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Starkey Bimodal Fittings: An Introduction to Pro Fit Software

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All right, so it is about that time, so we will get started. Hello, My name is Dr. Lowanda Chester. I'm education and Training audiologist with Starkey Hearing. Welcome to Starkey Bimodal Fittings, an introduction to the PROFIT Software. Before we dive in to our content, I have a couple of housekeeping things I want to go over with everyone so we have the ability to answer any questions that you may have about the content.

If you'd like to ask a question, there is a Q and a box for you. Just click on that, type your question and hit send. I will take a look at that and address all questions at the end of the course. But as you think of them, feel free to type any questions you may have into that box. There is a handout that you can have a PDF of today's presentation that can be accessed under your pending courses or in the chat box here in the classroom and then you this class is available for CEUs, but that is if you are a member of Audiology Online's unlimited CEU Access membership.

Then you would be able to take a quiz. If you pass that quiz and you take the full course today, you can get credit for today's course. And then finally, if you happen to have any technical difficulties, maybe you stop being able to hear me or something happens with your ability to take the course. Someone at Audiology Online is available to help you with that. You can call the phone number that you see on your screen here or email them at the email address you see on your screen here.

Or you could use the chat box, Q and A window to type in any difficulties that you may be having and they will work to get you going again with the course.

Here are the risks and benefits associated with today's course. All of this information can be found in the course handout. If you'd like to review these in more detail.

And here are the learning outcomes for today's course. At the end of today's course you will be able to describe the user control screen in the Starkey Profit software and its functions. You will be able to

identify two resources to assist with addressing patient reports during follow up and also you'll be able to identify how to find Demo stream or the Demo mode for auto streaming within the Profit software.

The last year Starkey and Metal Corporation introduced our Dual Sync partnership. It's for those who wear a Metal audio processor on one side and a Starkey hearing aid on the other. Dual Sync allows Apple devices to recognize both hearing devices as a pair for an effortless streaming experience with the Dual Sync partnership, Starkey bimodal fittings are becoming more common than ever. So Profit is Starkey's professional fitting software for the current product portfolio. This course is going to review the steps you take for a successful first fit and profit and discuss tips and tools for follow up visits.

Supported Starkey devices with the Dual Sync partnership include all wireless styles for the 24, 20 and 16 technology tiers for Edge AI and Omega AI devices. It also includes the 24, 20, 16 and 12 technology tiers for Genesis AI. And do know that our most recent product family that we introduced, the entry level G series, is also included in this. This includes 24, 20, 16, 12 and 10 technology tiers. Our plan is for future Starkey products planned for release will also support Dual Sync technology, so rest assured that future products will also be included in this.

Now Dual Sync is for Apple iOS users will need to ensure they're using iOS 16 or later, and if an individual is an Android user, they can stream to any hearing aid using the ASHA streaming protocol. However, they'll need to use a intermediary device such as our audio link, such as Med El's AudioLink XT if necessary. You'll learn more about that option and other bimodal courses that we have, but I did want to give you a quick overview of which devices we're talking about when it comes to programming Starkey devices for this course.

All right, so let's go ahead and get started talking about programming Specifically, we know that the true art and fitting hearing aids comes from the skilled hands of a hearing professional, and we want you to be able to find the best solution that's tailored to your patient's hearing needs. With our Profit software,

it has never been easier to program Starkey hearing aids quickly and effectively. We designed the Profit, you know, 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 and continue to make improvements and enhancements to it. It's truly designed for professionals by professional to easily fit within your daily clinic flow to optimize the hearing and hearing aid fitting process.

Now, most days in the clinic are jam packed with patients from 8am to at least 5pm sometimes later, right? Because of this, we see it as paramount that when you're using our fitting software, it's as fast and intuitive as possible so you can get in and get out and get on with your appointment and not spend a lot of time in the software. So Profit features an organizational style to Provide quick and easy access to the most used fitting screens, minimize the number of mouse clickings you have to do to get around, and is overall designed to be more intuitive when it comes to, you know, doing things like assigning hearing aids as right or left. Lastly, we do know that there are days where you need support, either because it's a complex fitting or you just have a simple question. So we provide easy access to several support tools from the PROFIT software from any screen so that when you need assistance, you aren't wasting time looking for what you need.

So we'll go into some of those resources for you as well towards the end of this course.

Now, let's start by looking at the specifics of completing our first fit of Starkey Devices.

Now, when you're going to program these Dual Sync compatible devices, it does require the use of ANOA Link 1 or 2 when programming our wireless hearing aids that are compatible with Dual Sync.

Then when you first open the software, you're going to start off on our Connect screen. This is where you will see your live devices. You can view programmers that you have connected to your machine and you can connect to devices with only one click of the Connect button at the top of this screen. You

can retrieve or view previous sessions. You can simulate products and access our hearing loss simulator.

You can also access resources, ordering and service requests and quickly access our Telehear web portal for remote programming from this screen as well. We try to make this startup screen, this Connect screen, as easy as possible with as much built into it. But we will also have it with a simplified look to make it easy for you to find and utilize the tools that you need. Say you're going to try and connect to a pair of hearing aids. One of the most popular features that came out of the development of Profit when working with professionals was the fact that you and your patient are no longer required to turn off Bluetooth on a paired phone prior to all of your programming sessions.

So the first time you're connecting hearing aids to the Profit software, you're building a relationship within the hearing aids for, for your specific programmer and computer. So the first time Bluetooth does need to be off for that very first time of programming hearing aids and then connect, you know, for the hearing aids, connect to that specific computer and programmer to build that relationship. But the hearing aids will remember five of these relationships, which allows the devices to be connected to the software with Bluetooth on and it doesn't cause any interference for subsequent programming sessions.

Now, Starkey's Minute fit allows you to go from first opening the box with the hearing aids in it to best fit in just four clicks.

So first from this Connect screen you would select the devices hit connect. Then it comes to the acoustic screen. You select your acoustics and your fitting formula and then you simply hit or apply Best fit. That's all there is to it. And then it drops you into our Quick Fit screen.

Now, Smart Connect is a feature that automatically advances you to the exact session type you need the moment you connect any hearing aid. So you can start using the most utilized screens for the specific type of appointment that you're in.

So with this Smart Connect, you then are given a viewpoint into one of the organizational strategies of Profit, which is smart session types. We have three different session types that will give you easy access to the most commonly used screens within that session type. So after you complete your minute fit and it opens up to a new set of opens up to your Quick Fit screen. For the first fit, Profit will navigate you to the preparation workflow, which is seen here on the left. There you have access to the most commonly utilized screens while you're preparing for your first fitting.

The second time you're connecting the hearing aids, Profit will navigate you to the fitting workflow. And then the third and all subsequent times you connect Starkey Hearing Ace to Profit. You'll start in the follow up workflow and then here you see the screen that you have really easy access to for each workflow. And again, they're the most commonly utilized screens for that type of appointment.

Now, when you're in the software, we have a flyout menu that's on the upper left hand side that you can get to. It's accessible by clicking on the Hamburger menu icon underneath the patient's initials. Here you can see every fitting screen available within the Profit software. So though I mentioned on the last screen that we have our different workflows and you have easy access to those most commonly utilized screen, this flyout menu gives you the ability to jump to any screen that you happen to need at any moment. So with those workflows, it's sort of an easy, streamlined way to visit those common screens.

But you're not locked into just visiting those screens. You just access the flyout menu and you can go to any of those particular screens that you may need at that moment in that type of appointment.

Now, once you're interfitting, I will mention that our default fitting formula is eStat. That is Starkey's proprietary fitting formula that is designed to work with our signal processing and it was designed to provide the most audibility for our patients. You have both audibility and you have comfort. We at Starkey like to focus on audibility to ensure that patients have access to all the sounds they need in order to understand best. With our estat 2.0, which is the updated version of our proprietary fitting formula that you find in the Profit software, we're providing more gain for soft sounds for that speech intelligibility.

And then we even found that when we compared it to our previous E stat and compared it looking at our speech scores, we found that there were 10% higher speech intelligibility scores with this updated version versus our previous version.

Now, next, with your first fitting, you may then visit our experience Manager screen. Do know that we do have, of course, our different levels of experience and we go from level one to level four. The default is going to be level three and that gives you 100% target gain. If you choose level two, that's 85% of your target gain. If you choose level one, that's 75% of your target gain.

And then if you jump up to level four, that gives you 110% of your target gain.

And we do also have an automatic Experience Manager. You see that on the bottom with that checkbox. If you choose that, it will start you at an experience level of one and slowly over time. And you're able to designate the amount of time that this will take. It will get you up to a level slowly over the time that the patient is wearing the hearing aids.

Now, our feedback cancellation and optimized acoustic model are two critical features within Profit that make sure that you're having the most precise fitting possible. It's essential for an optimized and accurate fitting that these tests are performed with the hearing aids in the patient's ears and as part of

your first fit.

Now, our feedback cancellation system automatically suppresses feedback before it happens, with the primary goal of maintaining audibility. So running that feedback canceller initialization is recommended at every first fit to ensure the personalized settings are unique for that patient's ear canal. The amount of maximum stable gain is measured at each frequency while automatically applying the best settings for the patient's fitting to mitigate the risk of feedback. So these maximum stable gain measurements help you, the professional, gauge how much wiggle room you have prior to a feedback concern in each frequency channel. However, subsequent gain adjustments during fitting sessions may increase your risk of feedback.

So this does tell you the amount of feedback, how much risk you have. So if I navigate to the Next screen here we can see what it looks like. There you've got these bars and those bars, the red for the right ear course and blue for the left ear will let you know the amount of stable gain you have. How much wiggle room is what I always say before you're in danger of any feedback. So running this test in the patient's ears is simple, takes about five seconds or less.

And for those of you who may be concerned about the loudness of that input, what we do is we start it off at a very, very soft sound, we ramp it up to the loudness level that we need to run the test and then back it off again so that it's a comfortable experience for the patient. Now, at the same time that we're running our feedback cancer initialization, we're also checking the vent modeling of the system as well. So we've got this optimized acoustic model that's being run at that same time. And this allows for a more accurate individualized prediction of realer responses and gain by the profit software, a more accurate real or target matching and more accurate vent effect connections which corrections, excuse me, which help speed up hearing aid fittings. So after you run your feedback canceller initialization, you may get a popup stating that the vent model has been updated.

And it asks you if you want the frequency response to also be updated as well. I'm going to show you what that looks like for you when you're fitting various Starkey devices, if this pop up happens.

So again with that updated event modeling, it's updating the target and it's asking you if you want to change your frequency response to match the new targets. So you could say yes or target match. And what that will do is update the frequency response to those new targets. Or you could say no, do not target match. This sometimes comes into play if you've got a specific frequency response that you're aiming.

Maybe your patient has already worn a hearing device and you're trying to match this new device's frequency response to their old device's frequency response. In that case, you may not want to target match. So you would choose no or choose do not target match. And you'll see your frequency response on this right hand side here doesn't precisely match the targets like it does on the left because of what you chose there. But perfectly valid reason in order to do that that now once you run your feedback canceller, you set your experience level, then it takes you to our quick fit screen.

Here you've got your global Adjustments to adjust your low frequencies, your high frequencies, etc, this one is a really helpful screen to drop into if you're trying to balance the sound level between their hearing aid side and their cochlear implant processor side.

Your next screen you may visit is fine tuning. So if you want to dive in a little bit deeper, it allows for more precise gain changes to the hearing aid response as well as access to your maximum power output, your mpo. So adjustments can be made to each individual channel. So if you're working with a 24 channel instrument, we give you access to all 24 channels so that you can adjust your levels to the specifics that you need to satisfy your patient and get the best results.

Next, you may visit our user control screen. So our user control screen is unique in that it's designed and set up as sort of a drag and drop. On the left hand side you'll see your options for user control settings that you can assign to those user controls. And then on the right hand side you see the the gestures in which you can assign them. So for instance, I could take volume from the left hand side, drag it over and decide, okay, every time my patient is short pressing their user controls, they're going to make a volume change.

If you've given them multiple programs, you may decide that program could be used as that short press. Your functions or your gestures that you can assign are going to be short press a push and hold or even a double tap which is using the inertial sensors on board these wireless hearing aids where the patient can tap, tap on the side of their ear or knock knock on the face plate if it's a custom device and it can have a certain function that you designate on this user control screen.

Other things on this user control screen is we have a demo mode. This demo mode allows you to have time to practice with your page. Patient say you set up a volume control. You want to make sure they can actually manage that volume control and that they can find the user controls. It gives you a moment to set aside for that counseling potential.

Have your patient practice without actual user control changes being made and you can see exactly what they're doing. Also on this screen you have the ability to adjust your power on delay manage phone calls. So if they have two way audio where they can accept or decline phone calls, you can turn that on or turn that off. Here it is on. By default you have your volume control range and step size.

And then if you give them tinnitus stimulus, you also have tinnitus output range and step size on this screen.

The next screen you'll probably visit is our Indicator screen. It's the final screen included in the fitting work workflow within Profit, and it provides the ability to enable or disable indicators, adjust the type of specific indicators and manage the level of those indicators. Indicator language may also be changed here if that's helpful so you can choose different languages and this screen is where you might turn off the LED light functionality available with Omega AI rechargeable rig styles.

Now the Fitting Summary page gives you an overview of all the features and settings in the hearing aids. It's a great tool to use prior to exiting a programming session to ensure everything is configured as you intended. Clicking on any text in blue will take you to that specific screen in Profit for easy access to make changes here. You can also click on the Print button in the bottom bottom right corner of the screen to provide an opportunity to print several helpful reports and a personalized device guide for the patient prior to closing the software.

Now there's two ways to exit profit, the first being the Save and End Session button from the bottom left menu bar. Exiting Profit this way will provide a prompt to save the session and will then return you to your connection scre. A new patient can then be selected from the database without exiting Profit altogether. The second way to exit Profit is by selecting the X from the top right corner. Exiting Profit this way will provide a prompt to save the session to your patient database and then Profit will close returning to the NOAA patient Selection screen.

While all programming within Profit is done in real time and saved to the hearing aids, formally saving a session is required to access these fitting parameters later within your database. So that's your first fit. Pretty simple we hope. I want to give you a couple of tools for follow up programming sessions as well.

Now you may visit our Sound Manager during a program a follow up programming session. The Sound Manager screen provides the ability to adjust algorithms that support sound quality and assist in managing different environments environmental conditions. So the Sound Manager screen is divided

into four Consonant Brightness, Sound Enhancement, Situational Sound management, and directionality. So clicking on this blue text on the Sound Manager screen will open a more detailed view for a precise adjustment of those selected algorithms. And all adjustments can be done from that main Sound Manager screen as well.

But when you're manipulating the Sound Manager algorithms, you want to remember the phrase four is more so. As you move towards number four, you're making that particular algorithm, that feature more aggressive. And as you move towards one, you're decreasing the sound processing and making that algorithm less aggressive. So we have an example here of our speech and noise where we've got sort of our sound example on the top here and our various settings on the bottom. So as I'm making adjustments to this algorithm we can see we're off, we're up to level three where we're getting 12 decibels of noise management.

If we increase four is more, we're making that more aggressive and we have even less background noise that is coming through. But if we're going into other direction, we're down to level one now up to eight decibels of noise management. We have some noise coming through and so each for algorithms are adjusted in that same way on that sound manager screen.

Another screen that you may visit quite often on our follow up type appointments, especially for these Dual Sync relationship fittings, is the Audio streaming screen. The audio streaming screen provides the ability to manage the dedicated streaming configuration that we have in our system independently of other hearing aid programs. So you have quick fit and fine tuning controls that are here. You also can target match to or reset which would be target match your audio streaming. Again, this is allowing you to set your streaming response separate from any other inputs.

Now Demo Stream is a way for you to have the patient listen to streaming live while you're making adjustments. So you're on this audio streaming page on the lower left hand side you would click on

where it says Start Demo mode. You would then ask the patient to play their favorite podcast or maybe start a phone call with their smart device. And while they're listening to it live, you can then make adjustments to that frequency response response. This is again helpful when we're talking about that binaural streaming that we're working with with this bimodal fitting experience with Dual Sync.

Now to wrap up today's course, let's end with a couple of tips that you know help you become a Profit pro. Some helpful resources for you within the software and outside of the software. First we have Starkey AI Assist. This is within the Help menu of Profit and it provides an easy way to access resources available to you including troubleshooting tips, profit help files and customer facing materials. So like brochures.

So you could go into Starkey AI Assist, type in a prompt and it uses Generative AI in order to find you the answers to the questions you're looking for.

Also under the Help menu we have Help for Profit. So this gives you information on a screen by screen basis of how the different screens work in Profit, along with suggestions for how to utilize them.

Now always available on in the software on any screen is this left menu bar. It's always visible and it features tools that may come in handy at any time time. If you click on the question mark icon specifically, you can get to our troubleshooting section. Troubleshooting may be accessed by clicking on that and then going to help and support. It provides the opportunity to make targeted changes to the hearing aids based on specific patient complaints that you would input in.

So the ability to then apply and undo these selections made here make it easy to address patients concerns concerns.

Audiology on Demand may also be accessed by clicking on that Help and Support icon. That question mark icon where you have access to our audio audiology support team. You can ask them questions or they can even remote into your software to assist you with any fitting concerns that you may be having.

And then finally we have some online resources on the Starkey Pro website we have various documents called Quick Tips that you can utilize that give you step by step instructions on various things to do within the fitting software. We do have one specific one that's for bimodal fittings that walks you through the prop pairing process of the Audio Key 3 app and the hearing aids and processors to the Apple devices for this dual SIM sync technology. We also have various reports that you can print out from the software as well. Now this was just a quick hit of first fitting and easily doing your your fittings through the Starkey software. Especially if you are looking at doing some bimodal fittings for the very very first time.

We also have a bimodal fittings course that walk through the pairing process and more details about this dual sync partnership here on Audiology Online. So absolute feel free to go ahead and take that course if you want more specifics on that. I'm going to take a moment here to take a look at our Q and A question or excuse me, a Q and A box. See what questions may we have. Let's see how many channels are in each tech level for programming adjustments.

The top level is 24, so the technology tier tells you how many channels you have. So if it's a 20 tech tier then there's 20 channels. If there's a 16 you have 16 channels and so on on. What is the difference between offline and sleep mode? Sleep mode is like powering off the devices.

Offline mode is turning off all Bluetooth capability. Offline mode is often used for those situations where a patient has to work in a secure facility or secure environment where they can't have Bluetooth devices working. That's the offline mode.

All right, well, it looks like we've hit all the questions, and I've gone a couple minutes over. I really, really appreciate you taking the time to attend this course, and we hope to see you at a future course sometime in the near future. Have a great rest of your day. Thank you so much.