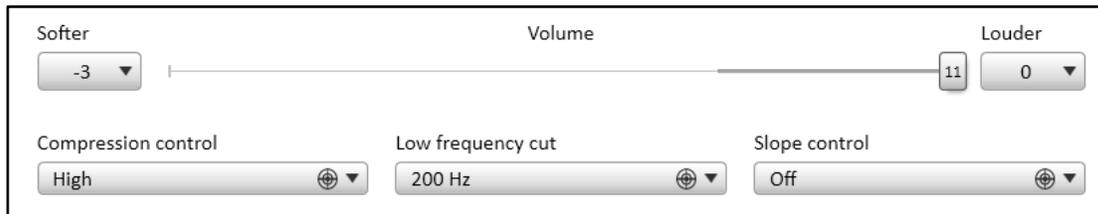# Lyric3 Product Update – Maximum Settings

Welcome to Lyric3 and thank you for taking the time to be properly trained on the latest version of Lyric. The reliability benefits of Lyric3 are proven and Phonak is proud of the innovation and design that has enabled this Lyric update. The enhanced Lyric3 improves upon great patient satisfaction with enhanced moisture protection and a lower power consumption chip. In pilot studies, these and other changes resulted in >50%* reduction in device related removals within the first 30 days.

Pilot and Beta releases of Lyric3 have enabled us to tweak the software and gather best practices in order to help you and your patients make a smooth transition to Lyric3. Provided in this document are tips and options to deal help treat patients who wear Lyric3 at maximum settings.

Given the differences in the maximum output capabilities and additional compression that is applied for louder sounds, patients at maximum settings may perceive Lyric3 to be softer.

Diagnosis:

- Confirm that the device is positioned in the correct location in the ear canal

- Confirm that the device settings are set at maximum settings: VC = 11, CC = High, LFC = 200Hz and SC = Off

- If these maximum settings are not acceptable, there are two scenarios to consider. Query the patient determine if the scenario resembles #1 or #2 below:

1. Sound quality **is not OK**, but the device **is** loud enough

2. The device **is not** loud enough

Recommendations:

Scenario 1: Changes need to be balanced with the impact on audibility. First, try CC to mid, then try turning down the volume 1-2 clicks. Adjusting these parameters together minimizes the amount of compression being applied to louder sounds.

Scenario 2: The recommendation is to fit the patient with Lyric2.3 as this is a better fit for the patient in the short term. This is mostly seen in high power scenarios (VC= 10 and 11).

Reserve Lyric2.3 for scenario 2 patients with comments that Lyric3 is not loud enough regardless of all other troubleshooting options.

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Maximum Settings Flow Chart:

Max Settings

1. Sound Quality is **not** OK, device **is** loud enough

2. Device is **not** loud enough

Set CC to Mid

Use Lyric2.3

Volume 1-2 clicks down

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