

Webinar FAQs

Pro Fit for Professionals: Enhancing the Provider Experience

Keeley Layfield, Au.D.

How to Ask a Question

Click Q & A, type your question, and Send

Where to get the handout

A PDF handout for this presentation may be accessed through your Pending Courses on Audiology Online or by clicking on the link in Chat within the classroom

How to earn CEUs

CEUs are available with a paid Audiology Online Unlimited CEU Access membership

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Assistance or Tech Support

Call 800-753-2160

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Use the Q&A window



Risks and Benefits

The applicability and accuracy of the course content may vary by the clinical, geographical, and cultural context; you should evaluate the course accordingly.

As healthcare is rapidly evolving, new findings may change the validity of the information presented in this course. Providers should always consult the latest research and guidelines from professional associations.

The interventions discussed in this course may be limited in generalizability, requiring practitioners to consider specific individual and population factors.

The course may not cover all possible risk factors, diagnostic methods, or treatment options, and complex cases may require additional considerations.

Healthcare providers should apply cultural competence and sensitivity to ensure effective and respectful care based on their patients' diverse needs.

Providers should always evaluate the limitations of diagnostic and screening tools, considering their potential for false results as well as any ethical implications.

It is the responsibility of course participants to critically evaluate the evidence from multiple sources to guide professional practice.

Learning Outcomes

1

Participants will be able to identify enhancements to the preparation and fitting workflows

2

Participants will be able to identify updates to Tinnitus programming

3

Participants will be able to identify improvements made to REM Target Match



Pro Fit for Professionals: Enhancing the Provider Experience

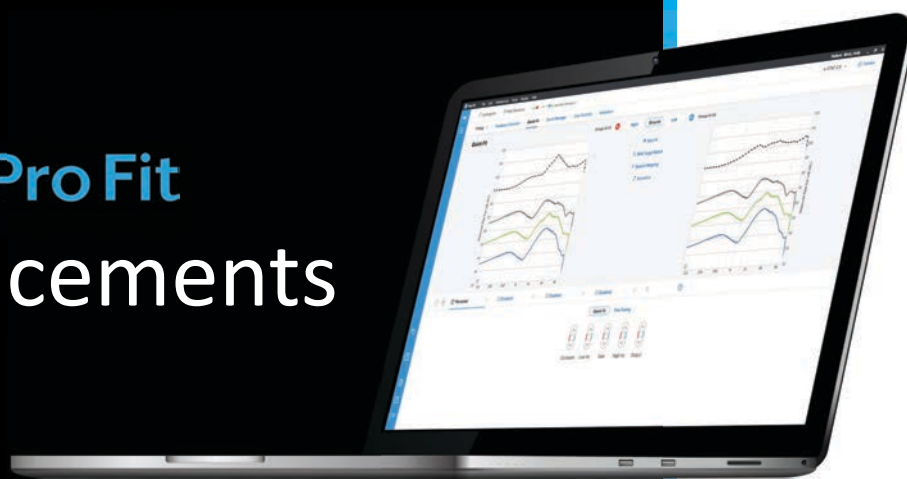
Keeley Layfield, Au.D.
Education and Training



A woman with blonde hair, wearing a white lab coat over a black shirt, is sitting at a desk in a professional setting. She is smiling and looking towards the camera. On the desk in front of her is a computer monitor displaying a Windows operating system, a keyboard, and a mouse. To the left of the monitor is a circular mirror on a stand. The background shows wooden cabinets and a window with a grid pattern. The text "Making the complex simple with Starkey Pro Fit" is overlaid on the image in a white and blue font.

*Making the complex
simple with
Starkey Pro Fit*

Starkey **Pro Fit** Enhancements



Pro Fit Setup

User Controls Screen

Tinnitus

Hearing Aid Mic While Streaming

Self Check

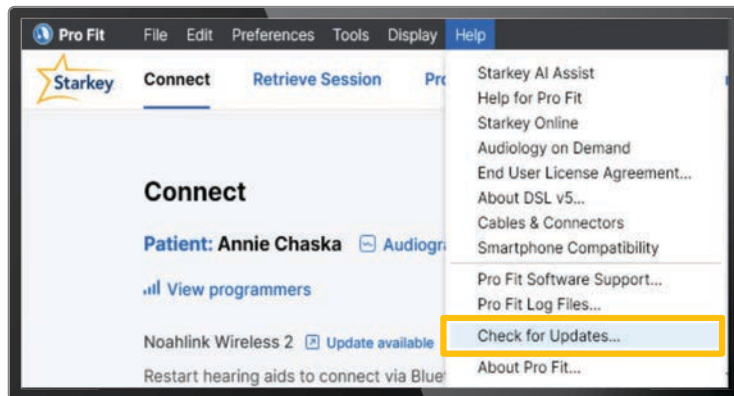
REM Target Match

Data Log

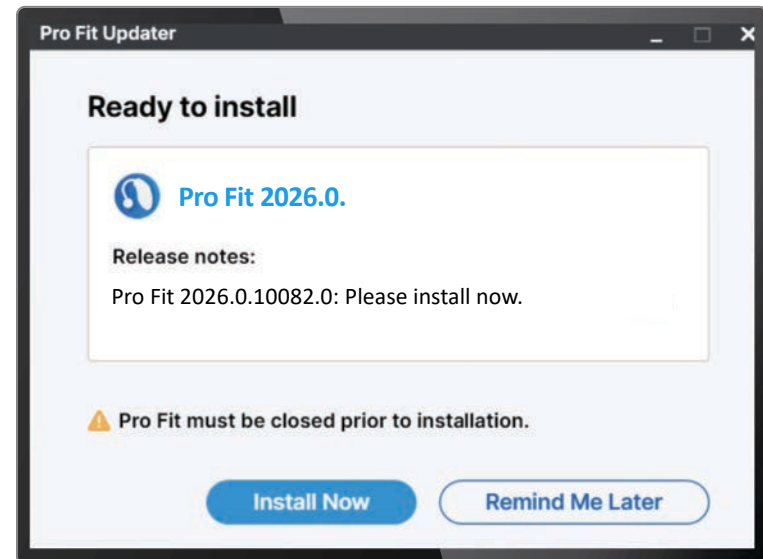
Report a Problem

Accessing Software Updates

① Check for Updates



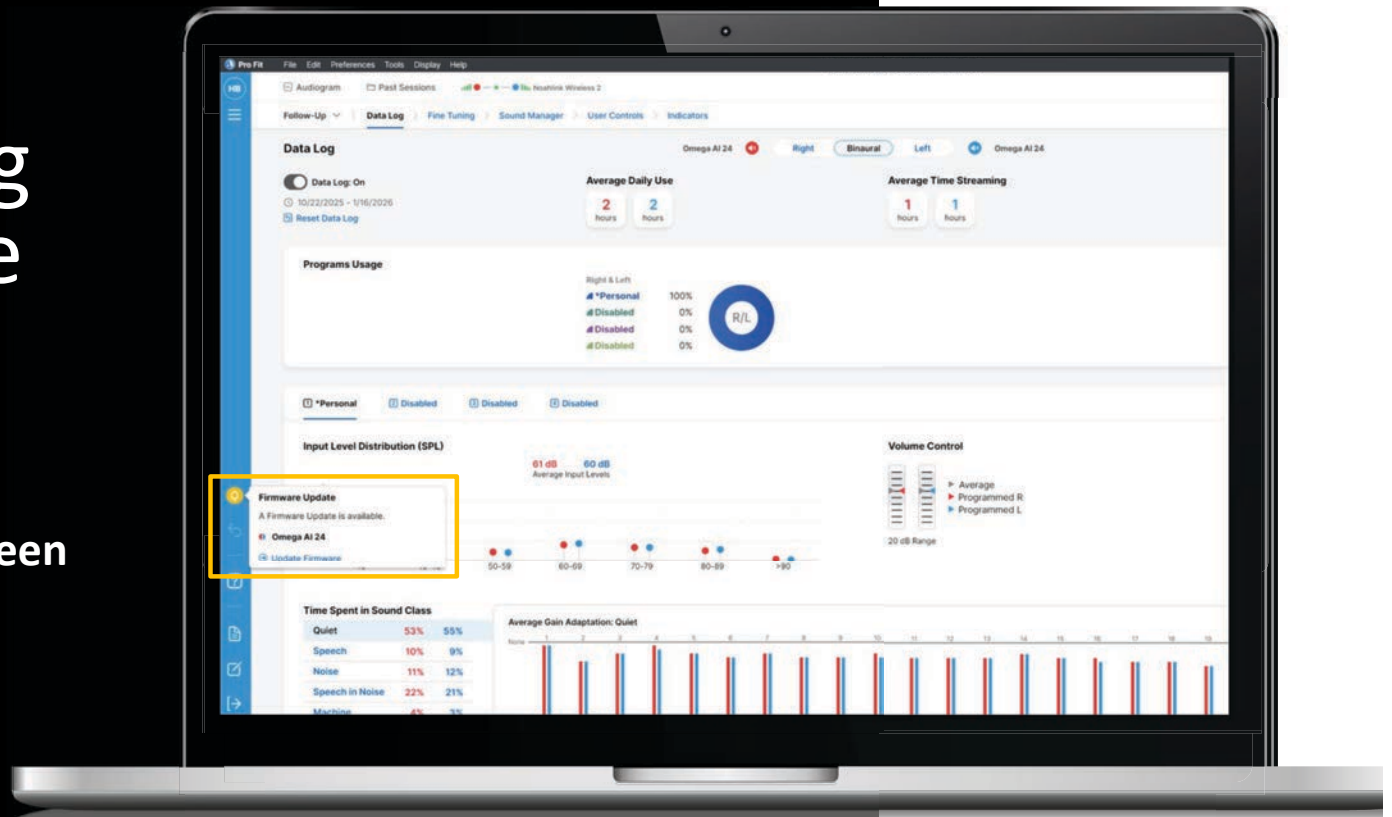
② Automatic Updater



Accessing Firmware Updates

1

Return to Main Screen



Preparation

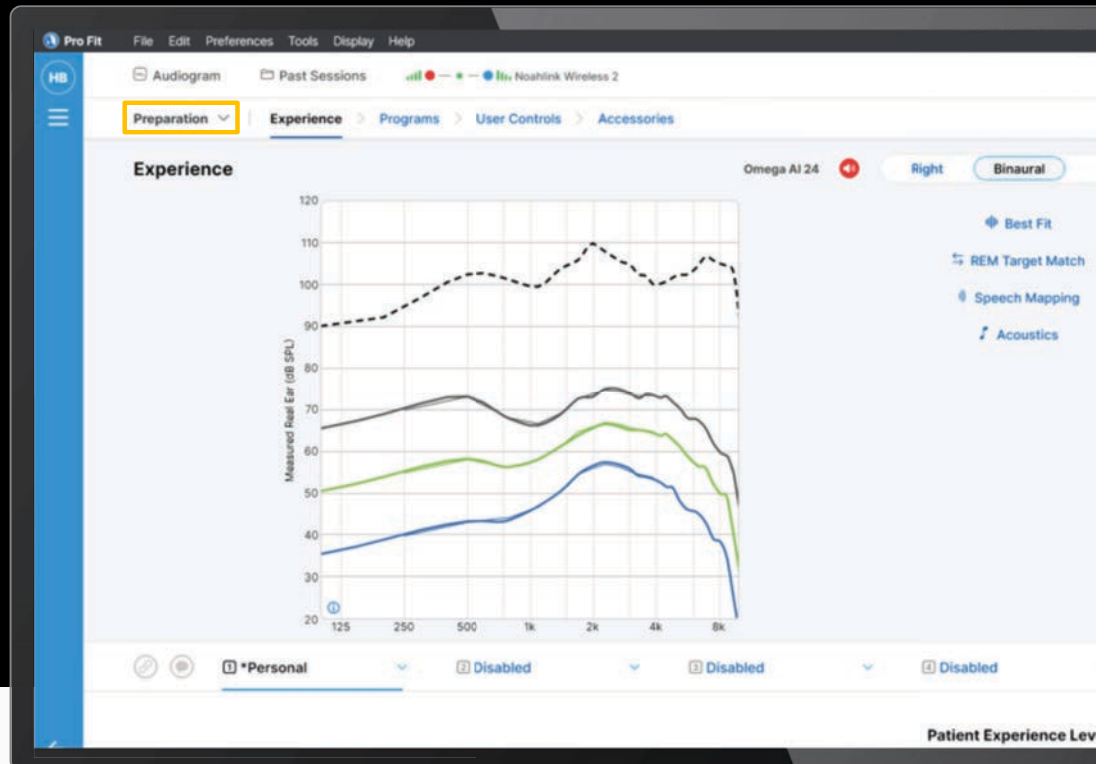
Follows Minute Fit

Experience

Programs

User Controls

Accessories

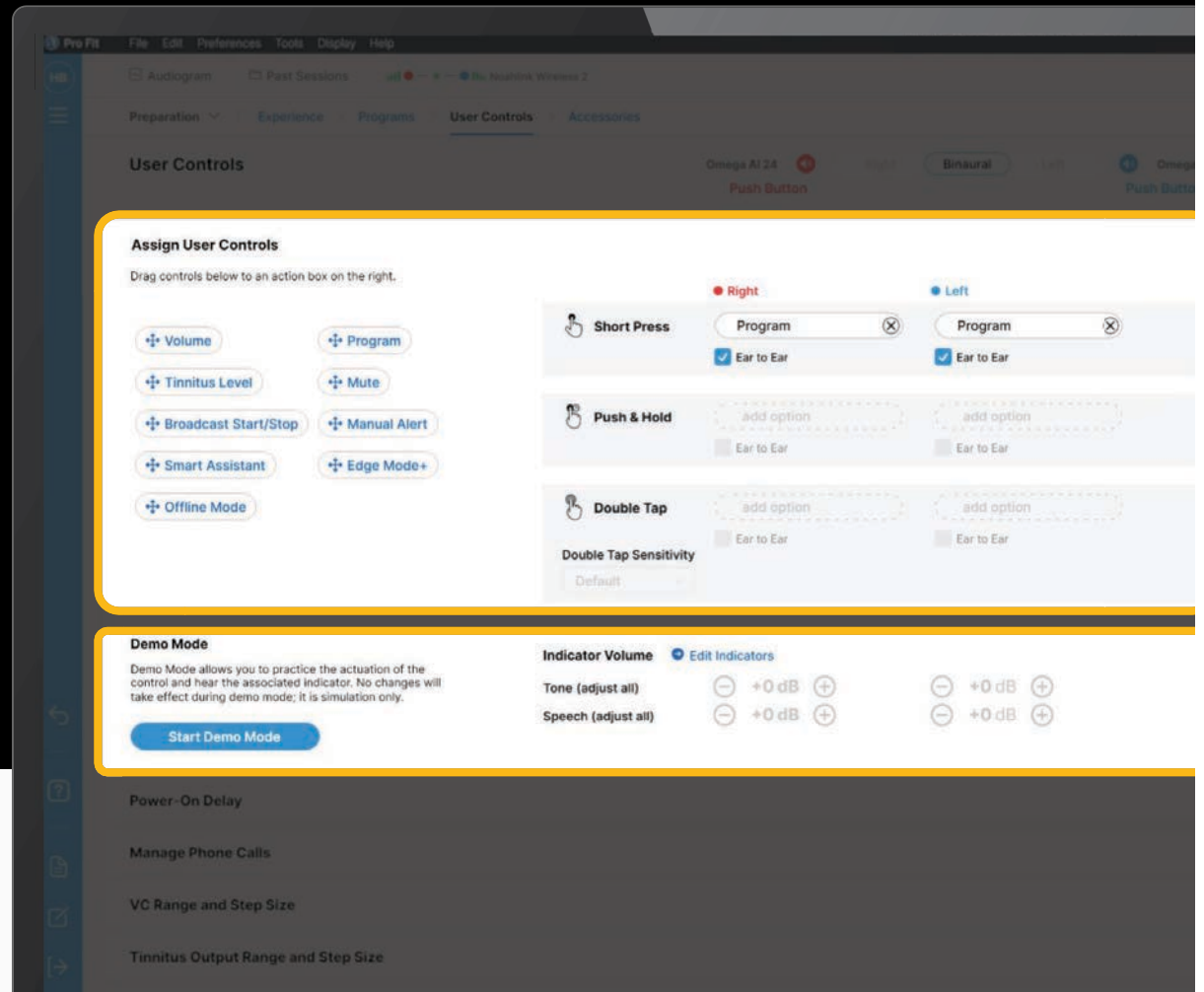


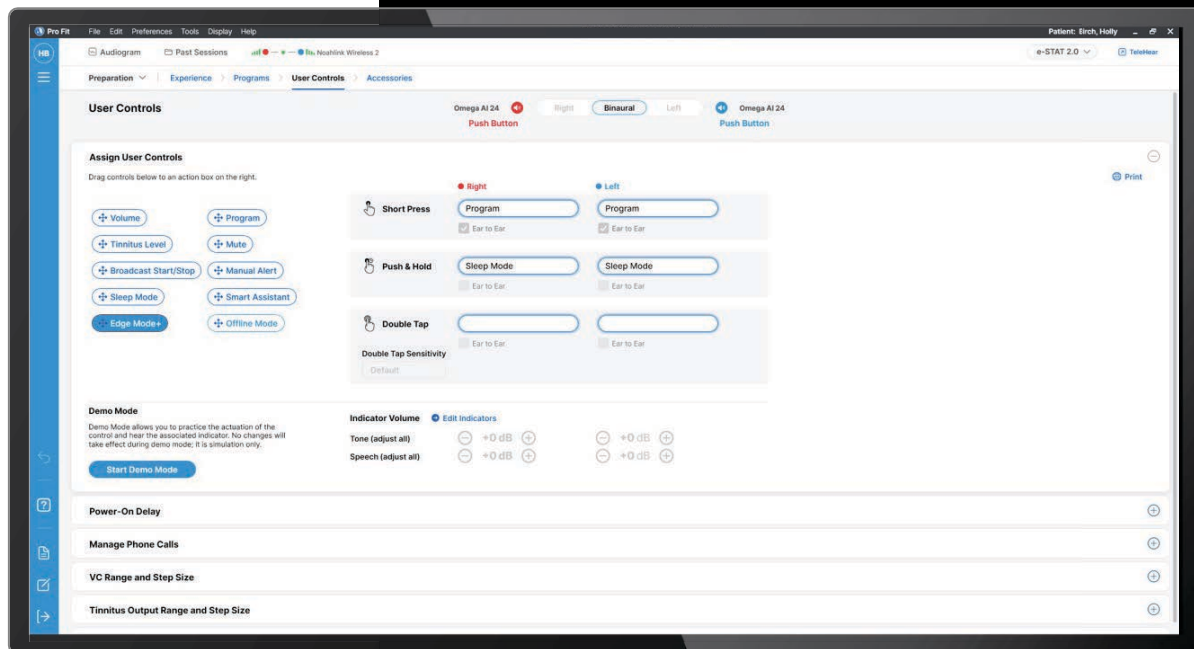
User Controls

Demo Mode

Patients may practice user controls while connected to Pro Fit and hear the indicators

Indicator volume may be adjusted from this screen





User Controls: Edge Mode+

PROVIDER REQUESTED

Edge Mode+ can now be programmed as any user control – short press, push & hold, or double tap

Applies to all 24 level devices compatible with Pro Fit

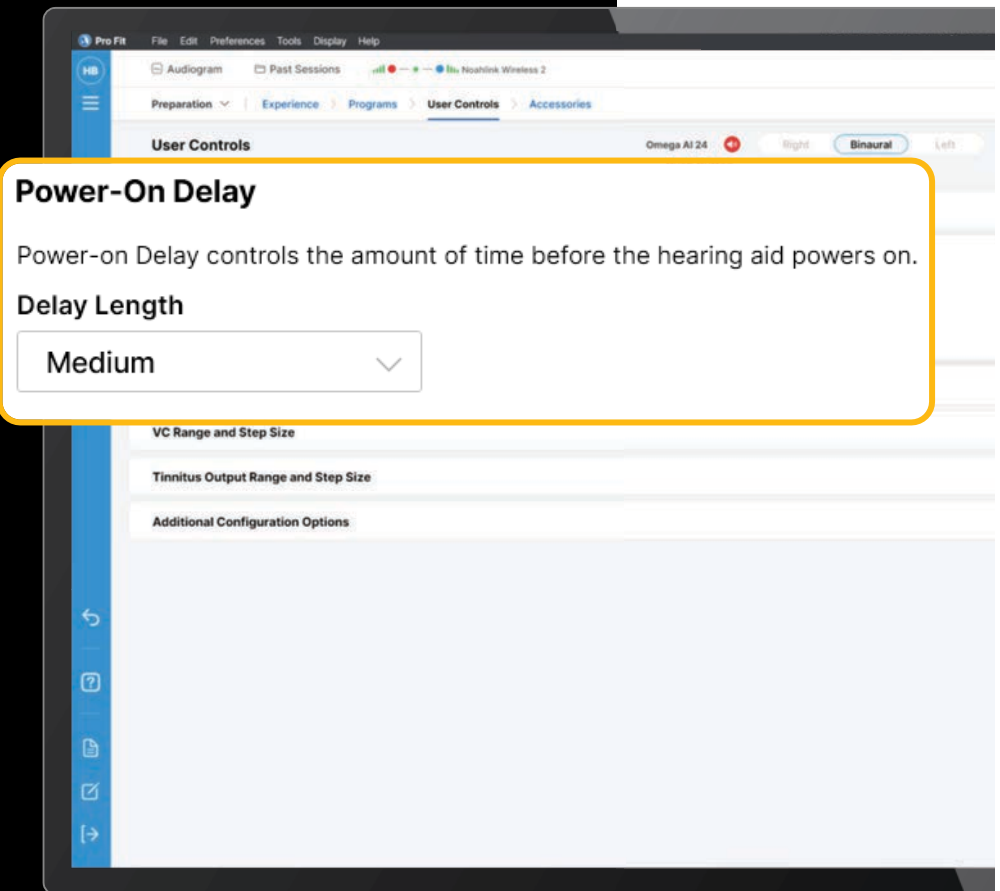
Power On Delay

Custom Devices:

Pro Fit will default the Power-On Delay to **Medium** (10-12 seconds)

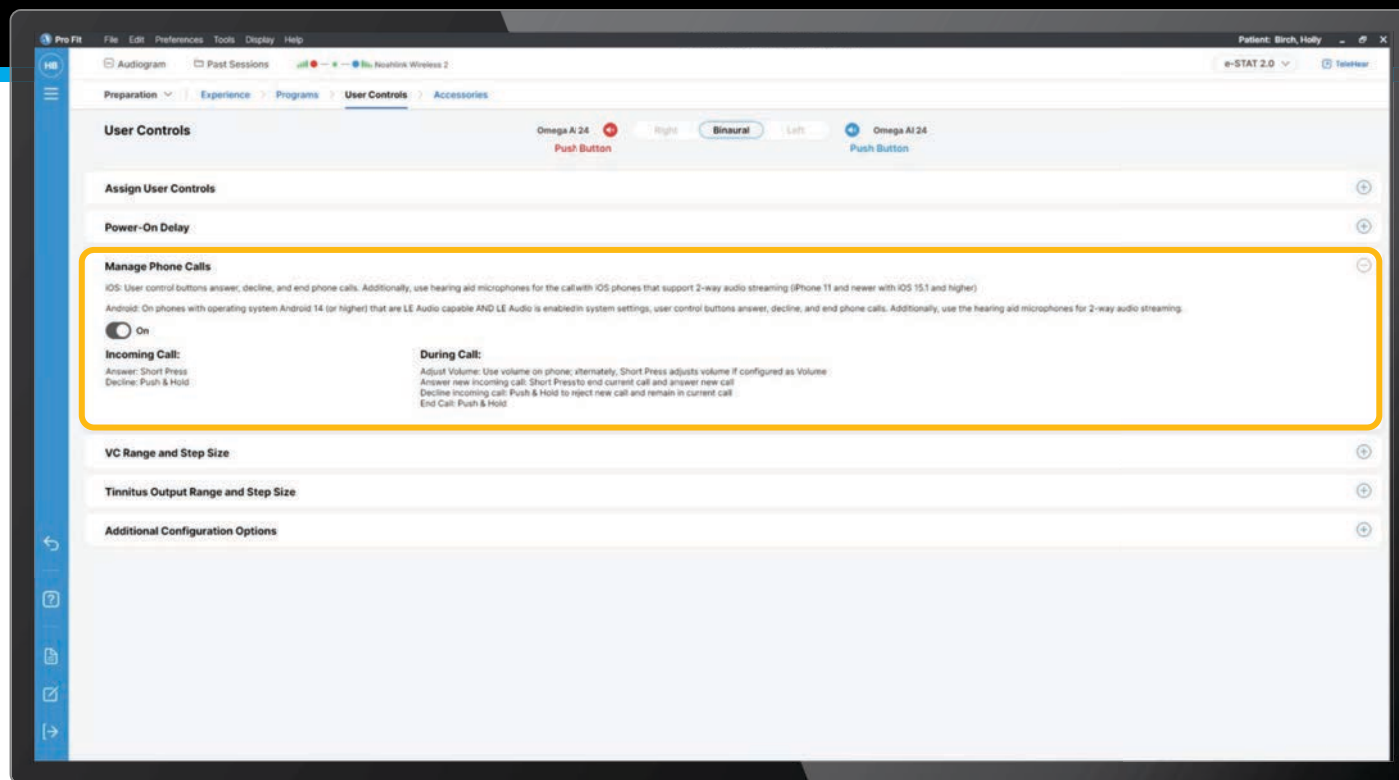
**does not apply to nonwireless devices*

Power-On Delay may be changed on the **User Control screen**



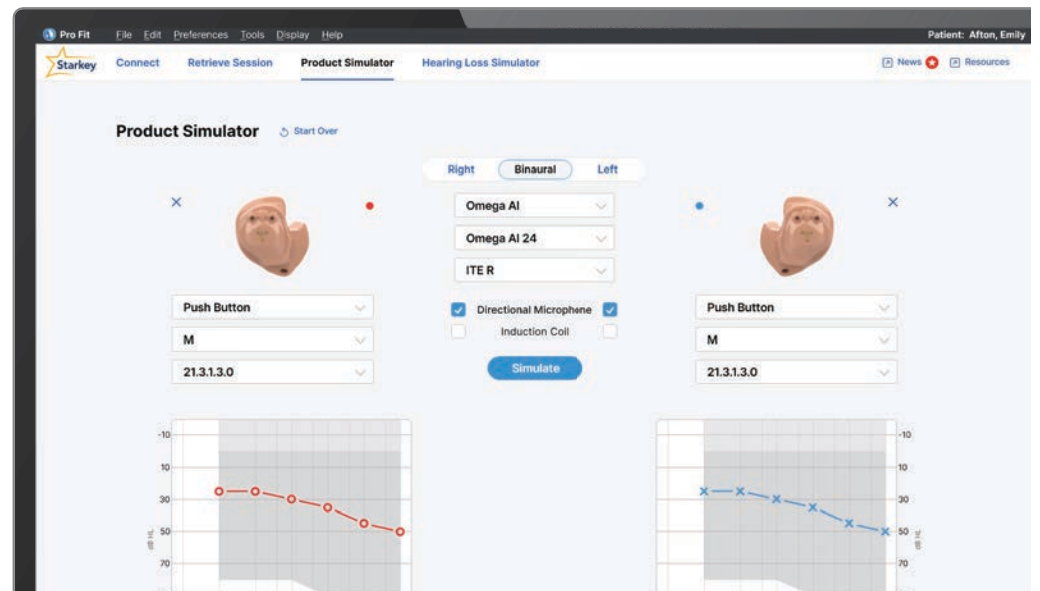
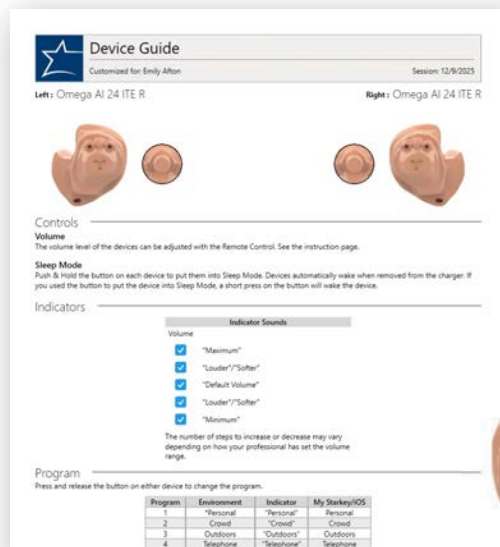
Manage Phone Calls

Exclusive to Edge AI and Omega AI Hearing Aids



ITE/ITC Product Images

Updated ITE and ITC images in Product Simulator and the Device Guide reflect current hardware with the push button at the top of the device



Audio Streaming Configuration

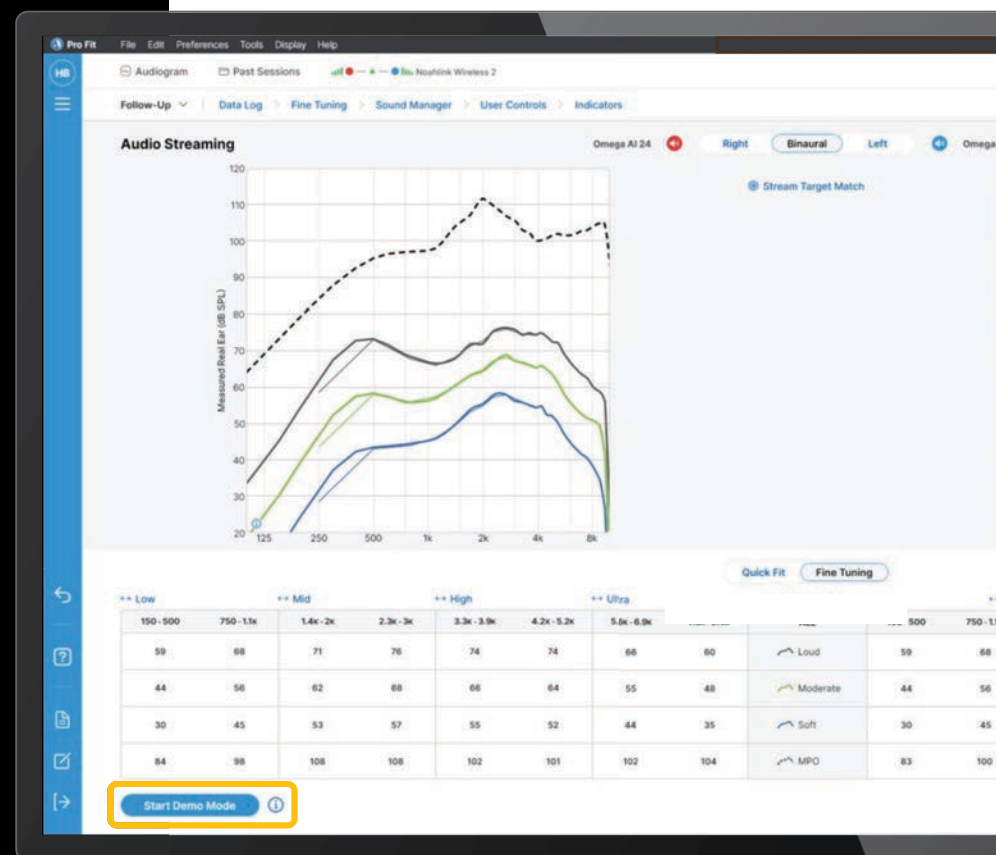
Accessed via:

Fly Out Menu

Accessories Screen

Demo Mode

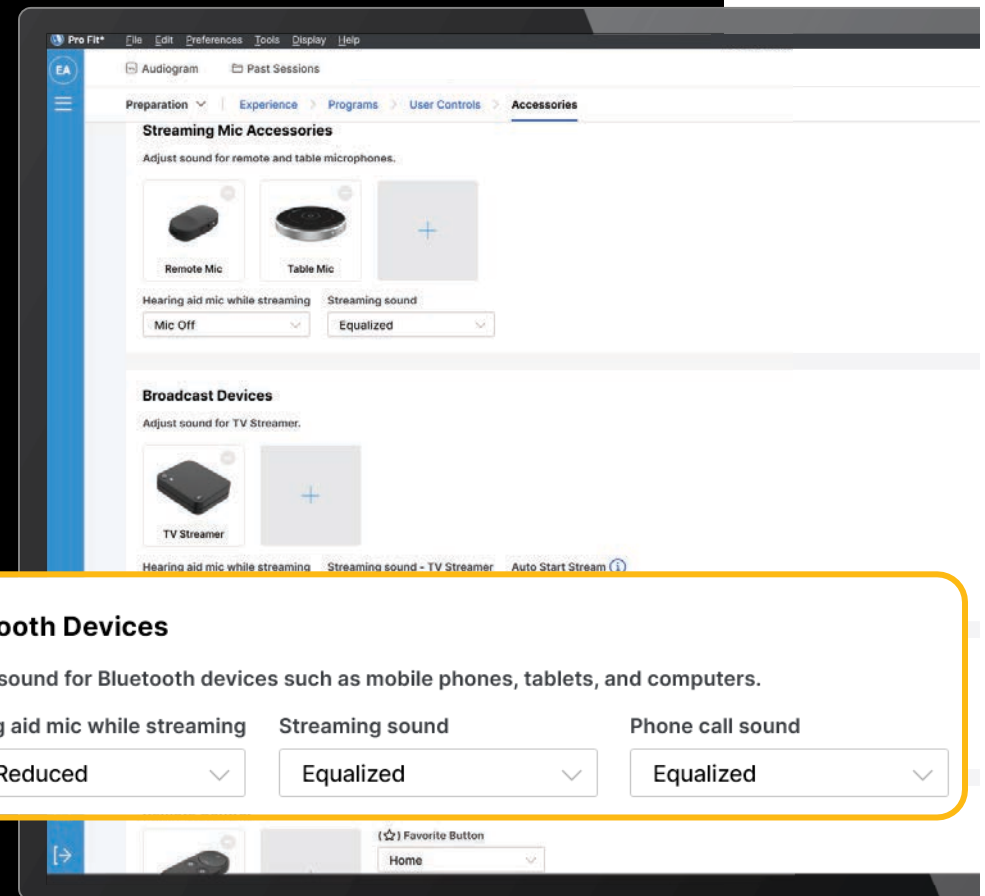
Stream preferred signal through hearing aids while connected to the software



Hearing Aid Mic While Streaming Default

RIC and BTE open fittings will default to **Mic Reduced** for Bluetooth Device streaming instead of **Mic Off**

Applies to all devices compatible with Pro Fit



Fitting

Second time hearing aids are connected to Pro Fit

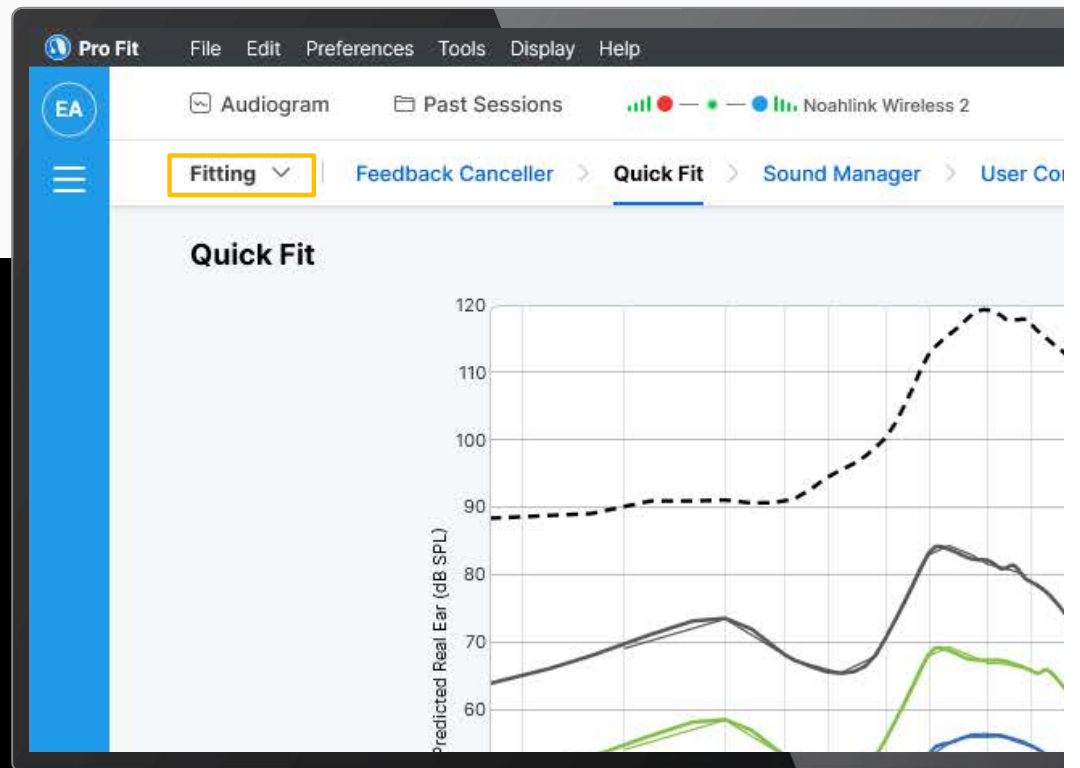
Feedback Canceller

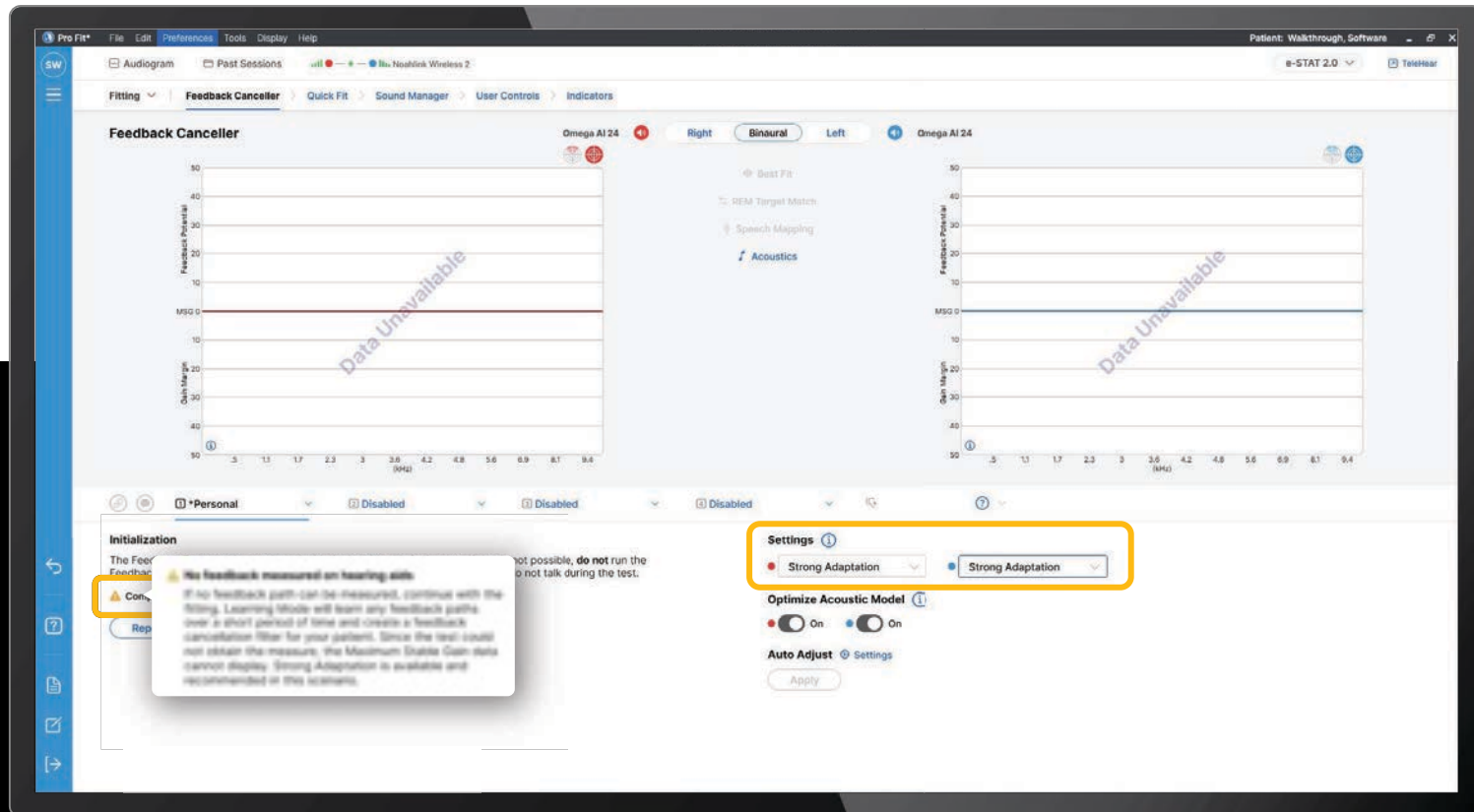
Quick Fit

Sound Manager

User Controls

Indicators



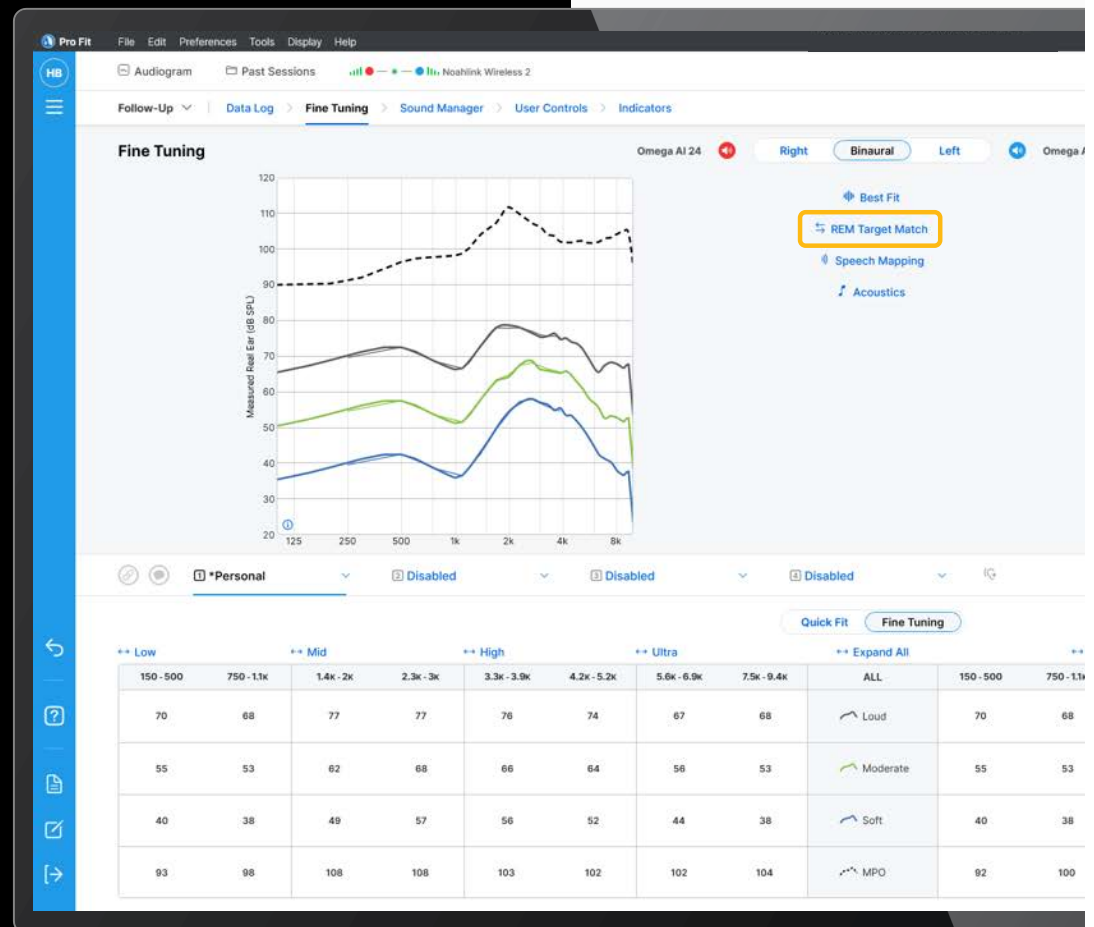


Feedback Cancellation

REM Target Match

Fully Integrated Workflow
via the REM Target Match Tool

Automatic Target Matching
for both the e-STAT
proprietary and standard
prescriptive formulas





REM Target Match

PROVIDER REQUESTED

REM Target Match data will not be cleared upon a fitting formula change

Applies to all devices compatible with Pro Fit

Fitting Report

A Report Detailing:

Indicators enabled

Audiogram configuration

Features enabled

Programs assigned

Sound Manager settings

REM Target Match results*

*with Noah Fast Data enabled

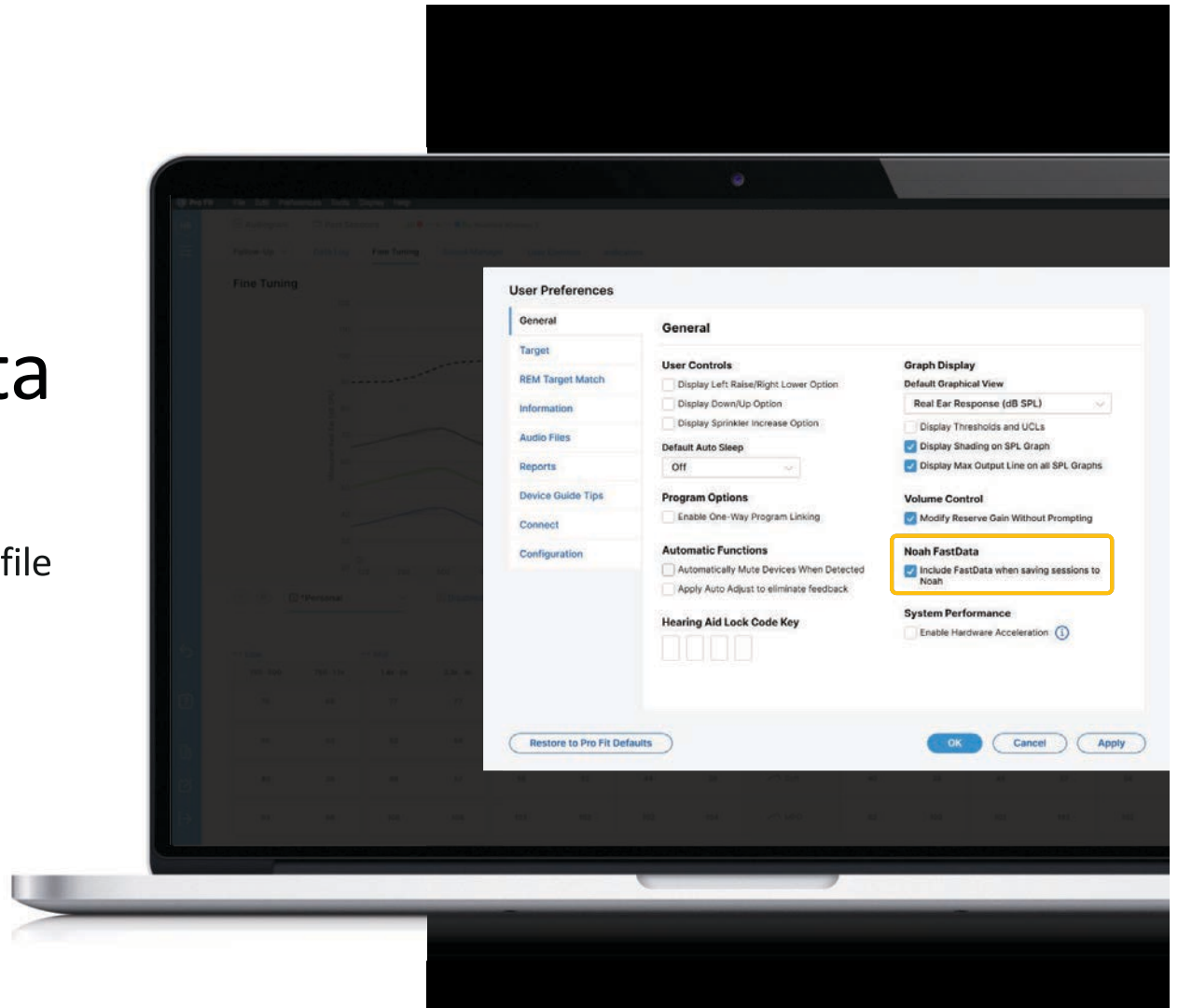
<

NOAH Fast Data

Measurements are visible
in fitting report

Data is not saved in the NOAH file
unless using NOAH Fast Data

Select Preferences > General



Follow Up

Third + times hearing aids are connected to Pro Fit

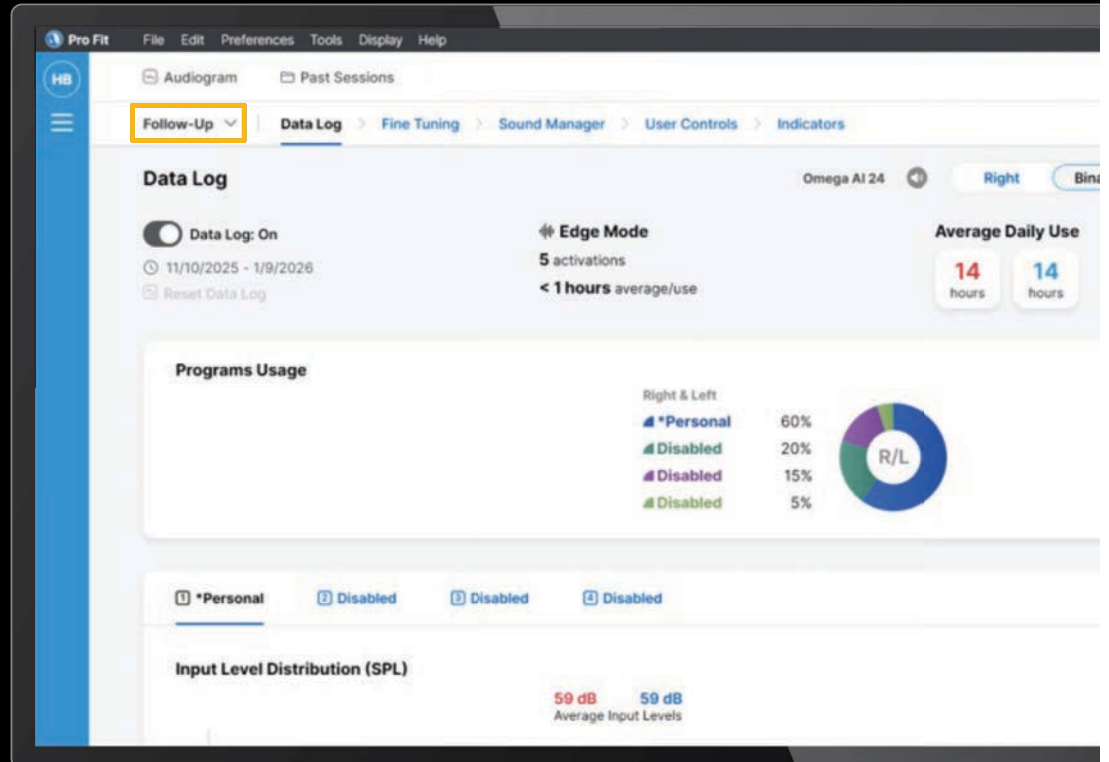
Data Log

Fine Tuning

Sound Manager

Indicators

User Controls

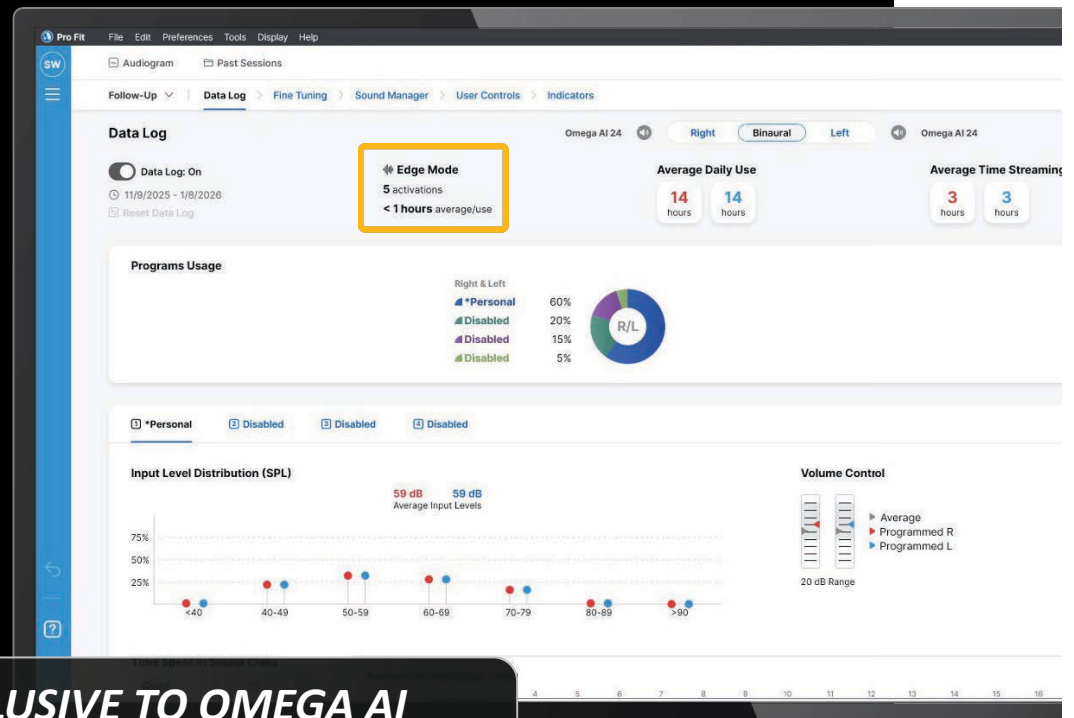


Data Log: Edge Mode+

PROVIDER REQUESTED

Data Log now displays Edge Mode+
activations and average use time

**Requires Firmware version 10.3.1.5 or higher*



**EXCLUSIVE TO OMEGA AI
AND EDGE AI 24, 20 & 16 TIERS
WITH FIRMWARE UPDATE**

Multiflex Tinnitus Pro

**Delivering personalized
relief for each individual**

Eight ready-to-fit masking
stimuli are available in Pro Fit

Masking Options

Low-Frequency Weighted Options

Ocean	Mimics the sound of the ocean for an alternative masker to traditional options
Pink	Comprised of less high-frequency energy compared to White Noise
Red	Comprised of less high-frequency energy compared to Pink Noise

High-Frequency Weighted Options

Blue	Comprised of less low-frequency energy compared to White Noise
Purple	Comprised of less low-frequency energy compared to Blue Noise

Other Tinnitus Options

Audiogram Shaped	Automatic stimulus shaping based on the hearing loss
Custom	Personalized stimulus shaping using MDLs and MMLs
White	Personalized stimulus shaping using MDLs and MMLs

Tinnitus Program

Tinnitus may be enabled from the Program dropdown

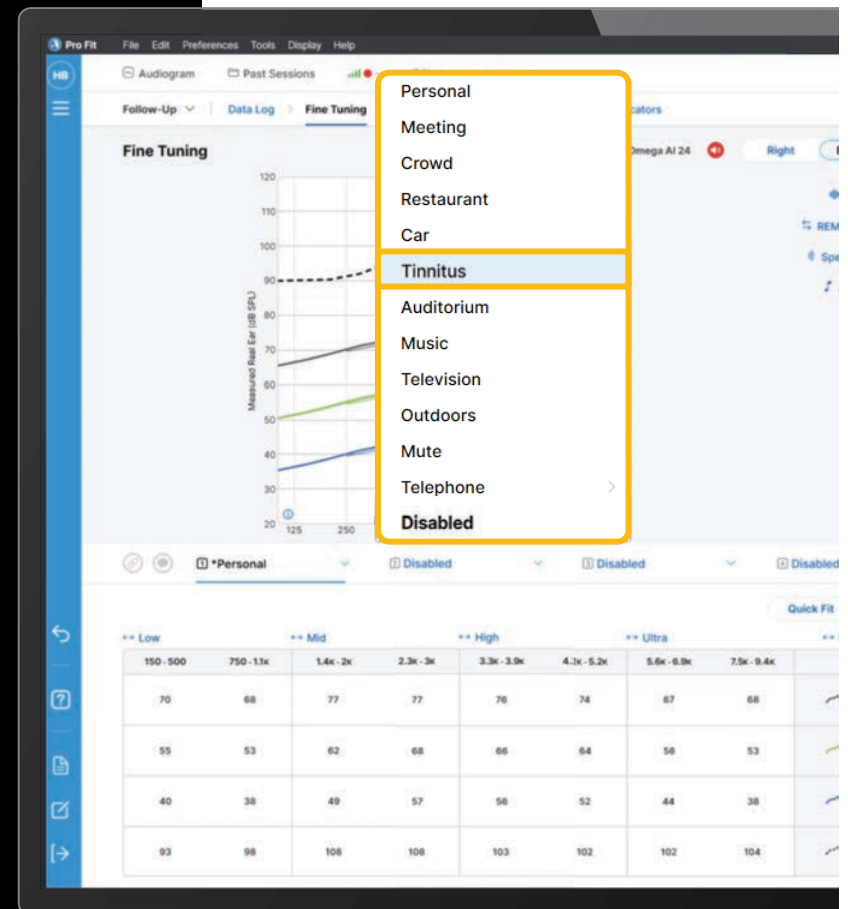
Automatically enables the "Tinnitus" indicator

Defaults:

Audiogram-shaped for 24, 20, and 16 technology tiers

White Noise is the default for tier 12

Applies to all devices compatible with Pro Fit



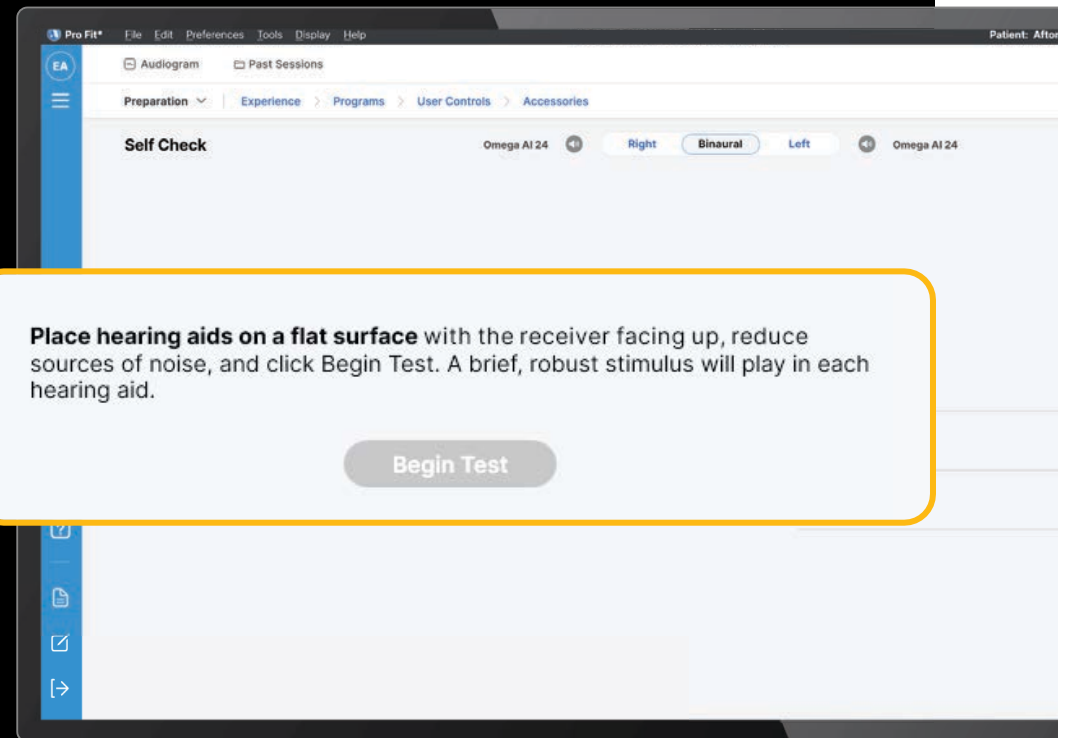
Starkey **Pro Fit**
Additional Enhancements

Self Check Instructions

PROVIDER REQUESTED

Instructions were made more noticeable to promote a successful test

Applies to all devices compatible with Pro Fit



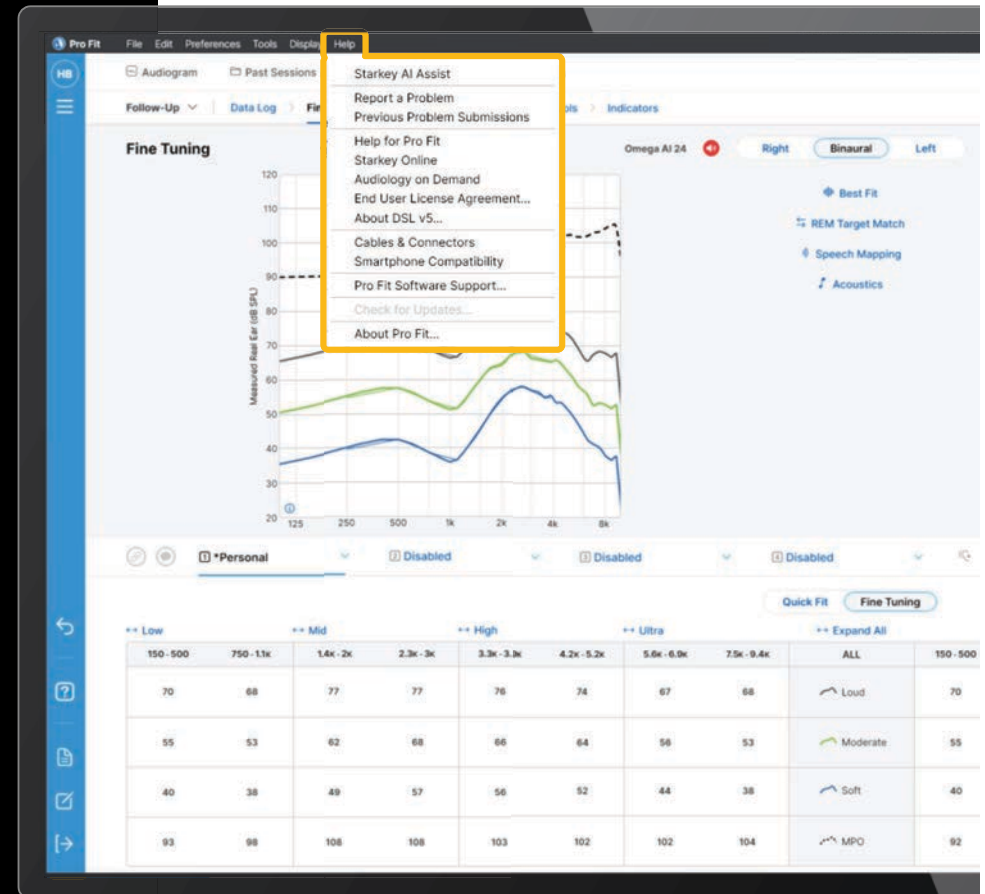
Report a Problem

Report a Problem quickly and efficiently two ways

Help & Support icon

Help dropdown menu

Applies to all devices compatible with Pro Fit



Report a Problem

1 Report a Problem

Experiencing an issue?

Send log files to Customer Service. These files allow the team to review your Pro Fit activity and assist in resolving the issue.

Log File
ProFitLogs.z_p
Save to Desktop
Save to Desktop and Clear
Send Log Files

View Previous Submissions Close

2 Report a Problem

Log files sent. You may contact Customer Service to inquire about the status of the issue by referencing code: **10380**

Optional: To help us better understand the problem while we review the file, describe the issue below. A Customer Service representative will contact you if they need more information.

Description
Optional

Contact Name
Dylan Newstrum

Email or phone #
dylan_newstrum@starkey.com

Account #
A1234

Submit Close

3 Report a Problem

Thank you.

You may contact Customer Service to inquire about the status of the issue by referencing code: **10380**

Previous submissions from this computer

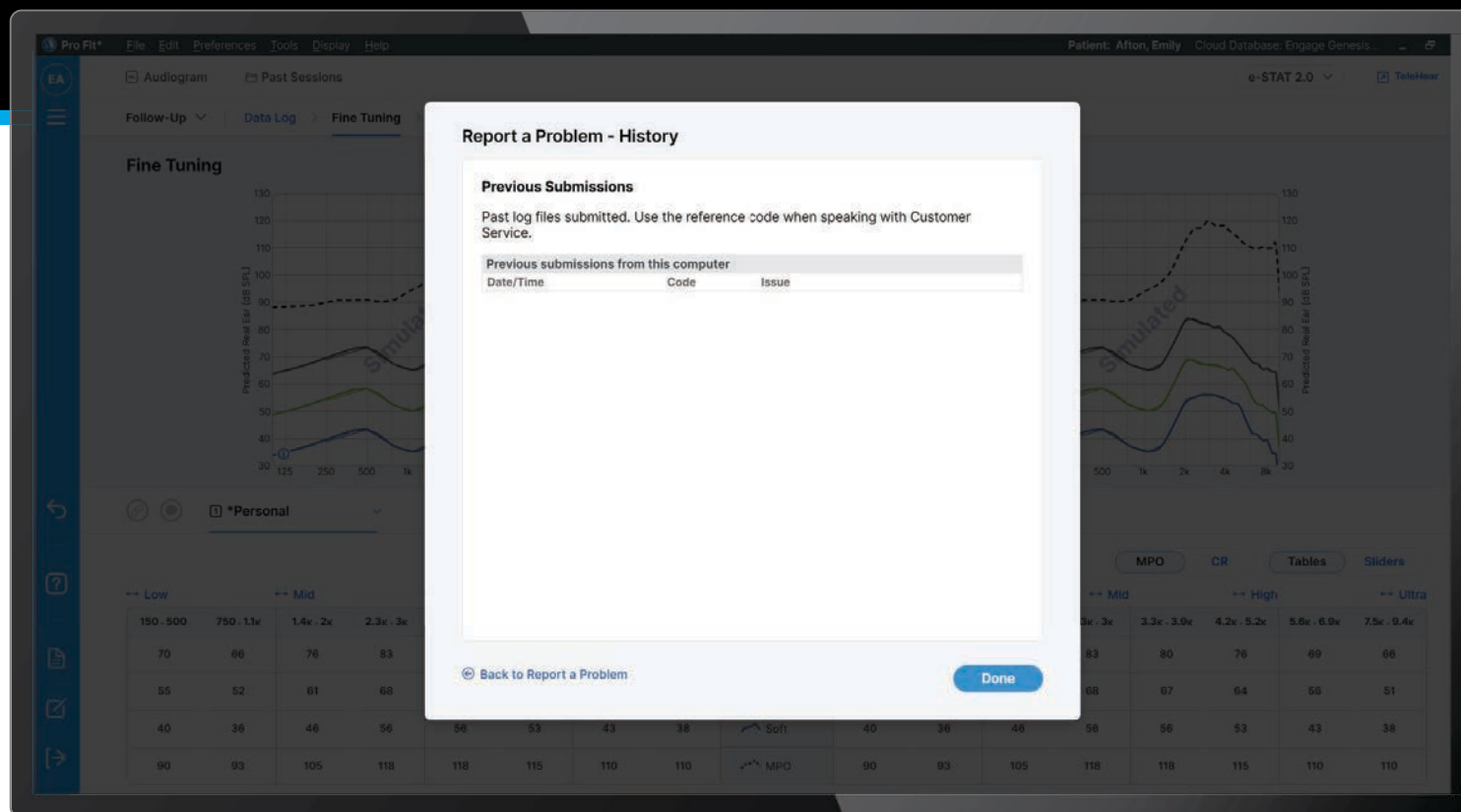
Date/Time	Code	Issue
31 Oct 2025 9:39 AM	10380	don't mind me...just trying it.

Done

Enter contact name, email or phone number, and account number

Applies to all devices compatible with Pro Fit

Previous Problem Submissions



Applies to all devices compatible with Pro Fit

Starkey AI Assist vs. Help for Pro Fit

Starkey AI Assist:

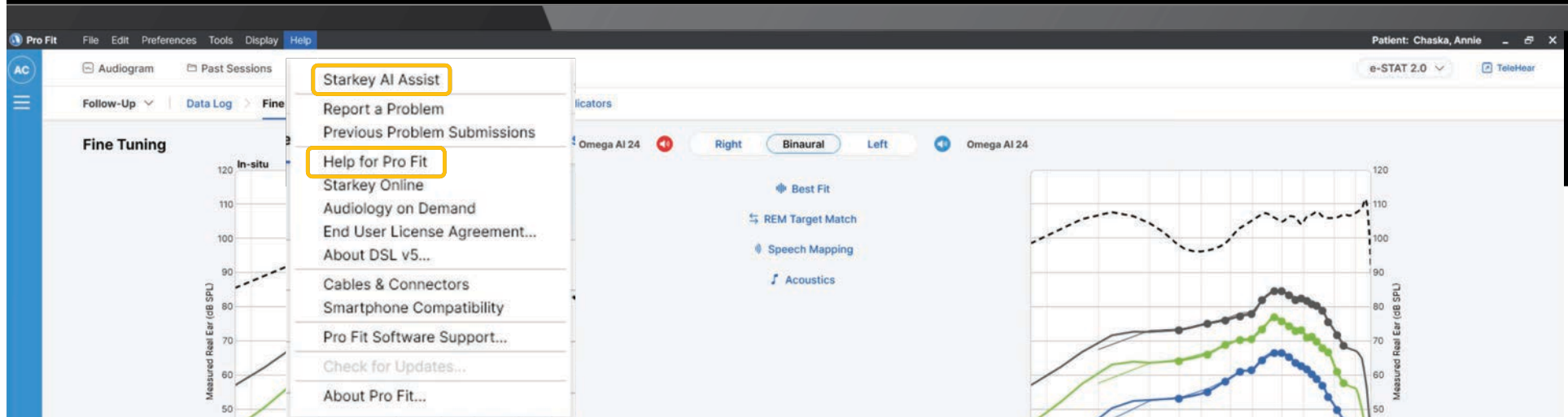
Allows you to access our generative AI assistant that has been trained on Pro Fit

Pulls answers to posed questions from Starkey publications

Help for Pro Fit:

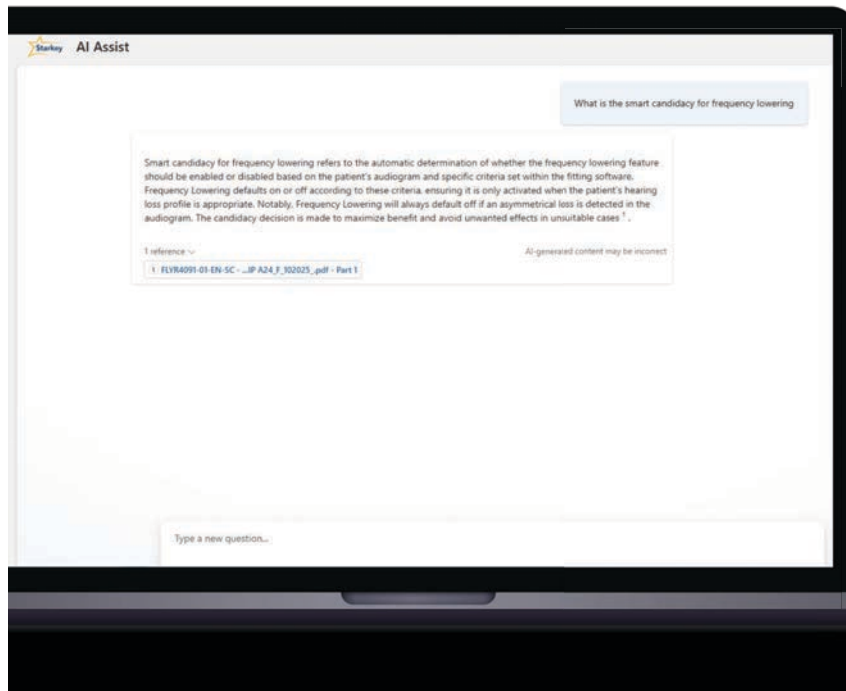
Customizes information based on the screen it is accessed from

Provides links to Quick Tips as well as a glossary of terms and other resources



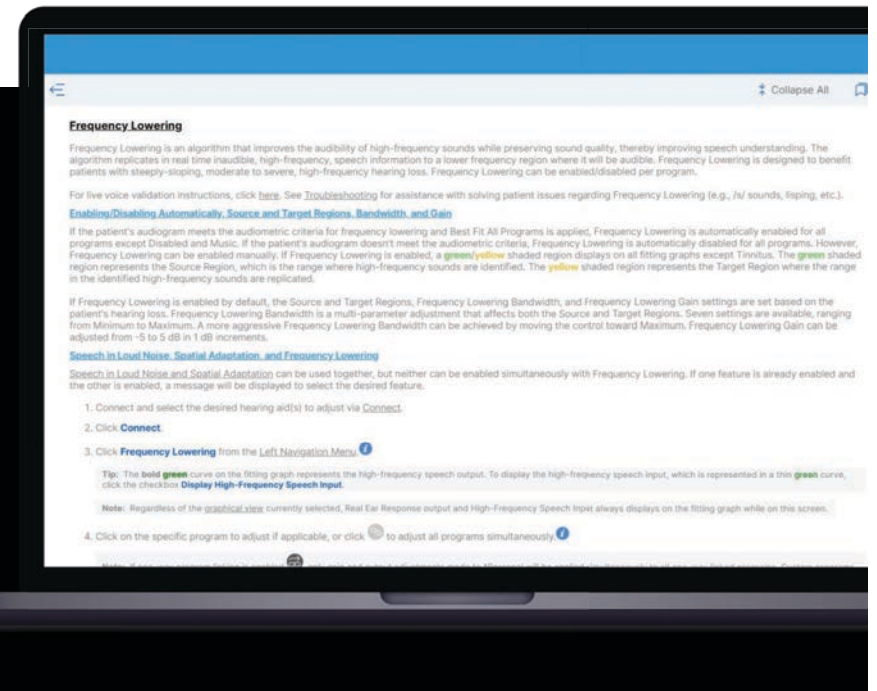
Starkey AI Assist vs. Help for Pro Fit

Starkey AI Assist: Frequency Lowering



VS.

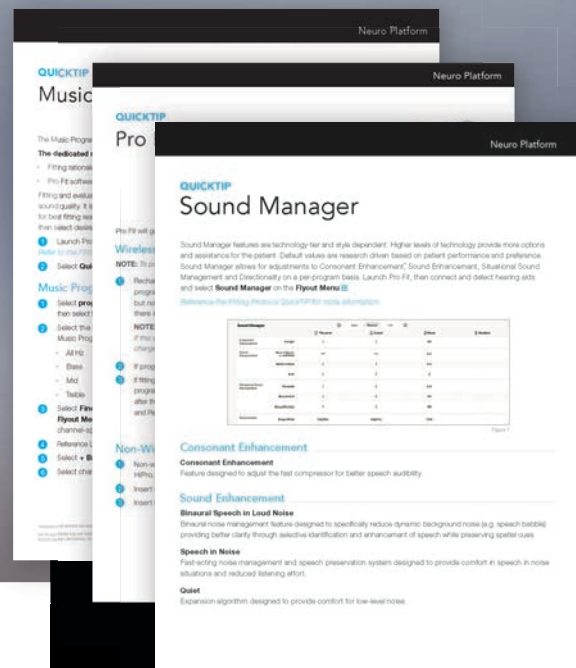
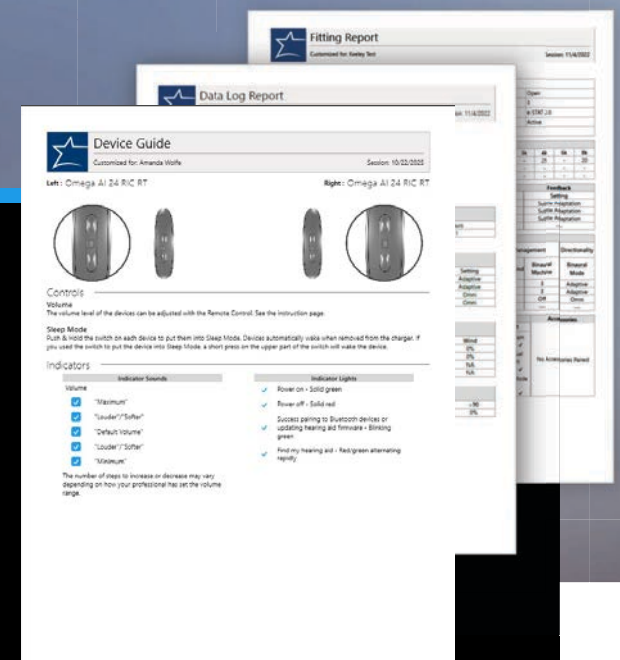
Help for Pro Fit: Frequency Lowering



Resources

QuickTips

Reports



OMEGA^{AI}

Better hearing **all around**



