



Frequently Asked Questions about Lyric

How long has Lyric been on the market?

Lyric has already been available in the USA since January 2007 and in the UK pilot sites since August 2010 and has established itself as an alternative to other forms of hearing aid: more than 5,000 customers have already opted for this solution. Studies have provided evidence of the reliability of Lyric and the satisfaction of its users.

What type of hearing aid is Lyric?

Lyric is a homologised, CE certified Class 2a (CE) or Class 1 (FDA) medical device. It is included in the same product category as all other hearing aids.

Does Lyric require any surgical intervention?

No. The Lyric fitting process is quick and completely painless for the patient. After the ear canal has been inspected with the help of the microscope, the audiologist measures its length and dimensions using a depth sizer (similar to an in-situ probe tube) and a lateral sizer respectively. He then uses these measurements to determine whether the ear canal is suitable for fitting with Lyric. It is not necessary to take any impressions of the ear canal unless swim plugs are required. No anesthesia is required.

Is it painful to insert and wear Lyric?

No. The Lyric fitting process is quick and painless for the patient. The user may experience a little discomfort as they are getting used to the device, which has been empirically shown to last from a few hours to a maximum of five days. If any pain does occur, however, the device should be removed immediately. Customers generally undergo a trial period of 30 days before deciding whether they want to wear Lyric on a long-term basis.

Under what circumstances is Lyric contraindicated?

Lyric is not for everyone. The hearing aid is suitable for mild to moderate hearing loss. The length of the ear canal must be at least 24mm, while at the same time it must

follow a relatively straight course and its shape must be as rounded as possible. The medical exclusion criteria include chronic otitis media, abnormalities in the ear canal or regular medical examinations that require an MRI scan. In case of doubt, the audiologist should ask the ENT consultant for medical clarification. Lyric is not a suitable hearing aid for customers who regularly go diving or skydiving.

(A comprehensive list of candidacy criteria can be found in this pack).

Is it possible to go swimming while wearing Lyric?

Yes, it is possible for Lyric users to go swimming as long as they are wearing individually customised earplugs.

Can Lyric be operated by the user?

Yes. The SoundLync remote control included with Lyric enables the user to easily switch the device on and off and adjust the volume.

The user can easily remove the device themselves - with the help of the removal tool integrated into the SoundLync - or have it removed by the hearing care professional. It is not possible to reinsert the device, and any new device must be fitted by a qualified hearing care professional

What happens if the device is removed?

Lyric cannot be reused once it has been removed. It must be reinserted by an authorised Lyric hearing care professional. If the device is removed during a visit to the ENT consultant, it must be returned to the audiologist to be returned to Phonak.

How many devices are included in a Lyric annual subscription?

Based on experiences in the USA, patients are entitled to up to seven devices per subscription. Each time a device is replaced, the patient will be provided with the latest up-to-date Lyric technology.



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