

Lyric™



Lyric™ your guide  
to better hearing

 **AUDIOLOGY**  
**SOUTH**  
Hearing Health Professionals

## General Information

### What is Lyric Hearing?

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. Studies have found that Lyric 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 Specialist at Audiology South during a routine clinic 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 clients' specific hearing needs, and the wearer can adjust the volume of the device as needed.

- **100% invisibility**
- **Clear natural sound**
- **Unrestricted living**





### 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 the device in their ear.

### Can Lyric users swim with Lyric?

Swimming with Lyric is possible if a custom swim plug is worn. When a client's ear is measured for Lyric, an ear impression can be taken at the same time.

After the 30 day trial period is complete and the client wishes to continue with the Lyric subscription, the ear impression(s) can be sent for a set of customised ear plugs to be made.

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

Lyric can be worn while swimming if a custom swim plug is worn. 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.

### What type of swim plugs are recommended?

Audiology South recommends custom swim plugs for protection against water exposure.

### 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 type 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, the wearer should inform the specialist 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 the specialist know about Lyric if surgery or a medical procedure is required.

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

Most clients 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 complications. This occurs because the Lyric is fitted tightly in the ear canal, constricting adequate blood flow. However, each case should be handled on an individual basis depending on the client's area and type of radiation received. Medical clearance can be given by the client's general practitioner.

## **Are bone density scans okay?**

Yes. There is no magnetism used during bone density scans, CT scans, or X-rays.

## **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 worst thing that may happen is the hearing aid turns on & off or settings may change due to the magnetic field of the MRI.

## **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 anaesthesia; 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 pressurised.

## **Will Lyric set off a metal detector?**

No. Lyric's metal components are generally 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 clinic each time he / she wants a new hearing aid?**

Yes, Lyric users are required to return to their clinic for a 10-15 minute appointment for the replacement. This service is included in the wearer's subscription.

## **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 issues have occasionally been reported with headphones, it has been in Lyric users with more shallow depths of insertion and/or straight ear canals.

## Phone turns hearing aid into SLEEP mode

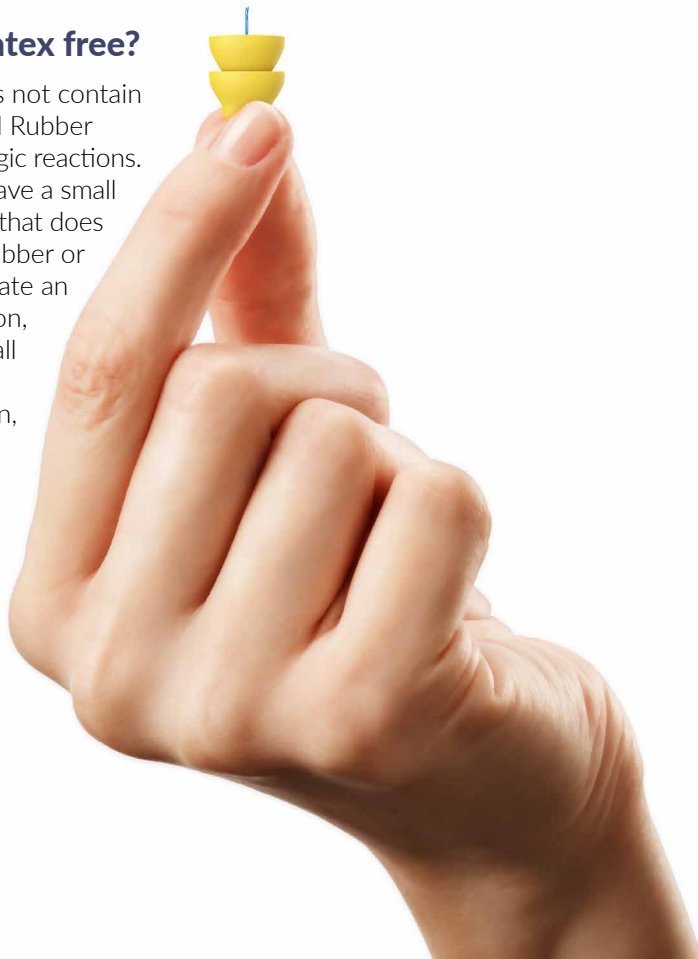
The electromagnetism of a regular landline phone can trigger the Lyric device to switch into the SLEEP mode. It is recommended getting a foam pad or something similar to place on the phone's receiver to increase distance between receiver and Lyric without weakening the signal of the telephone receiver. This distance between the phone and the microphone 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. Following the initial 30-day free trial, Lyric subscriptions are sold on a yearly basis where clients can choose to pay in monthly or yearly installments. For 2021/22 the price for a yearly subscription is \$3,900 (incl GST) for two ears, and \$2,100 (incl GST) for one ear (prior to any government subsidies being applied). Please ask your clinician for an up to date quote as pricing may change.

There is no need for repairs or battery replacement. Clients 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) 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 only a small difference in the total battery life was noted for wearers placing Lyric 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.

## Technical Information

### What is the frequency range of Lyric?

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

### How is the hearing aid programmed?

Lyric is programmed by one of Audiology South's Lyric Specialists using a wireless programming wand in the clinic, much like other hearing aids are tuned to the specific hearing loss of individuals.

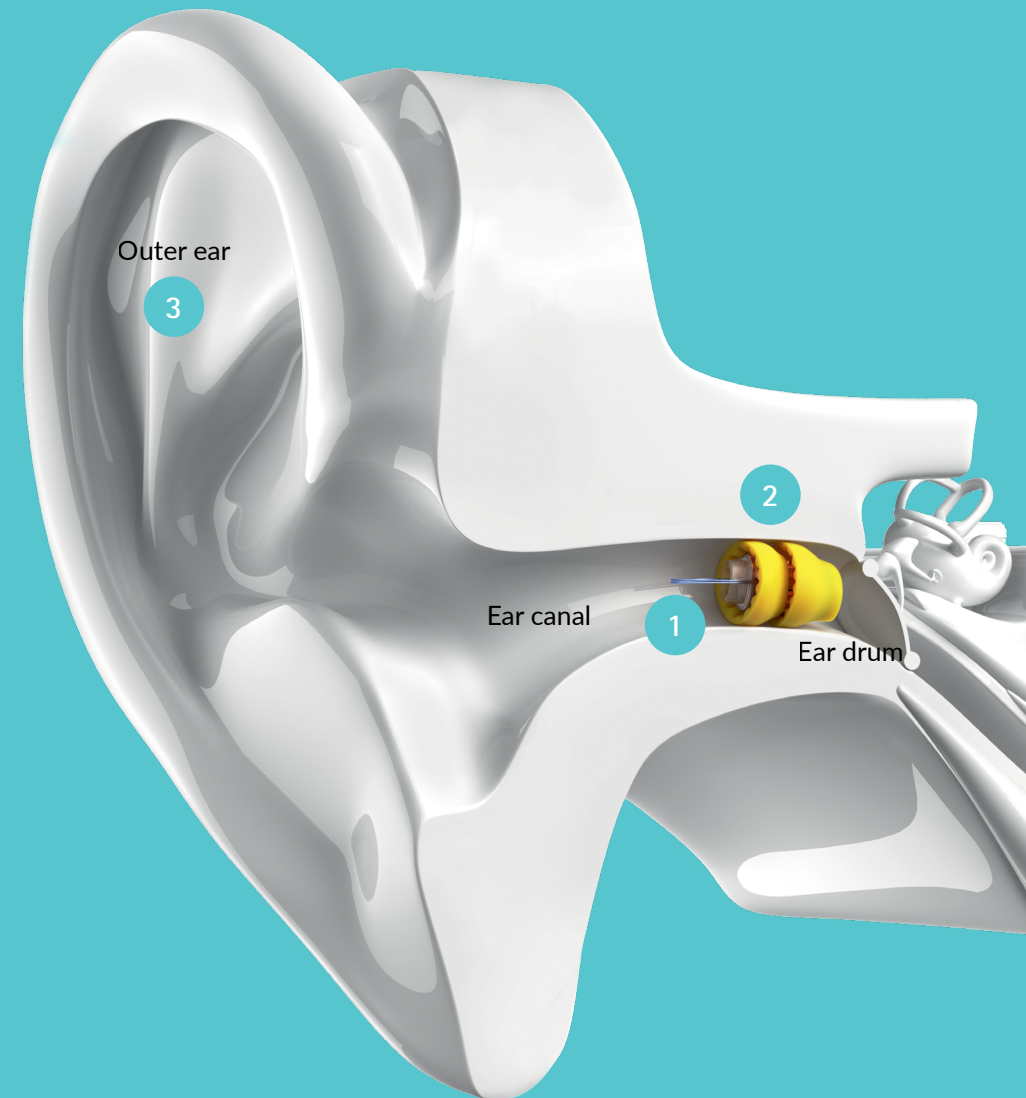
### Is the hearing aid digital or analogue?

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, by 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.

### How can the Lyric battery last so much longer than a size 10 for CIC hearing aids?

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.

1. Unlike traditional hearing aids, Lyric is placed deep in the ear canal making it 100% invisible.
2. Lyric delivers a natural hearing experience as sound is processed using analogue processing.
3. Lyric uses your natural ear anatomy to localise sound.



## How long has Lyric been available?

Lyric was first launched commercially in January 2007 in the United States and in May 2011 in Australia. Prior to commercialisation, 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?

To date, no serious ear canal issues have been reported by Lyric users.

## 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-in 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.

## 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. There are currently two boxers and a rugby player in Australia that have been successfully wearing Lyric for one year.

## Medical Issues

### 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 fitted with a new hearing aid, his/her 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 clients 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 hearing care professional at Audiology South.

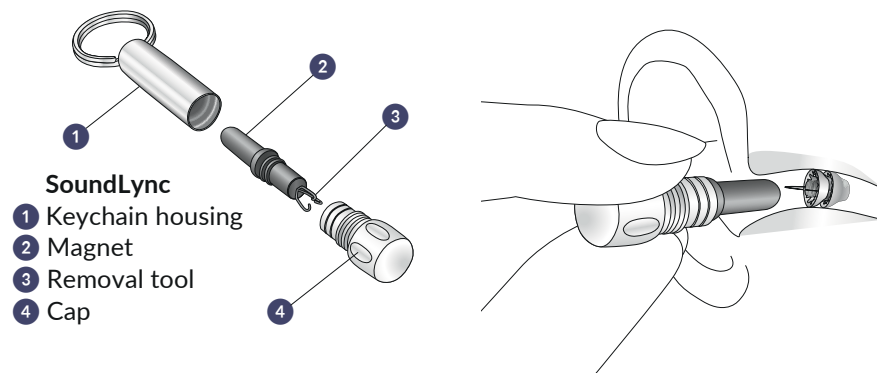
### Is Lyric useful for masking tinnitus?

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 assist you and your tinnitus would be to ask your clinician at Audiology South if you are suitable and arrange a no obligation, free 30 day trial.

## Tips for wearing Lyric successfully

### Changing the Lyric settings using the SoundLync

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:

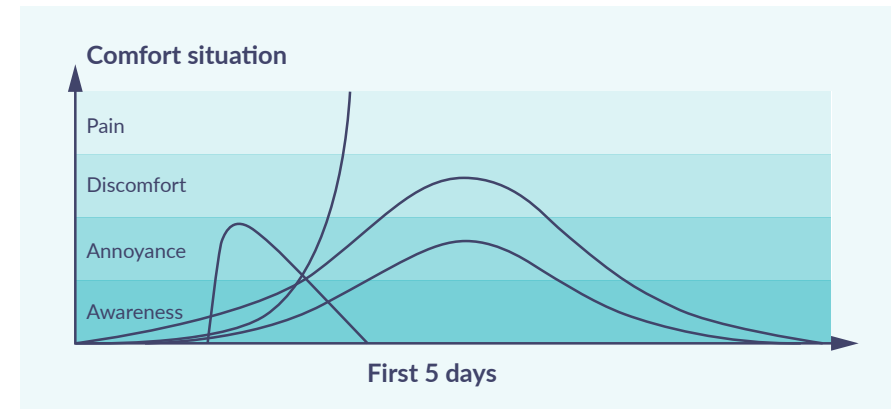
- No scuba diving or sky diving.
- Avoid magnetic interference (e.g MRI)
- No submersion of the head in water without custom swim plugs. These plugs are fitted free of charge after the Lyric trial becomes active. It is recommended that a swim cap be worn over the custom swim plugs for those who swim 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 might 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 the specialist at Audiology South to have the ear examined 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.

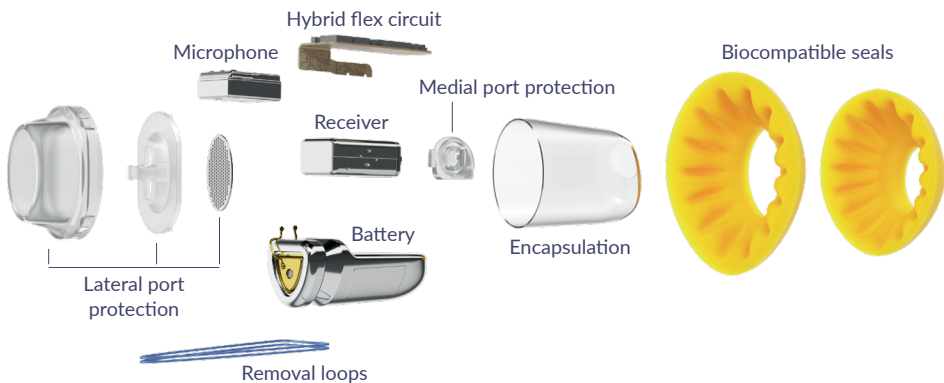
## How to remove the device

The device is removed using the removal tool that is built-in the SoundLync. Slowly and gently insert the removal tool into the ear canal until it slightly touches 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 lubricant 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.



# Why Choose Audiology South For Your Hearing Solutions?

## Only available at Audiology South

Our clinicians have been extensively trained in fitting Lyric devices and are currently the only provider in the lower South Island to offer Lyric.

## Locally owned for unbiased advice

Our clinics are locally owned (not part of a corporate group). As we're not tied to a specific hearing aid supplier, we can offer a full range of devices, so you can be sure you're getting the solution that's right for you. We're local for your convenience, with clinics in all the main cities and towns in the lower south.

## Your friendly team of expert clinicians

Our leading team of audiologists have years of professional experience, knowledge and skills to ensure you get the best outcome for your hearing. They are backed by a helpful, friendly customer care team. Because we live and work in your community, you can be sure of consistent, quality care and continuity of service.

## Family Centred Care

Putting the client, their family and support network at the centre of the treatment process is key to our approach when working with clients. We actively encourage significant others to participate in client appointments to ensure the very best hearing outcomes.

## Hearing aids that suit your budget

We're committed to providing you with the best and most affordable hearing healthcare. We have an extensive range of hearing aid solutions, starting from \$490 a pair.

## Helping the Community

We believe everyone has the right to good hearing. That's why we work with a number of people who are financially disadvantaged, and provide them with the gift of hearing for free. We also support various initiatives by charities linked to the hearing impaired community of New Zealand.



**Our passionate team will support you to get the best hearing you can.**

### **DUNEDIN CLINIC**

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227 Moray Place  
Ph 03 471 5866

### **MOSGIEL CLINIC**

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Ph 03 474 1947

### **INVERCARGILL CLINIC**

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Ph 03 214 1378

### **QUEENSTOWN CLINIC**

Unit 11A, Ground Floor,  
Aurum House, Terrace Junction  
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### **WINTON CLINIC**

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### **GORE CLINIC**

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### **TE ANAU CLINIC**

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