

This unedited transcript of a continued webinar is provided in order to facilitate communication accessibility for the viewer and may not be a totally verbatim record of the proceedings. This transcript may contain errors. Copying or distributing this transcript without the express written consent of continued is strictly prohibited. For any questions, please contact customerservice@continued.com

Enhancing Edge AI Devices with Pro Fit

Presenter: Lawanda Chester, AuD

Welcome to today's course Enhancing Edge AI with Profit. My name is Dr. Lawanda Chester. I'm an education and training audiologist with Starkey and I'll be your presenter for this course. Before we get started, a couple of housekeeping notes as usual.

So there are some FAQs. If you need to ask a question about this content, there is a Q&A; box. You can click on that, type in your question and hit send. I will take a peek at that at the end of today's course to just make sure I address every any questions before we exit the course. There also is a PDF handout of the presentations that's available to you that can be accessed through your pending courses on Audiology Online here or by clicking on the link in the chat within our classroom.

this course is also eligible for you to earn CEUs. If you have the unlimited CEU access membership, you do need to complete the entire course and pass the multiple choice exam afterwards. And then finally, if you're having any technical difficulties or you need some sort of assistance on the screen here, you have the toll free number or the email address. You can send a message to Audiology Online support. do some troubleshooting and hopefully get you back in today's course without too much difficulty.

Here are the risks and benefits associated with today's course.

And we do have three learning outcomes. So at the end of today's course, participants will be able to identify where the power on delay function now lives within ProFit. You will also be able to discuss demo mode, our new feature as part of our user controls screen. And you should be able to identify the two locations where indicators may be modified within Profit.

All right. So let's go ahead and jump right in.

So our ProFit fitting software brings best in class fitting experience for you, the hearing professional. With the launch of Edge AI this fall, ProFit provided more tools and features such as an expanded options as far as your tinnitus stimuli that you can provide for your patients and things like more personalization for streaming sound quality. With the launch we had earlier this month, we have continued to make enhancements to ProFit to make your lives, the hearing professional a little bit easier to streamline the fitting process for you and some, you know, additions to just make programming devices just simpler for you and more efficient.

Now let's take a step back a little bit and just talk about some best practices for accessing the software. Professionals often access ProFit software through a variety of ways, right? Think about when you are ready to sit down and program some hearing aids for one of your patients, what do you do? It's worth noting that you can access the software from the module bar within, say, the Noah software, your database. And we recommend that as the best practice in which to access the software.

Doing so allows you the most recent hearing aid settings in the hearing aids. It allows you to pull those in directly to the software. That way you can visualize what the patient has been currently listening to and then make adjustments from there. Now you can also choose to access ProFit from your previous session. So here we see in NOAA, you have your session list and you can double click on that and open up ProFit from that manner.

Doing it this way is not necessarily the best way because what it will do is load the session settings from that particular session date into the hearing aids, which can override newer settings within the hearing aids. If there are newer settings within the hearing aid, you will see a pop-up asking if you would like to save those settings prior to programming. So you sort of, you know, can skip this step by simply opening up ProFit first rather than, you know, going through your session list. Now, this functionality is the way ProFit has previously worked, but it is worth noting the different behaviors based

on how you choose to access the software. And I think even when I was in the clinic full time, I wasn't necessarily aware or I really didn't think about that.

I just had my sort of typical way, or you know, that I opened up various softwares and didn't think about what the differences may be and how I'm doing that.

All right. Now, one of the newer updates to the Profits software as of this month is some updates in the language, updates in our messaging that you see when you're interacting with the software. A lot of hearing professionals requested the ability to to retrieve monaural settings and push them into a hearing aid from a binaural session. So this is often what you want to do when maybe you've sent in a single hearing aid for repair and that single hearing aid comes back from repair, but it's part of a binaural set. What we wanted you to know is that it's always been possible to do that within Profit.

However, the messaging within the software was not as clear as it could have been. and it often led to professionals interpreting that messaging as meaning that you would lose the binaural connection between the devices if you continued with the monaural programming, like I said, after repair, for instance. So what we've done is updated the language so it's just clearer for you to help you better understand what happens when you load settings from a binaural session into a monaurally connected hearing aid. So here you can see the updated messaging associated with connecting a monaural device to a previous binaural session. And we hope that it's much clearer for you that it's absolutely okay.

The software is doing exactly what you have asked it to do.

And then once you complete that action, we've added in messaging that reassures you that that programming that session has been successfully loaded into that single hearing aid and you can rest assured from there that you can go ahead and call your patient and let them know that they can pick up

that newly repaired single hearing aid.

Now here's a little bit of a chart. We wanted to sort of put all in one place the scenarios, the that for programming a monaural hearing aid as part of a binaural set following a repair. So if we're able to maintain the programming within the hearing aid following the repair, we let you know that. And then when you receive it, you may simply choose to, you know, pass the hearing aid onto your patient without the need for programming. In this case, the hearing aid would need to be power cycled to sync it with the other device in that binaural pair, but you don't have to do any reprogramming.

If you would like to make programming adjustments to that newly repaired device before the patient picks it up, you can do so without needing the other hearing aid. It won't impact the connection to the other device, but again, the hearing aids must be power cycled to restore that binaural connection between the two. The patient can do that at home. Now, again, how you access Profit wouldn't necessarily affect this process and you will see that updated messaging that I just showed you on the previous slide. Now, another scenario is if the program is, programming is not able to be maintained within that repaired hearing aid, then both the hearing aids should be connected to Profit to reestablish them as a binaural set.

So please note in this scenario, Phone pairing and accessory pairing will also need to be reestablished in order to make sure everything works the way it should.

So our feedback cancellation and the combined optimized acoustic model feature are really two critical features within Pro Fit compatible hearing aids that provide fitting precision for both you, the provider, and your patients. It's essential for an optimized and accurate fitting that these tests are performed within the hearing aids in the patient's ears. And we do prompt you to do that at your first fit. Now, here is another place where we have updated some of the messaging. When you first go to that feedback feedback canceler initialization screen, the very first time you will see this one time pop up on the left,

which displays and it reminds you that it is a best practice to run that feedback cancellor initialization within the patient's ears.

For a lot of people, they feel like that's a no brainer. That should be intuitive. But some people tend to, you know, in the rush of things, maybe skip that step. once you've acknowledged that pop-up we've also added text on the screen just above the begin test button to again indicate the importance of running the feedback counselor while they're in the patient's ears, preferably with the appropriate acoustic coupler that you're going to use. So if you're going to use Comfort buds or you're going to use a custom mold, Etc.

and then go ahead and have that on place. But again, we've updated this messaging, but the feedback counselor process, the optimized acoustic model process that has not changed how it functions. But again, a messaging update for you all.

And we all know that environments with wind noise are one of the most challenging environments for patients with hearing impairment. We're happy to share that improvements have been made for our wind noise reduction system in Edge AI. Now, wind is detected and adapted faster than it has in previous generations. In fact, our wind noise management system in Edge AI is now 85% faster and 17% more sensitive while maintaining up to 35 decibels of wind noise reduction. So a patient will achieve or experience more listening comfort and those oftentimes challenging outdoor environments.

These wind noise management improvements are in all technology tiers of Edge AI and all styles, all rechargeable custom devices as well.

Now let's take a closer look at what this looks like in the software. As you all know, you go to the sound manager screen to make adjustments. to that wind noise management. Do know that no change in the amount of adaptation on that sound manager screen is visible. Like I said, what we've done is made a

change to how quickly that kicks in so that the patient is more comfortable in those windy environments faster.

Also wanted to let you know that if you have any existing Edge AI hearing aids in the field that you've already fit, they will receive this enhancement with a firmware update. So you can make this, you know, provide this update to those patients through a firmware update here within ProFit. Or as you may recall, our MyStarkey app will allow the patient to complete firmware updates at home as well.

Let's take a look at some advanced fitting programming options that we've also, you know, added as far as this latest profit update as of this month. Let's take a look at these.

First, we have some updates to the user controls screen. We've made enhancements here with the power on delay. We've moved it, made it a little bit more accessible for you. And the assign users control section of the software has been updated in order to make this a little more user friendly and to add a new feature to help you with the counseling portion with your patients when you're counseling them on how to use user controls. So taking a look at the assign user control section now.

We have set it up a little bit differently so that we have, you know, sort of diagrams on the right hand side to make it a little bit clearer of your options as far as your short versus your push and hold versus your double tap. In addition, we've added a new demo mode to this user controls screen. It's a new addition to this section that allows you to have your patient practice a user control while still connected to the ProFit software. So this can help ensure that the patient understands how to activate the user control and is in fact able to do so correctly before you move on to the next part of your fitting appointment. This new demo mode tool is exclusive to Edge AI devices.

So let's take a look at how that works. So you would click on the demo mode button on the lower left hand side of that user assign user controls section of this screen. Once you select that, you are still

able to assign different user control options. but then the patient can practice the user controls that are assigned and they'll hear the appropriate indicator associated with that user control. You'll see highlighted in green when the patient successfully triggers the assigned user control.

Do you keep in mind that the user control will not actually trigger the change in the hearing aids? It's simply a practice tool for your patients so that you can rest assured that they're able to form the assigned user control and also know its associated indicator. Now, speaking of indicators, we've also added the ability to adjust the indicator volume right here on this screen. So right and left hearing aids will be adjusted independently from each other using these new controls, and tone and speech indicators are also adjusted independently from each other. So as the patient practices with their user controls.

Here's the associated indicator. If they tell you right then and there that the indicator, you know, isn't loud enough, you can make those adjustments there. But you also can navigate to what we see here, the indicators screen, and adjust the indicator volume on the indicator screen as usual. But what we've done also on this indicator screen is expanded your options or what's visible to you. So if we back up a step, let's look at our current process.

If before we updated the software for the indicator screen, you'd simply go to all indicators or the appropriate specific indicator you want to adjust and, you know, hit the plus or minus sign to increase or decrease that indicator. Now what we've added is for you to track changes. as you make changes. And also for every subsequent time that you connect the hearing aids, you'll be able to see that this particular indicator is more or less than the default. Next, you can also reset your indicators.

We've added a reset button just to the right there where you can say, you know what, let's go back to the default indicator and then start over from there. If you find for instance, made it too loud for your patient or made it too soft for your patient. So hopefully this is just a little more detailed to allow you

more control of those indicator volume levels and also to see what has been done previously. Now, I mentioned the power on delay as well. It has been moved from the fitting summary screen.

to the user control screen. So what you would do is minimize the assign user control section and the next section down is where that power on delay now lives. You have the ability to set that delay to either short, which is approximately five to seven seconds, medium, which is approximately 10 to 12 seconds, or long, which is approximately 15 to 17 seconds. so think of that patient who maybe has some dexterity issues and needs a little more time to get the hearing aids in their ears. And maybe if the power on delay is set for a shorter time period, they miss hearing that and they aren't sure that the hearing aids are actually on.

That's when you might now come to the user control screen and adjust that power on delay, maybe to be longer for that patient. just as an example.

Now, the next update we have made to our ProFit software is on the accessories screen. As you may know, with our latest launch, we launched two new accessories that are compatible with the Edge AI hearing aids. That would be our new remote mic and our new table mic. So that necessitated us rearranging this accessory screen a little bit to accommodate those particular accessories. So now at the top, we have a new section for streaming mic accessories, which includes that new remote microphone and the new table microphone.

Here you can make adjustments to the microphone offsets while streaming. You can make quick and easy streaming sound adjustments here. And this is, of course, is where you pair those two streaming accessories if you're wanting to send them home with one of your patients.

The second section now would be for our broadcast devices. The bottom section are for Bluetooth devices like smartphones. And then as you scroll down, we also have our remote control section as

well. When you go to the top of the screen, we have a blue hyperlink there that says how to pair accessories. That's always there because I don't know about you, but if I don't do a certain task on a regular basis, I may forget how to do it.

So maybe you learn about these new accessories, but it's a couple of months until your first patient actually who actually wants one. you know, has an appointment and you're like, oh, shoot, I forgot how to pair this accessory. So if you click on that hyperlink, what it will do is walk you through that process, explain to you how you put each of those accessories into their pairing mode and how you pair them within the software. As always, with our accessories, you can also pair these outside of the software as well. But if you're here making adjustments to the patient's hearing aids, quick and easy way for you to go in and have a nice reminder of that pairing process while you're in the software.

And there are a few more ProFit enhancements to be aware of with this launch. So let's talk about those first. With our TeleHear remote programming feature, an exciting enhancement at the request of hearing professionals like yourselves, we now have allowed it to allow you to remain signed in to tellahere within the profit software. So you have the option when you log in to check the box next to stay signed in, and it allows you to remain signed in to your tele here account within profit. So you would select that you stay signed in account and you can stay in stay signed in for an entire year unless you manually log yourself out.

Now keep in mind if you launch to telehearportal.com from ProFit it will also automatically sign you in there. Now this update is exclusive to the ProFit software so you know if you are getting to telehear from Inspire it does not have the stay signed in option and telehearportal.com, the web portal for telehear, will still auto log providers out after 15 minutes of inactivity. So this ability to stay signed in is unique to the ProFit software. Also, keep in mind, if you happen to share a fitting machine with your co-workers, it is still recommended that you log yourself out so that they can log themselves in if you

know you're no longer going to be using that computer. But if using that fitting computer all the time.

It's your primary computer, you're the primary provider using it. Then now you don't have to worry about logging in and out each day. Another exciting enhancement with Telo here is the ability to choose telephone regions when you are, you know, creating an invitation for your patient. so you normally invite patients to participate with tele here by putting in their cell phone number. And before the default assumed it was a U.S.

based number. So now you can choose the region. And I have the other highlighted in this drop-down list because every now and then you might encounter patients whose phone number is not associated with one of the regions listed above that you can choose other to be able go ahead and enter that patient's phone number.

Now switching topics just for the last few minutes here, streaming preferences updates we have available for you. Currently in the software, you can go to the audio streaming page and adjust patients audio streaming. But if you don't go there and you're on the quick fit or the fine tuning screen and you choose from that screen to best fit or Target match, a pop-up will appear that asks you if you also want to best fit or Target match your audio streaming response as well. And you can choose yes or no. What we've done with this latest update is We've added an area in the software preferences menu where you can go ahead and choose to have it automatically target match those stream responses whenever Best Fit or Target Match is chosen.

That way you don't have to answer that question each and every time. If you know your preference is to go ahead and have that done, then go ahead and go up to that preferences menu and choose that option. It's not on by default. you do need to make that selection. But once you've made that selection, your ProFit software on your machine will do that until you tell it not to.

And finally, our RIM target match feature is now compatible with an additional RealEar measure system, the Inner Acoustics Affinity Compact System. This has been a request primarily from Starkey's European customers, but we know that this machinery or this equipment is used in some places in the US too. So in the RIM target match wizard, you would simply select Affinity Suite and then according to inner acoustics, this means that that compatibility will also apply to their compact system as well as their Callisto and Affinity 2.0 system.

All right, so those are the highlights of the latest update with Profit. If you are using Profit, you should have our automatic updater installed and you might have gotten a notification earlier this month that an update was available for you. If you went ahead and updated, then all of the enhancements that I described are what's available to to you now. If you did not update, then go ahead and do so so that you can take advantage of these updates. As always, you can find additional information on starkeypro.com, our white papers, our quick tips, training opportunities, as well as videos.

So I'm going to take a moment to check our q a and see if anyone posted any questions that I can answer for you. okay. And it looks like there are no open questions. So I thank you for tuning in to this course, and we hope to see you at a future time at another Starkey course. You have a great rest of your day, and thank you for joining us.