subscription basis.

Who can place the hearing aid in the ear?

Lyric can only be placed by Lyric trained hearing professionals.

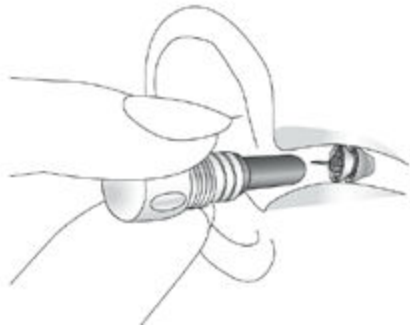
How long does sizing, placing and programming Lyric take?

Sizing, placing and programming Lyric, along with new customer counseling, takes approximately 1 hour. Hearing aid replacement visits take approximately 10 minutes.

Tips for wearing Lyric successfully

Changing the Lyric settings using the SoundLync Precautions:

ON	1 beep
SLEEP	2 beeps
OFF	2 beeps (hold), 4 beeps
VOLUME	2 beeps (remove magnet for three seconds), 1 beep (hold & wait), Beep sequence. Double beeps indicates the highest volume range



Precautions:

Observing these precautions will help to prevent discomfort, injury and device malfunction:

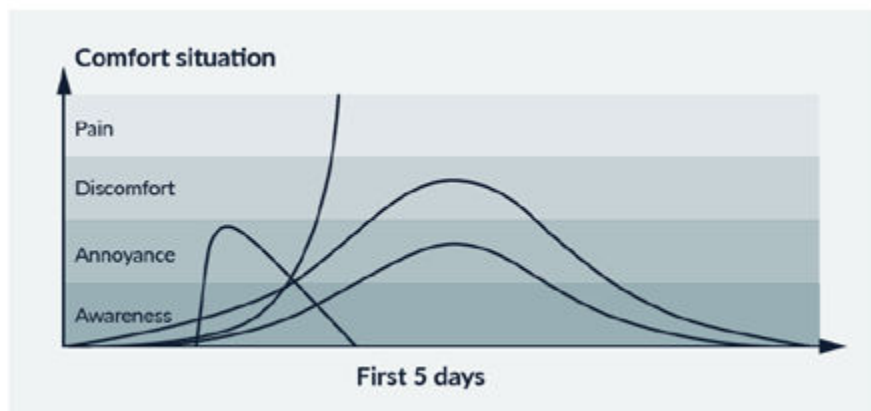
- No scuba diving or sky diving.
- Avoid magnetic interference (e.g MRI)
- No submersion of the head in water without custom swim plugs. These plugs are fitted free of charge after the Lyric trial becomes active. It is recommended that a swim cap be worn over the custom swim plugs for those who swim on a regular basis.
- Avoid exposing Lyric to hairspray, gels, etc.
- Do not place unshielded SoundLync in proximity to a pacemaker (shirt pocket).
- It is recommended to adjust sleeping position to minimise direct pressure on ears while the Lyric is in the initial adjustment phase.
- If ears are itchy, gently massage the side of the face around the ear.

What to do in case of slight discomfort

Wearing Lyric may require adaptation time. This might include annoyance or slight discomfort during the first days or up to two weeks.

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

If you are experiencing awareness, annoyance or slight discomfort during the first two weeks after the fitting, Lyric should not be removed. Experience has shown that these sensations usually go away after the adaptation phase.



If your discomfort escalates to any sort of pain, the devices need to be removed immediately. If possible, the removal should be done by a Lyric specialist who can then examine the ear after the removal.

This helps to identify pressure marks in the ear canal and improve the placement when a device is refitted. If there is trauma or pressure marks, the ear may need to rest before the device is refitted.

Please be aware that rest time can vary depending on the type of abrasion and can range from one to four weeks. If you cannot get to your Clinician quickly, you, or a family member should remove the device. If the device proves tight or difficult to remove, soak the Lyric with mineral oil or baby oil and wait for 10 minutes. This helps to break the seal.

NEVER REMOVE IN HASTE!

When Lyric has to be removed

Lyric has to be removed when having a MRI, scuba diving, skydiving, significant pain develops or the device stops working. If the device stops working it must be removed within 24 hours. The Lyric will act as a plug and may increase safety risks.

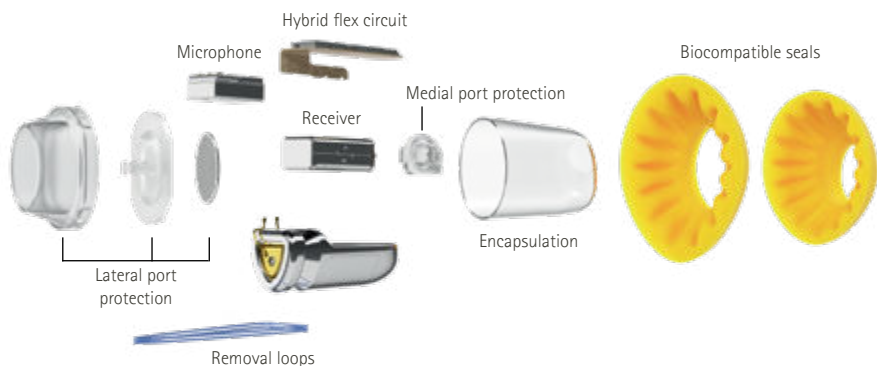
How to remove the device

The device is removed using the removal tool that is built into the SoundLync. Slowly and gently insert the removal tool into the ear canal until it slightly touches the Lyric. Engage the removal loop and gently remove the hearing aid using a gradual circular motion. Do not push on Lyric when removing it. Do not put Lyric back in the ear. Please refer to the user guide that will provide step by step removal instructions. If it proves tight or difficult to remove, use a mineral oil or baby oil over the device to loosen it from the ear canal before removal.

Follow up Appointment and Re-Fit Schedule

You will receive a follow up call within 2 days, then a face to face appointment in one to two weeks. Your refit appointment will be pre-scheduled after 2 months. However, if your battery fails before this period, please call immediately for a re-fit and write down the date to track for the next re-fit appointment.

It is recommended that the follow up and re-fit appointment include a family member. During the re-fit appointment, you or your close family member will be self-removing Lyric in order to demonstrate confidence for self-removal without the assistance of the Lyric specialist.





Lyric self-replacement information

Lyric with self-replacement is a hearing care professional-guided procedure for patients who would feel comfortable replacing their Lyric devices every other time on their own.

This new optional procedure lets you replace Lyric devices independently, increasing your reassurance and reducing visits to your hearing care professional.

Self-replacement of Lyric is a decision that must be agreed upon by both the Certified Lyric Provider and the patient, based on the fulfillment of candidacy criteria and patient comfort. All risks and benefits of self-replacement should be discussed prior to initiating training. Patients should not engage in self-replacement without an established recommendation from a Certified Lyric Provider, and completion of appropriate training, as defined and provided by the Certified Lyric Provider.

This model allows for the Certified Lyric Provider to retain oversight of the Lyric patient and only provide spare Lyric devices for self-replacement following regular ear health observation.

Phonak Lyric with self-replacement for wherever life's adventures take you

Time-saving:

With up to 50% fewer visits, leaving more time for you.



Flexibility:

More control over your Lyric hearing solution.



Confidence:

Reassurance to live your life without interruption.



If you have been wearing Lyric for at least 3 months, you may be a candidate for self-replacement.

Talk to your hearing care professional (HCP) to find out if you meet the additional candidacy requirements (i.e., Lyric and medical history).

If you are a candidate, it's easy to get started with self-replacement in a few short steps:

1

Your HCP will provide in-office training.

2

Following training, both you and your HCP will decide if you are ready for self-replacement.

3

Repeat training if necessary or start with self-replacement for every other replacement.

4

Once approved for self-replacement, you will continue to visit the HCP every other replacement for ear health checks and to receive devices for self-replacement.



life is on

Since 1947, Phonak is dedicated to preserving life quality by opening new acoustic worlds. Already back then, in the days of our foundation, our company was driven by a formative conviction: We believe that well-hearing equates to well-being and thus is essential for living life to the fullest. In fact, the sense of hearing is directly linked to social, emotional, cognitive and physical well-being. Today as in future, we thrive to offer the broadest portfolio of innovative hearing solutions. And, together with our hearing care professionals, we keep on focusing on what matters most: improving speech understanding, changing people's lives and having a positive effect on society as a whole.

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