WELCOME TO

Giving Your Patients the Edge with Livio Edge AI and Livio AI for all

For technical questions or log-in information please contact Vincent Santana
Direct line: 0413 834 718   Vincent_santana@Starkey.com.au
Options for audio include computer speaker or dial in
Phone Number: 02 8518 1923   Access Code: 133 478 6103
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Housekeeping

If not using speakers and you haven’t already, please call into the call center
number 02 8518 1923 and enter access code 133 478 6103

Please be sure to keep microphones muted

If you have any questions, please type them in the chat box. You can view the
chat box by clicking the chat bubble at the bottom of your screen

If you have any technical issues, please contact Vincent Santana at
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Housekeeping

Endorsed Session

This Session is endorsed for ACAud, AudA and HAASA points

You must stay logged on for the full session

AudA members must complete a 10 questions quiz with a passing score of 70%
as well as your CPD Reflections and Evaluations

ACAud and HAASA members must complete the quiz to receive full points.

Housekeeping

Learning Objectives

Describe the healthable technology features that are available for
the new Livio Edge AI devices

Describe the sound quality advantages available to the user when
Edge Mode is activated in Livio Edge AI devices

Identify the technology levels and styles available for Livio Edge AI,
Livio AI and Livio devices

Your Starkey Australia Team

Judy Grobstein
Manager of Education and Audiology

Joanne Sahdeo
Product Specialist
QLD/WA/NT

“We continue to evolve our products from
traditional hearing aids to smart devices that
augment human senses, enhance health
and wellness, amplify human intelligence,
and enable superhuman abilities.”

Achin Bhowmik, Ph.D.
Chief Technology Officer and
Executive Vice President of Engineering

The Hearing Aid Reinvented
Healthable Hearing Platform

Thrive — A Gateway to Better Hearing, Health and Wellness

- Dual-Radio (2.4 GHz + NFMI)
- Multi-Core Twin Compressors
- Inertial Sensors
- Artificial Intelligence

The Industry’s First and Only

Building on the Best Dual-Radio Technology

Ear-to-ear data and audio communication
Direct connectivity to phones and accessories

Android and iOS Streaming

- 2.4 GHz & NFMI

Artificial Intelligence

Makes it possible for hearing aids to do things that would normally require human intelligence

- Classifying the acoustic environment
- Detecting a fall
- Tracking activities
- Translating languages
The Best Sounding, Best Performing Hearing Aid

Hearing Reality Pro

Next-generation sound never before possible

Artificial Intelligence
Acoustic Classification
Per channel every 6 ms
Real-Time Binaural
Signal Processing
Adaptive Directionality
Adaptive Feedback Canceller

100+
Sound Quality Patents

INTRODUCING
The Industry's First and Only

Edge Mode

Instant Optimized Adjustments
Giving patients more control in
Noise-filled/peaking environments

Hearing Reality Pro

Advanced technology for superior
sound quality and comfortable
listening in every environment
Continuous analysis of environments for advanced level of comfort and clarity

Unique adaptation for any environment when engaged

Settings are fixed once engaged

Disengage and engage to accommodate changes to listening environment

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**Edge Mode Behavior**

**EDGE MODE**

Not available during

- iPhone/Android Streaming
- 2.4 GHz Accessory Streaming
- E2E Phone Streaming
- Telecoil Memories (Telecoil or loop)

Turns OFF when

- Memory Change
- An E2E phone stream (e.g.: Right Send Signal to Left)
- Power cycle/auto sleep

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**Edge Mode and the Thrive App**

Assign Edge Mode to Tap Gesture in Device Settings

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Enabling Edge Mode

Assign Edge Mode to Short Press or Double Tap

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Edge Mode

Double tap to optimize clarity and comfort

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Edge Mode Behavior

Works on a CROS Receiver

Edge Mode is available in all acoustic memories

Inspire feature settings do not impact the adjustment capability provided by Edge Mode

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INSPIRE 2020.0

Not available during

- iPhone/Android Streaming
- 2.4 GHz Accessory Streaming
- E2E Phone Streaming
- Telecoil Memories (Telecoil or loop)
Patient Benefits
Real-time adjustments made for the listener
Takes the guess work out of customizing memories
More adjustment than can be achieved through the Thrive App

"It’s much easier than going into my phone and putting in the different settings...it would be nice to use that feature and be able to say, "Oh, this would work great."

Focus Group Participant

Increasing accessibility and improving usability to enhance lives
By 2030, 
~34.6 million adults will report arthritis-attributable activity limitations

Inhibit successful hearing aid use:
- Visual acuity
- Manual dexterity
- Fingertip sensation
- Cognitive ability

40% adults age 65+
have age-associated memory impairment
Source: American Academy of Orthopedic Surgeons

~34.6 million adults will report arthritis-attributable activity limitations

Giving Patients More Control
Increasing accessibility and enhancing lives

Tap Control
Translate
Transcribe
Auto On/Off
Reminders

Thrive Assistant
Ask a question and receive an answer right through the hearing aids

Voice-Activated Commands
Control your hearing aids by simply speaking
Change my memory to Outdoors

INTRODUCING
The Industry's First and Only
Thrive Assistant Voice-Activated Commands

- Set a Reminder
- Control Your Hearing Aids
- Increase Volume
- Decrease Volume
- Mute
- Change Memories

Thrive Assistant with Voice Commands

- Use the hearing aid microphones to pick up your voice
- Thrive App needs to be open in the foreground or background
- Will recognize different languages based on the phone’s language setting

Initiate a Voice Command

- Access Thrive Assistant
- When Thrive Assistant is ready/listening state a command
- Thrive Assistant will complete the command

Reminders

- Easily set up reminders for appointments, taking medications, prescription refills, or other personal tasks

Daily Reminders

- Mealtimes
- Personal Tasks
- Take Medication
- Activities
- Drink Water

Weekly, Monthly, & Yearly Reminders
**Reminders**

Provides the ability for users to set a series of reminders with Thrive that are then streamed to their hearing aids.

With Edge AI these can be set using the new Voice Commands.

The Reminder will still occur even if the Thrive app is **NOT** running.

**Apple**

The user will see the notification, but will not hear the streamed audio.

If the Thrive app is opened within 15 minutes, the audible reminder will be heard through the hearing aids.

**Android**

You will see and hear the reminder simultaneously if you are using an Android with audio streaming or Remote Mic+.

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**Walking 30 minutes 5 days a week reduces risk of certain cancers, diabetes, and stroke**

Source: Kaiser Permanente. (2013). The gift of walking

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**Increased incidence of falls for every 10 dB of measured hearing loss**

Source: Archives of Internal Medicine (2012)

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**Wearing hearing aids can slow the progression of age-related cognitive decline by up to 75%**

Source: Journal of The American Geriatrics Society

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**Fall Detection and Alerts System Setup**

1. **World's First and Only Hearing Device with Fall Detection and Alerts**

   Detects falls and sends alert to selected contacts

2. **Falling 30 minutes 5 days a week reduces risk of certain cancers, diabetes, and stroke**

3. **Increased incidence of falls for every 10 dB of measured hearing loss**

4. **Wearing hearing aids can slow the progression of age-related cognitive decline by up to 75%**

5. **Walking 30 minutes 5 days a week reduces risk of certain cancers, diabetes, and stroke**

   Source: Kaiser Permanente. (2013). The gift of walking

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**Patient**

Completes set up within Thrive app

**Professional**

Enables feature within Inspire

**Contact**

Confirms participation
**Fall Detection and Alerts**

**How it Works**
- Invites a caregiver via the Thrive app
- Selects what data to share
- Accepts the invitation
- Views data via the Thrive Care app
- Sets Notifications

**Compatible exclusively with Livio Edge AI**
Apple and Android versions available

**Help them hear better and live better**
- Know they are healthy and safe
- Get alerts if they fall or need help
- Help them hear better and live better

**Continued independence**
**Support as needed or desired**

**Peace of mind**
**Awareness**

**Increased value in current product features and functions**
Helps keep hearing aids on ears and minimize returns
**Orcam MyEye 2**

- **Read Text**
  - Newspapers, books, menus and screens.
- **Recognize Faces**
  - Real-time identification of faces.
- **Identify Products**
  - Identification of products, enabling an independent shopping experience.
- **Easy-to-Use**
  - Intuitively responds to simple hand gestures.

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**Starkey will not sell OrCam devices, and Audiology and Tech support teams will not be supporting OrCam beyond compatibility and initial pairing.**

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**How to Pair**

1. Power on the OrCam device by pressing and holding the power button for two seconds.
2. Swipe Touch Bar until you hear General Settings Menu. Touch to select.
3. Following the commands: Connectivity Settings Menu > Bluetooth® Settings Menu > Connect to a Bluetooth Audio Device. This will put OrCam into discovery mode.
4. For pairing mode on the hearing aid, power off then power on. OrCam will say the name of hearing aid and serial number. Tap Touch Bar to pair.
5. Pairing is successful when audio from OrCam plays through the hearing aid rather than the OrCam speaker.
Thrive Wellness Score
Provides the patient with a quick reference to see how they are progressing in meeting their daily Body and Brain Score goals

- Can tap on the Body or Brain text to access detailed information
- Can tap on the "data" icon to access detailed information

Self Check
Quick, convenient way for patients to analyze their hearing aid system’s performance

Ensures optimal performance of system components

Adjustment request lets hearing professional determine if device has a functional issue

Self Check
Provides the ability for the patient to run a diagnostic test of their hearing aids

- Microphone
- Receiver
- Circuit
Preserve battery power
Set hearing device on a flat surface
After 15 minutes it will activate low power mode
Place hearing device in the ear to power on

Auto On/Off

Hearing Care Anywhere
Remote Programming
What exceptional service sounds like

Patients
Request fine-tuning adjustments from their hearing healthcare professional through the Thrive Hearing Control app.

Professionals
Receive remote programming Help Requests in the Hearing Care Dashboard and make fitting adjustments in Inspire that are sent back to the patient through the cloud to the Thrive app.

Patients
Compare the new and current hearing aid settings and save those that are preferred.

Dashboard
Set Up/Office Registration

What You’ll Need
- A valid email address for each administrator/professional
- Your Starkey account number(s)
- Practice names, addresses and phone numbers
- Office hours

System Requirements
Remote programming cannot be used until a patient-specific remote programming code is entered into the Thrive Hearing Control app to create a secure connection between the user and the professional.

- Professional decides if/when to use remote programming

Enabling Remote Programming

Enabling HCA with Hearing Aids Connected to Inspire
• The code must be unique for each patient – do NOT reuse codes.

Enabling HCA with Hearing Aids Connected to Inspire

Establish Secure Cloud Connection

Establish Secure Provider Connection

Hearing Care Anywhere

Quick Requests

• Only allows the patient to send a message to the professional
• Quick way to initiate a remote programming session during a phone/video call.
Body Score: 78
Brain Score: 94

The Industry's Best App, Now Even More Intuitive

Questions

Learn More
Livio Edge AI and Livio AI for All
Tuesday 7 July 2020
Rechargeable 2.4 GHz Custom Devices and Table Mic
Thursday 9 July 2020
Thrive Mobile App and Thrive Care
Tuesday 14 July 2020
All courses 1:00pm to 2:00pm AEST
Live and Recorded sessions
Starkey Learning Hub

We are committed to supporting the continued development of you and your clients. This hub provides you with access to all of our learning resources, including live and recorded endorsed online training activities, downloadable documents, e-books and webinars.

www.starkeylearninghub.com.au

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Endorsement Points

ACAud Endorsed: 202045 (2 CEP points)
AudA Endorsed: CPD2021 003 (Category 1.2) (1 CPD point)
HAASA Endorsed: CPED2020-2021 (2020-023) (1.5 CPED points)

Thank You