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Pro Fit 101

Presenter: Keeley Layfield, AuD

- Hello, everyone. My name is Dr. Keeley Layfield, and I'm an Education and Training Audiologist with Starkey Hearing Technologies. And in today's course, we're going to focus on the Pro Fit fitting software, particularly the basics of the software so that after today, you can feel very comfortable with the basics of programming the current Starkey product portfolio. So before we get started, I do want to answer a few frequently asked questions for today's webinar. Please use the Q&A feature for any of your questions. I am gonna be monitoring it throughout the course today, and I'll make sure that you get an answer before we sign off. Click on that Q&A, type your question and hit send.

If you want to use live captions, then you can click the Show Caption CC button to take advantage of that. There's also been a handout posted in the chat as a PDF. So feel free to download that if you need to. And then to earn your CEU, after today's course, if you go to your pending courses section of your AudiologyOnline dashboard, you'll just need to pass the quick multiple choice exam and then you'll get credit. So we do have three different learner outcomes that we will focus on for today's session. So the first one is to identify the new layout of the Pro Fit fitting software. The second learner outcome is so that you'll be able to identify all of the steps of the Minute Fit Process.

And then lastly, you'll be able to identify where assistance resources are within the Pro Fit software, if you need them. So we know the true art in fitting hearing aids comes at the skilled hands of a hearing professional. And so you can find that best solution that is tailored fit to your patient's hearing needs. So with our new fitting software, this has never been easier. So your patient can have better hearing from the very beginning. So our Pro Fit fitting software brings a best-in-class fitting experience because it was architected from the ground up based on input from hearing professionals around the globe. So it's going to give you access to the features and the functionality that matter most to you in the clinic.

So we've really organized that user interface so things are right where you would expect them to be, so you can make it very easy and efficient to use. Starkey Neuro Sound Technology doubles down on speech intelligibility and comfort. We know that sound quality of a hearing aid can really make or break your patient's ultimate experience with their hearing aids. So sound quality is truly job number one at Starkey. It always has been and it always will be. I've been with Starkey for coming up on five years and I've seen a lot of launches, both working for them and as a clinician in the clinic. And I think you can agree, if you take the time to truly listen to current Starkey hearing aids, you'll find a vast improvement in how they sound over previous products.

So our Neuro Sound Technology is exclusive to our current product portfolio of Genesis AI and Signature Series hearing aids, which delivers over 80 million adjustments every hour. And if you're really good and quick at math in your head, that comes down to 22,000 adjustments every second. So with the ability for faster processing, these hearing aids are able to adapt more quickly to the environment, which means patients will get where they need to be with their sound quality that much faster. And it really all starts with our new Additive Compression system, which is motivated by the way the auditory system processes sound and how we want to try and compensate for the loss of inner and outer hair cells in an acoustic component.

So Genesis AI hearing aids and Signature Series hearing aids use two independent compressors that are running in parallel, and they'll calculate gain independently based on their measure of the input SPL. These two gains are then added together, hence the term "additive compression." So even though this compression system uses two compressors, we are not calling it dual compression. So our legacy twin compression system featured a compression for speech and then a different compressor for music. However, those compressors did not run in tandem. So either your patient was using their speech compressor or they were using their music compressor with a specific

architecture for music listening. And with our twin compressor technology, we used a single set of time constants, so that single attack and release time.

And so that was a compromise between fast and slow compression time constants. With our new Additive Compression, we have two sets of time constants. So an attack and a release time for each of the two compressors on board. So the key driver behind this new compression system was to leverage the benefit of the two compressors so that each can process sound differently, with a goal in mind of achieving better perceptual outcomes than we've ever had before. So both compressors operate differently and therefore they provide different benefits to the listener. Since they both have their own strengths and weaknesses, a standalone compression systems, utilizing both compressors together, allows us to take advantages of the strengths of each system and really mitigate the weaknesses so that we can maximize the potential to increase your patient's audibility, their intelligibility, and their comfort in challenging environments.

Slow compressors are generally preferred for that subjective sound quality and they work really well to keep that overall flow of sound within the patient's dynamic range. So this will keep soft sounds audible for your patient and it'll keep loud sounds comfortable. Fast compressors generally provide better audibility for soft consonants because they can react very quickly to sudden input changes. So this allows us to look at really that micro level of the word so that we can provide enough gain for those soft consonant sounds, which is really helpful for your patient's overall speech perception. The consonant brightness feature on the Sound Manager screen controls the fast compressor in our Additive Compression architecture. So you'll see a couple of different controls for this.

If you're in the 24 level technology tier of Genesis AI or of Signature Series, then you have the ability to manage the strength of the consonant brightness feature. If you're in

lower tiers of technology, maybe that 20, 16 and 12, then you'll see this as an on or off control for consonant brightness. Really consider adjusting consonant brightness feature. You know, this shouldn't necessarily be your jump to adjustment, but if your patient is really perceptive of, or maybe they can't accept the fluctuations in hearing aid volume that may occur, that's when you maybe want to adjust this setting. So for example, if there's a transient sound that occurs in the presence of a steady state background noise, in this particular scenario, that fast compressor is going to respond to the transient sound by very quickly turning down the hearing aid gain and then the patient may notice it returning to those original levels after that transient event has occurred.

Fast compressor gain adaptations may be particularly noticeable if your patient has a greater degree of hearing loss, and so therefore more gain is being used, resulting in a wider range of that perceptual loudness. Some patients may often use the term "pumping" to describe this. If volume fluctuations are reported, then the patient should be counseled on what the hearing aid is doing and why that's a good thing, but if they're unable to accept this occasional gain adaptation, then try a different consonant brightness setting or you can turn this feature off if necessary. So now that we've covered the foundations of our Neuro Sound Technology, let's jump to a topic that I know everyone likes to discuss pretty highly, and that's fitting formulas.

So a new compression algorithm and architecture can require a new fitting formula or changes to the current fitting formula. And that makes sense if you kind of think of these things as, like, a seesaw that work very well together, they form a set and you want them to balance and compliment each other. So with our new additive compression architecture at Starkey, I'm excited to introduce e-STAT 2.0, which is our next generation fitting formula. So e-STAT 2.0 is going to bring more gain for soft sounds, and when compared in the laboratory, patients were able to achieve up to 10% higher speech intelligibility scores for soft speech. And so not only that, we're

also providing more gain in the higher frequencies, which is, you'll see in just a second, is really gonna broaden that frequency response curve.

And the broader the frequency response curve, the better the perceptual sound quality is for patients. And then we've made an update to our vent modeling. We give you a best fit target and a best fit frequency response that we're going to base off of the patient's hearing aids style, their audiogram, their receiver matrix, and their venting, but we're going to take that leakage model into account, and I'll give you the details on that momentarily. So what you see here is the gain prescription of soft sounds averaged across 150 audiograms. So this is a population example of what the gain prescription would look like. So our original e-STAT is that blue curve, the e-STAT 2.0 is the yellow curve, and that pink curve is NAL-NL2, which is a very popular standard fitting formula.

Around 3000 hertz is really where you can see the divergence between these three fitting formulas. So again, you see a broader frequency response for e-STAT 2.0, which again would lead to a better perceptual sound quality, but we're not peaking the response. So we're not, you know, putting in frequencies that don't need to. We're just really broadening the access. In all of our clinical trials to date, no patients have reported negative sound quality reports that are attributed to this additional gain. And so then coupled with that, we have a 20 dB improvement in the circuit's dynamic range, and that includes the highest input saturation level in the industry of 118 dB SPL and a much lower noise floor. So patients will really experience optimal sound quality in every environment.

With this larger dynamic range compared to the previous platform, we're better able to encode and decode a wider range of environmental signals, so from softer to louder. And because of that lower noise floor and that higher input saturation level, this just leads to a really clean input. So if we're able to tolerate a higher input without distortion, then we can keep that signal clean from the very beginning. We're not gonna

clip it, we don't have to kind of smush it. And so working with a very clean signal, when we begin to apply processing on top of that, that's going to lead to a much cleaner output, and thus a more natural sound quality for your patient.

And the excitement really doesn't end there. Genesis AI also offers better listening comfort by more accurately aligning our MPO values with the patient's UCL values. So this is going to result in greater loudness precision for each listener. So this is gonna be true for all fitting formulas, not just with e-STAT 2.0 as well. And generally speaking, you will see lower MPO values with Genesis AI hearing aids. Ideally, we would want you to enter patient-specific UCLs so that we can yield highly personalized MPO values. If you're in a hurry, if you measure at 500 and 3,000 hertz, that'll be just fine. But we do use estimated UCLs if you don't have time to enter any at all. So this is just a quick example of what we'll get depending on what the UCL values are that are entered.

So entering in the UCLs, or those Uncomfortable Listening Levels, will optimize a patient's MPO for that particular value. So here I very intentionally use different values for the right and the left ear to show you what this plays out like in the Pro Fit software. So you can see that the MPO values for right and the left ears are indeed pretty different from each other. We're gonna have much more conservative values on the right ear, where those UCL values were lower. So maybe this is a patient experience recruitment or they just have a very reduced dynamic range. And then for your patient on the left, they're able to tolerate higher UCLs, so they have a higher MPO.

So we feel that the sound quality with Genesis AI is truly our best sound quality yet. Our research and development department improved the accuracy of our environmental sound classification system, and we've been able to train it on a larger and more diverse database of sounds. So the sound analysis now works behind the scenes with 40 more channels, which results in a finer resolution and a more accurate

classification. If the hearing aids are more accurate in classification of what is going on in the environment, then the logic that is used to determine the gain and the attenuation that's applied via all of our different noise adaption algorithms is also going to be more accurate. So with Genesis AI and our increased processing capabilities, we're also able to have better predictions about what is speech and what is noise.

So this allows us to be faster based on the signal-to-noise ratio in the environment. So for example, if the signal-to-noise ratio is low, there's likely a lot of noise. And if the signal-to-noise ratio is high, then noise is less likely in that environment. So with these improved accuracy in the detection of speech and noise, we've really optimized the aggressiveness of the noise reduction algorithms so that we can better preserve soft speech. And noise reduction is relative to quiet. And so this is complimentary of our new expansion architecture, which is also faster. And so the time constants allow for the reduction of low-level noise and again, better preservation of soft speech.

And Genesis AI boasts an impressive 40% reduction in the noise floor compared to previous technology, which was our lowest noise floor to date. So the net effect of all of these things combined means that we've done a very impressive job in setting up your patients for success in those environments that are often very difficult to communicate in. So now that we've talked about our Neuro Sound Technology, let's move into how to actually program the hearing aids in the Pro Fit software. When we initially released Genesis AI in the Pro Fit software, we really designed the software hand in hand with professionals. And we've continued to do this to ensure that the software is convenient and easy to use as we move forward.

So we'll continuously make improvements. I love to say that Pro Fit truly is designed by professionals for professionals so that it can fit easily within your daily clinic flow to optimize that hearing aid fitting process. So you'll see that Starkey Pro Fit is more organized than what it was previously and it should be a little bit more intuitive to use.

There's some things that you no longer have to do, such as assigning a hearing aid as a right versus a left one. We really tried to build on the efficiency by allowing you to take the hearing aids out of the box and best fit them in just four clicks. And then you're going to be very supported with Pro Fit because you're going to have access to troubleshooting tools from every screen within the software.

And Pro Fit is gonna be compatible with Noah 4 or with PatientBase. So when it comes to organization, we've got these new smart session types. And our Smart Connect feature is going to navigate you to the session type that you need to be. So what I mean by that is, after you perform the Minute Fit Process and you're hooking the hearing aids up to the software for the very first time, you're going to land in the preparation session type. Your second connection to the hearing aids, when you're actually fitting on a patient, then you're gonna navigate to the fitting session type. And your third and all subsequent connections to the Pro Fit software will land you in that follow-up session type.

So within the preparation session type, you'll see that you have access to experience, the addition and manipulation of programs, adding user controls, and pairing accessories. And that's gonna be across that top menu bar within the Pro Fit software. So these screens are the ones that are used in prepping the hearing aids to be fit, but they don't necessarily feature screens that you need the patient to be there for. Within the fitting session type, this is, again, when you're now fitting the hearing aids on the patient, and the very first screen that you're gonna see here is the Feedback Cancellor. From there, you've got access to Quick Fit, where you can still get to fine tuning, just like you could previously.

You've got access to the Sound Manager screen if you need to manipulate any of the algorithms within the hearing aid, User Controls, and then lastly, you've got Indicators. So these are the screens that are most often used when you're first fitting the hearing

aids on a patient. And then the last session type is that follow-up session type. And here you're gonna have access to data logging, which is what you'll see first when connecting the hearing aids. Fine Tuning, Sound Manager screen again, User Controls and Indicators again as well. If you need to manually move between these session types, you can do so by clicking on this little carrot right here and opening up the workflow menu to switch to a different session type.

The fly out menu is accessible by clicking on that hamburger icon underneath the patient's initials. And you can see that this is going to give you access to every single fitting screen within the Pro Fit software, including those ones that may not be often used in a standard fitting or follow-up session. With our most recent update to the software, you now have the ability to pin the fly out menu so that it remains visible. So if you click on that hamburger icon to display the fly out menu and then click the pin to lock it into place, that left navigation panel will remain open or remain pinned until you click the pin to hide it or unpin it.

Again, this is going to feature access to every screen within the Pro Fit software. You will not see CROS or BiCROS on the screen unless you are actively simulating or programming a CROS system. The left navigation bar is always visible regardless of where you're at within the software, and it's going to feature access to tools or screens that you would maybe need, again, from wherever you're at. You've got the Undo button so that you can undo the last change made in the hearing aid. Troubleshooting, if you need to try and figure out how to troubleshoot a specific patient complaint. Audiology on Demand, if you need one of our support AUDs to remote in with you. And the fitting summary screen so that you can see all of your fitting wrapped up on one page.

You also may see an alert bell animation. And this came specifically as a recommendation during user testing. So the alert bell will trigger when any of the

following situations occur. You remove the power off or the sleep mode user control from rechargeable devices. If you give the patient two programs that share the exact same name. If you've given patients a tinnitus masker but you did not give them a tinnitus mask or user control. And if gain is set outside that maximum stable level or if there's feedback potential determined. We're not going to make you change any of these things. We're just gonna alert you that they're occurring in the hearing aid. So I hope you can really see how this was built for professionals by professionals.

And let's move into now connecting devices. So whenever you open the software, we're going to take you directly to the connect screen, and this is where you can connect to live devices. You can see the different programmers that you have connected. And then you can do a one click connection of the hearing aids by, again, simply clicking on Connect. At the top of the screen, you'll also be able to retrieve a previous fitting session. You can simulate different products and you also have access to the hearing loss simulator if that's a counseling tool you enjoy using with patients and loved ones. All the way over to the right, then you have access to your resources and ordering and then your service requests.

And you can very quickly access our TeleHear web portal from here as well. So this screen truly has so much built into it, but it has a very simplified look and flow so that it makes it easier to find the tools you're looking for and actually take advantage of them. And then another intuitive feature is that both Pro Fit and our Inspire software will provide a notification to redirect you if you're attempting to connect devices to the incorrect fitting software. So for example, if you are trying to program Genesis AI hearing aids within the Inspire software, you're gonna get this notification and it will prompt you to close Inspire and launch Pro Fit automatically. The same is true if you're trying to program Evolv AI hearing aids or older devices into Pro Fit.

Now I do wanna note that there is not the ability to swap fit hearing aids that were programmed in Inspire into Pro Fit, but you can move between the two softwares very easily with this bridge. And then we have a couple of different compatible programmers that work with our hearing aids. So if you're trying to wirelessly program devices, then we currently work with our proprietary 2.4 wireless programmer as well as with the Universal Noahlink wireless 1 and 2 devices. If you are trying to program wired devices, then we are compatible with the HiPro 2, the SpeedPort 2, the NOAHlink, and then the HiPro USB. You will need those purple Starkey cables and the orange flex strips for programming non-wireless devices.

And when you're connecting hearing aids to Starkey, when you press the User Control button on the back of them, they will populate or highlight an orange on that connect screen. And this is called the hearing aid identification assistant. When you are connecting hearing aids to Pro Fit for the very first time, it's building a relationship within the devices and that device relationship is between the hearing aids you're connecting, the computer that you're programming on, and the programmer that you're using. Bluetooth does need to be off the very first time to establish that relationship, but once the relationship has been established, then you do not have to turn off Bluetooth in the future to be able to connect and program.

The hearing aids can remember five of these relationships. So again, if you hook them up to five different computers, you do not have to toggle Bluetooth off in order to program the hearing aids. Now, if Bluetooth is on, it can suppress that hearing aid identification assistant and it can also suppress the pairing of accessories through the software and hearing aid flag card notifications. And we'll go over those in just a second. So whenever hearing aids are being read, they are going to populate on that home screen or that connect screen with a card. A solid blue outline indicates that your devices are selected for programming. If you see a chain link between the two, then those are previously programmed together, and you know this is a binaural set.

You do not have to assign a hearing aid as right or left because it will read the attached receiver. So you do have to have a receiver attached when trying to program hearing aids. So if you do not have receivers connected, you will be flagged for that. You also could potentially be notified if you're swapping the power. So maybe your patient came in with a 40 gain, you needed to change the receiver and all you have is 50. We're gonna alert for that, and that way you can swap back to the 40s if need be, but if you proceed to move on, we will update the matrix in the devices. If the hearing aids are outside of that three minute Bluetooth pairing window, or programming window, then we will alert you that they do need to be restarted.

We'll also tell you if you're swapping the receiver cords. And again, you can proceed with them swapped. We will swap the fit for you, but if you'd rather just swap the cords back, this is a quick and easy way to do that. And then the last flag that you could potentially see is if there is a firmware that needs to be done. If you decide to proceed with the firmware through Pro Fit, you'll see the following messaging. The firmware update time has been completely streamlined and rebuilt from the ground up. So it usually takes around four to six minutes for a binaural set. If you don't have time to do it in the clinic, your patients can also do it via the My Starkey app.

And again, that takes about four minutes. So it is very quick and easy regardless of which process you move forward through. If you are connecting devices and the names don't match, you've got three different options to choose from on how you wish to proceed. Reset hearing aids will clear out all of the settings within the devices and it will return you to the connect screen where the hearing aids will then be read as new, 'cause essentially, now they're brand new devices. The devices will need to be power cycled to be connected and programmed since this does delete out all of the established relationships within the hearing aids. If you had these hearing aids paired

to a smartphone, they will also need to be re-paired, 'cause again, this deletes out all of those pairings and relationships.

This option is the fastest and the easiest way to reset devices if you're using, like, a demo or a loaner consignment aid. If you click on Continue, this provides you the ability to bypass that name change dialogue without resetting the hearing aids. So if there is a naming mismatch, you know, maybe you just accidentally misspelled the patient name, this is a good way to rectify that, again, without having to wipe the hearing aids out. And then selecting Cancel will return you back to the connect screen. So maybe you just accidentally clicked into the wrong NOAH profile and you need to go back to the correct one, hitting Cancel allows you to do that. If you hit Continue, so you decide not to wipe the hearing aids, but you want to proceed with your fitting, then you will get another notification that's going to indicate that the settings in the hearing aids are newer than the one of the NOAH profile that you're in.

This is going to ask you if you would like to save those. If you truly are swapping the hearing aids from one patient to the next, the correct answer here is, no, 'cause you do not want to save a different patient's results into a new patient's NOAH profile. So in this example, if you see here, we're swapping from Andrea to Alexandra, we do not want to save Alexandra's settings into Andrea's Noah profile. After selecting No, then you're gonna be prompted to resolve the audiogram conflict as well. And so again, in this case, you would want to select the audiogram from the office system so that you don't use the wrong audiogram during programming. And whenever you're hooking hearing aids up for the very first time within Pro Fit, you will first complete the Minute Fit Process.

So the hearing aids will populate as new, you will need to select the devices and then hit Connect. From there, you'll be taken to the screen that allows you to select the acoustics that you would want to use and the fitting formula and then you just hit Apply

Best Fit. That is the entire Minute Fit Process. So I mentioned, you know, how we have taken advantage of optimizing the acoustic model or we're including vent model updates in e-STAT 2.0. So I wanna give you a little bit more details on that now. So Optimize Acoustic Model and our Feedback Canceller Initializer, they're completely separate features but they run simultaneously. So if you manually adjust the gain to a setting that may cause feedback, we're going to, again, alert you with that little notification bell, but we're going to manage feedback just like we always have, which is our phase inversion system.

Optimize Acoustic Model is using the Feedback Canceller Initializer stimulus to measure the amount of sound that is leaking out of the ear canal back to the hearing aid microphone. So if that default model predicts less leakage than what the measurement is actually showing, then gain targets are going to need to be increased to compensate for the sound leaking out of the ear. And the reverse of this would also be true. Less leakage means you need less gain. So our Feedback Canceller prevents feedback in a wide variety of environments and we've got a couple of different adaptation settings that you'll see in the software. Strong, subtle, or all. And these can be managed on a per program basis.

So if your patient is in an occluded acoustic fitting, then their default adaptation setting is going to be strong. If your patient is in a music program or they're in an open acoustic fitting, then their default is going to be subtle. And if your patient's utilizing telecoil or looping, then the Feedback Canceller setting is off. So you should initialize the Feedback Canceller before making any adjustments to the individual programs. So again, that Optimized Acoustic Model feature though, is analyzing and running simultaneously with the Feedback Canceller. So you would hit Begin, just like you always have, and you're going to let your feedback test run, but if you get this pop-up, you're going to be asked what you would like to do.

Hit Yes or No? Hitting No is going to, again, change your fitting curves to accurate, or sorry, change your fitting targets to accurately represent the amount of leakages that's occurring, but you didn't change gain it all because you hit No on that pop-up. If when you're running and you get the pop-up and you hit Yes, this is saying that you do want your frequency response in the hearing aid to change to match the new targets. So when you move over to Quick Fit or Fine Tuning from there, then you'll see that gain and targets match up perfectly. So I would like to show what happens when you click Yes versus when you click No.

I do recommend hitting Yes on that pop-up 'cause this is just going to allow for a more accurate individualized prediction of the real ear responses and gain because you've already taken leakage into account in your fitting. And through all of our testing with Genesis AI, we found that sound quality when processing any input, sound was more transparent, it was brighter and it was more natural than ever before. So as a result, we've removed Stream Boost from our automatic streaming program because streamed signals are now gonna be processed through our Additive Compression architecture. And so this allows streamed signals to sound better than ever before, and it's more efficient 'cause there's no latency delay in swapping to a dedicated streaming program.

In that same vein, we've removed Auto Music from the software, so you will not see that on the Sound Manager screen anymore. Auto Music was designed to enhance that environmental or incidental music, but we don't need it anymore with our new Additive Compression and Neuro Sound Technology. So Additive Compression truly does the heavy lifting now for all inputs including streamed signal or streamed music and incidental music. Now, streaming is going to occur in the current program. You can change the streaming sound defaults within the Pro Fit software though. So you can really customize this to your patient preference. Equalized is the default selection,

which is just basically the frequency response of the hearing aid's current program but optimized for streaming.

Your patient though can turn on treble boost if they're looking for more high frequency emphasis to the signal. They've also got the option of bass boost if they're looking for a more low frequency emphasis. And if they want a combination of the two, then you've got overall boost as an option. And this can really be configured on a per accessory or per stream basis. So if you have a patient who really loves to stream podcasts, they may use treble boost for that, but maybe for their TV streamer, they're preferring overall boost 'cause they kind of like a mix of highs and lows being emphasized as well. So you've got a lot of flexibility here. You also can configure the mic defaults.

So if your patient wants the mics to be completely muted versus reduced, these can be configured from this screen as well. And then through the fly out menu or that left menu bar, you can access a variety of advanced fitting tools and troubleshooting tools so that it can truly make fitting with Pro Fit a breeze. Tinnitus is available within Pro Fit and it can be enabled on a per program basis. We do have three different types of stimuli that can be activated within Pro Fit for tinnitus. Our white noise stimulus looks at the patient's Pure Tone Average, and it is gonna be available for all styles and all technology tier of Starkey devices. We have our audiogram shaped, which is going to look at the patient's full audiogram to determine the original shaping.

And this is going to be available down to the level of 16, and is available on all styles. And then my personal favorite tinnitus masker that we have is our custom noise. So this will run you through a wizard of the minimum detection level and the minimum masking level and build a custom tinnitus response based on your patient's results to those. So this is gonna be available on all styles, as long as they're the 24 or 20 technology tiers. The troubleshooting tools, I did you, is on that left menu bar. This was

previously named Expert Assistant in the Inspire software, but this allows you to make really targeted changes to the hearing aids based on a specific patient complaint.

So for example, if your patient's complaining about background noise being too loud, we've got a couple of suggestions that you can implement right from this screen. If your patient is not satisfied with the change, then you could use that undo icon to undo the changes made directly from this screen. Audiology on Demand allows you to connect with one of our support audiologists so that you can get a quick solution to a technical problem. So by clicking on that Audiology on Demand icon within Pro Fit, you're going to be redirected to the Audiology on Demand portion of StarkeyPro.com. Once you're on this webpage, follow the prompts so that you can connect with one of our support AUDs and they can truly remote in to your fitting.

Fitting summary gives you a very quick and easy visual overview of all of the settings in the features within your patient's fitting session. So here you can see all of the programs that you may have activated, any user controls that you gave the patient, what all indicators are enabled. Here is also where you can adjust the power on delay. So if you need to make that a little longer or shorter for your patient, that's found here. And this is also where that auto sleep function can be managed. The default of auto sleep is to be off, but if that is a feature that you'd like to utilize with your patients, you can turn that on from here.

So to wrap us up today, I do want to share just some pro tips that you may not have been aware of before today's session. So one thing to keep in mind, when we design our hearing aids and our fittings, we want it to the best fit from the very first fit. And so we put a lot of work into getting all of the defaults of our settings just right from the very beginning. And so 85% of our professionals, we pull the usage statistic, 85% of professionals leave all of those sound manager settings at their default. And 99% of professionals don't have to make any changes to our directionality. So their patients

are very successful with the hearing aids and kind of that fresh out-of-the-box best fit configuration.

Now, if you need to make changes to any of these, of course please do, but I'm saying, I wouldn't necessarily jump to making these changes right from the very beginning. And then regardless of where you are within the software, we know there are certain things that you always wanna have access to, the patient's audiogram, past fitting sessions, and you wanna see if your devices are currently connected. And so you do have the visibility and the access to all of those. Again, these three things are going to be in that top menu bar and you can see them from wherever you are within the Pro Fit fitting software. And then there are two different ways to exit out of Pro Fit.

And so depending on what your goal is, will depend on which one you need to use. The first is that Save and End Session button, and that's gonna be visible on that left menu bar within the Pro Fit software. So if you exit Pro Fit through the Save and End Session button, you will be provided with a prompt to save the session, and it's already live saving in the hearing aids, I do wanna note that, but this will save the session to your NOAH database and then it will return you to the connect screen. So from there, you can click on the blue patient and then select a new patient for programming, but you never have to truly exit Pro Fit.

So it saves you a couple of seconds if you're fitting two Pro Fit patients back to back. The second way to exit out of the software is by selecting the X in the top right corner. Exiting this way, again, will still give you that prompt to save the session to your NOAH database, but this will fully 100% close Pro Fit and then return you back to your NOAH selection screen so that you can click a new patient and click a new fitting software. And then whichever screen that you're at within the Pro Fit software, you can access that help from Pro Fit, but what's really cool is wherever you activate this from, it will customize the information that you see.

So for example, if you want more insight into all of the different program options that we have, but you're not quite sure which one to give your patient, launch Help for Pro Fit from that program screen, and then you can get more details on our different program options. I'm so sorry about that. So again, that's under Help. And then Help for Profit. And with any software, there potentially could be occasional fitting issues or little hiccups that can arise. So in order for us to investigate any reported hiccup, we really need to see all of the steps that lead up to that particular point or state. So fitting software today is really advanced and there's all these different lines and codes and moving parts for each adjustment.

And so sometimes even with screenshots, we really, again, don't know what leads up to that. So if you click on Help, that will open up that menu and then scroll down to Pro Fit Log Files. This allows us to pull all of the lines of code. So anytime you call AudiologyOnline or tech support, they've probably asked for log files, and this is how you can do that. Give us a quick little snapshot of what's going on in those devices. And again, this just really helps us look for those lines of codes that could be contributing to that particular hiccup. I have thrown a lot at you guys today. And so I do wanna wrap with some resources.

These are available on StarkeyPro.com. I don't know if you guys have ever used our QuickTips before, but they really are fantastic tools to have. And you can actually get to the QuickTips within the fitting software Pro Fit as well. So if you're on the connect screen of the software where we have those helps and resources. So I wanna show you guys what this looks like real quick, 'cause it's a little hidden gem that not everybody knows about. So over here under Resources, clicking there will take you directly to StarkeyPro, where you can access all of those QuickTips from. We also have the ability to generate different reports within the Pro Fit fitting software. My personal favorite report to generate is the device guide.

And you can get to that one from the fitting summary screen. So if you're on the fitting summary screen, and you click on Print right here, that will open up the print option where you can generate all of the different reports. What's really cool about the device guide is that it is basically the user manual for your patient, but boiled down to what is actually applicable to their particular hearing aids. So if you didn't give them a bunch of user controls, we're not gonna put user controls on the device guide. If you gave them four programs, we're going to say they have four programs and what they actually are and what indicator they should hear going into them.

If you fit your patient with an accessory, we'll print a little cheat sheet on that particular accessory as part of their device guide. So you have a lot of flexibility with that one, and it truly can be customized to your office, which all of those reports can be customized. You can change out the logo from the Starkey logo to be the one for your office. You can customize what office information you want. Do you want just your address? Your address and your phone number? The last page of the device guide is tips or tricks, and you can customize up to eight of those. So if you have certain things that you like to tell every single patient before you're fitting, you can make those that so you don't have to type 'em out every single time.

You've got a lot of tools in your back pocket with a Starkey hearing aid. So we really took a fresh approach and we analyze and we research really every single element along that hearing healthcare journey so that we can deliver an all new processor, which is essential, 'cause that's the brain of the hearing aids. And we wanna make our devices smarter, faster, and easier to use than ever before. We've got onboard advanced artificial intelligence technology that's really designed to mimic the human auditory system and then recreate that so we have better sound quality than ever before. We've got a new product design. So your patient's aids are really durable, and they're gonna hold up to whatever your patient can put them through.

And we've got the industry-leading battery life on our devices, with our RIC RT topping out at 51 hours of wear time on a single charge. And now hopefully you can see that we have a really intuitive fitting software with the Pro Fit. And if you haven't had a chance to take any of our other courses, we will be doing a deeper dive into our Neuro Sound Technology and we're in the process of re-doing a course on our My Starkey app. So if your patients are really wanting to take their connectivity and they're streaming to the next level, keep an eye out for that one because that one's coming later in April, but all of these combined, you know, really give your patient that unprecedented user experience.

So while Genesis AI and Signature Series really are all new everything, this wasn't new just for the sake of new. We wanted to be very intentional and very practical with where we're giving new to you and to your patients to really optimize the entire hearing aid fitting process. I thank you guys for giving me an hour of your time today. I am going to check that Q&A window just so that I can make sure that everyone who have posted some questions make sure that they get those answered. Give me one second to read here. So it looked like there was one question about Smart Connect, so I do wanna clarify that real quick. So with Smart Connect, we've got those three fitting session types and they were wondering, you know, when would I be in what session?

And so the very first time you're connecting the hearing aids, you're gonna land in preparation. The second time you connect the hearing aids, you will land in fitting. And then the third time, you'll connect the hearing aids, you'll land in follow up. And then there was a question about contextual volume control. So from that user control screen, if you've given your patient a volume control, what that means is it's going to control the context of what they're doing in that moment. So when the patient is just wearing the hearing aids and they're turning the volume up or down, that's gonna turn their hearing aid mic volume up or down. If they begin streaming, whether it's from an

accessory or from their smartphone, when they turn their volume up or down, it's now going to control the volume of the stream.

So this allows your patient to make adjustments to their streaming volume without having to pull out their cell phone or without having to go into the app. So it just lets them control the volume of, again, whatever the context of what they're doing right from onboard the device. So that looks like all of the questions today. And so again, I thank you guys for giving me an hour of your time. And I hope everyone has a fantastic day.