

WELCOME TO

Choosing the Best Starkey Product for the Patient

Options for audio include computer speaker or dial-in at 02 8518 1923 / Access Code: 177 140 6444
For technical questions or log-in information please contact Vincent Santana at 0413 834 718 Vincent_Santana@Starkey.com.au



WELCOME TO

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The webinar will start in..

5:00

Options for audio include
computer speaker or dial-in
at 02 8518 1923 / Access
Code: 177 140 6444



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information please contact
Vincent Santana at 0413 834 718
Vincent_Santana@Starkey.com.au

Choosing the Best Starkey Product for your Patient

Judy Grobstein, Au.D., MACAud
Manager of Education and Audiology



HOUSEKEEPING

If not using speakers and you haven't already, please call into the call center number 02 8518 1923 and enter access code 177 140 6444

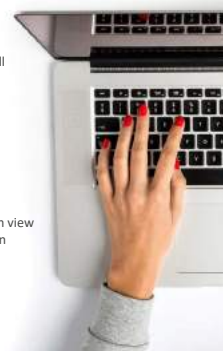
Please be sure to keep microphones muted

If you have any technical issues, please contact Vincent Santana at vincent_santana@starkey.com.au or call him direct at 0413 834 718

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



WebEx Control Panel



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



Learning Objectives

1

List at least two features that are available for enhancing sound quality and improving signal-to-noise ratio in challenging environments

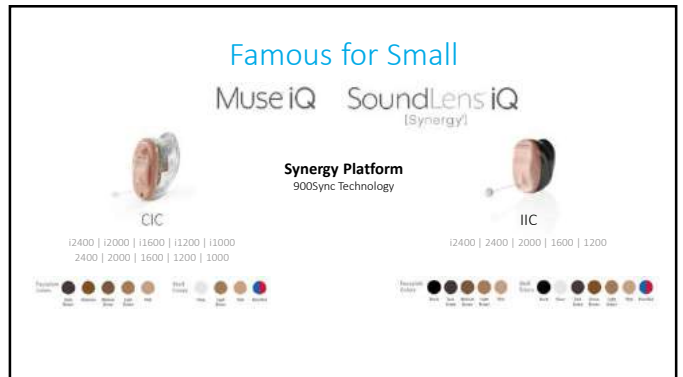
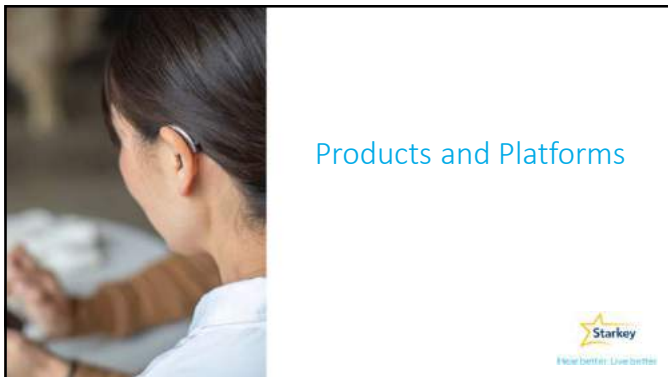
2

Describe three healthable and intelligent assistant features that support overall health and wellness

3

Identify three professional support tools for optimizing hearing aid fittings with Starkey technology





Leading with Innovation

livioEdge^{AI}
2400

BTE R RIC R ITE R HS R ITC R

livio^{AI}
2000 | 1600 | 1200

Micro RIC 312 RIC 312 BTE 13

livio
2400 | 2000 | 1600 | 1200 | *1000

BTE 13

RECHARGEABLE SOLUTIONS

BATTERY-POWERED SOLUTIONS

*1000 available for BTE 13 and BTE R only

Acoustic Coupling

Custom RIC Earmolds

Thin Tube Earmolds

Custom BTE Earmolds

Absolute Power Molds

Redefining Rechargeable

RIC-R

22 hours of performance including 4 hours of streaming

Snap Fit Smart Receiver Options 50, 60, 70 dB

Telecoil

CROS Compatible

INDUSTRY'S FIRST AND ONLY

Custom

23 Hours of performance including 4 Hours of streaming

ITE, Half Shell and ITC Styles

Telecoil ITE only

BTE-R

22 hours of performance including 4 hours of streaming

Telecoil

Faceplate Colors

Shell Colors

Industry Leading Chargers

Standard Charger
Compatible with RIC R and BTE R

Custom Charger
Compatible with ITE R, HS R and ITC R

Mini Turbo Charger
Compatible with RIC R and BTE R

Case can fully charge the hearing aids 3 or more times when removed from a power source

Industry Leading Chargers

All-in-One Charger

On-board battery fully charges in 3.5 hours and can charge devices up to 3 times without a power source

Easy-Open Charger Case

Small, covered and easy-to-use charger case can carry or store hearing aids when not in use

LED Indicators

Patients know when their hearing aids are charging and when charging is complete

LED Indicators

Patients know when their hearing aids are charging and when charging is complete

Contact Charging

Secure contact charging ports. Hearing devices fully charged in just **3.5 hours**

*Default Charger-Ships with Hearing Aids

Mini Turbo Charger

Pocket-sized charging option for lithium-ion BTE R, RIC R hearing aids

Turbo Charge in 7 minutes to provide 3.5 hours of hearing aid use

Full Charge in less than three hours

Convenient orderable option for on-the-go Quick Charge

Wireless CROS



Standard products
RIC 312, BTE 13, RIC R



CROS System
Wireless Receiver
and Transmitter



NFMi
Utilizes NFMi to provide a
robust ear-to-ear connection



Expected Battery Life*
RIC 312: 3-5 days
BTE 13: 4-6 days
RIC R: 14 hours

*All RIC battery life estimates based on 50 gain receivers

Thrive Platform

A Gateway to Better Hearing,
Health and Wellness

Artificial Intelligence
Sensors
Dual Radio
Twin Compression



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



Voice Recognition



Embedded Sensor Technology

livioEdge^{AI}

livio^{AI}



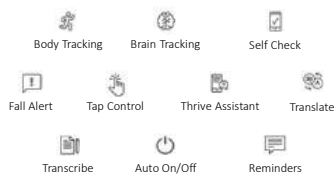
Accelerometer
Detects axis
orientation



Gyroscope
Detects angular
orientation

livioEdge^{AI} | livio^{AI} | livio

A Gateway to Better Health and Wellness



2.4 GHz + NFMi

Dual-Radio Technology

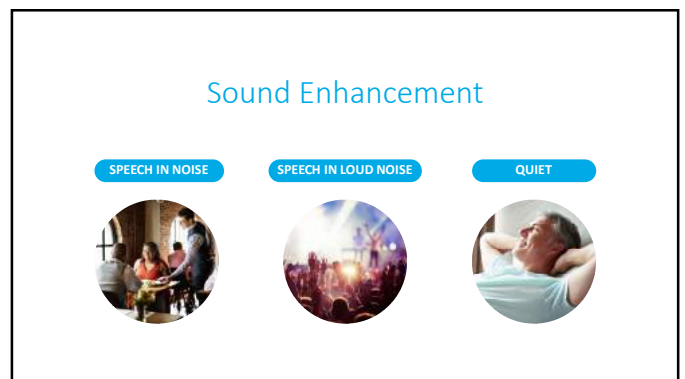
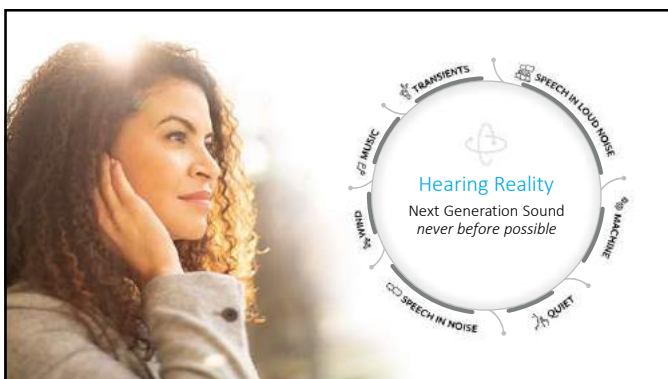
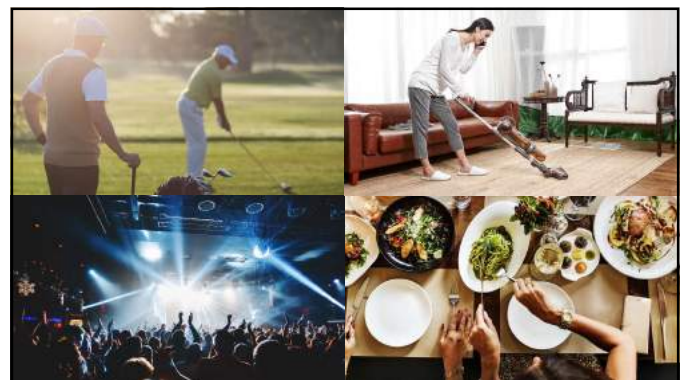
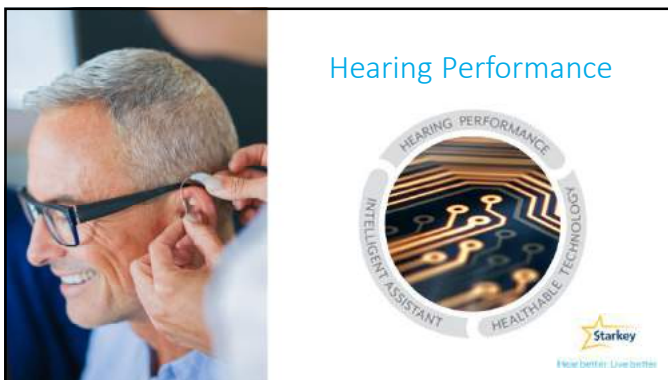
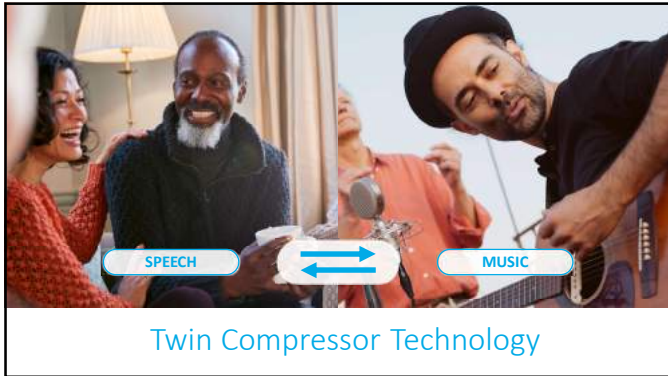
Ear-to-Ear data and audio communication
Direct connectivity to phones and accessories



Direct BTLE Streaming
Apple 31 Compatible Devices
Android 29 Compatible Devices*

*An additional 19 Android devices support audio streaming with the Remote Microphone +





Sound Enhancement

SPEECH IN NOISE

Reduces noise in
between pauses of speech
Reduces listening effort

SPEECH IN LOUD NOISE

Binaural noise management
designed for dynamic
background noise
Improves clarity and
preserves spatial cues

QUIET

Ensures hearing aids are
quiet in quiet environments
Increases listener comfort

Situational Sound Management

TRANSIENTS



WIND



MACHINE NOISE



AUTO MUSIC



Situational Sound Management

TRANSIENTS

Quickly attenuates
brief loud sounds
Increases
listener comfort

WIND

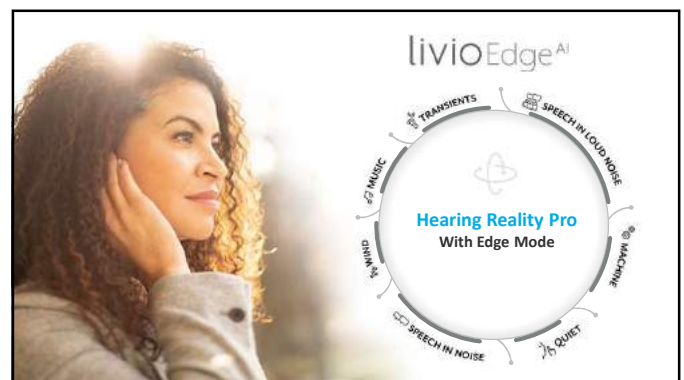
Reduces sound of
turbulence over microphone
Increases
listener comfort

MACHINE NOISE

Reduces level of
steady state noise
Increases
listener comfort

AUTO MUSIC

Optimizes environmental
music without
compromising speech
Enhances perception
of music



THE INDUSTRY'S FIRST AND ONLY

Edge Mode

Instant Optimized Adjustments

Putting the power of artificial intelligence
at your customer's fingertips for next-
generation sound performance in the
most challenging listening environments



THE INDUSTRY'S FIRST AND ONLY

Edge Mode

On-Demand Adaptive Tuning

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



Enabling Edge Mode

Assign Edge Mode to Short Press or Double Tap



Edge Mode Button

On-Demand Adaptive Tuning

New button on Thrive app Home Screen

Allows for easy access to engage in the most challenging environments

Edge Mode Behavior

EDGE MODE

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



Speech Audibility

IS IMPACTED BY

-  Social Distancing
-  Mask Use
-  Type of Facemask
-  Background Noise
-  Loss of visual cues (lipreading)



Edge Mode for Masks

Using the power of artificial intelligence, Edge Mode instantly optimizes to compensate for any face mask type, social distance and background noise

MASK MODE

- Custom Memory designed to better hear those wearing face masks
- Easy access within Thrive app
- Fixed, high frequency gain offsets & directional microphone mode




Voice AI

Previously called IntelliVoice

First-of-its-kind speech enhancement feature

Apple iOS users
Binaural Fittings
50 dB or greater loss at 250 & 500 Hz




Dedicated Music Memory

Unique music-centric fitting prescription

Shaped gain according to hearing loss for quiet music

Flat, linear, insertion gain for loud music



Improved Streaming Sound Quality with


Stream Boost

Phone Calls / Music / Podcasts


Activates hearing aid settings optimized for high-quality streamed audio

Stream Boost settings are automatically applied whenever streaming starts with no interaction required by the patient

When streaming stops, the hearing aids return to previous settings

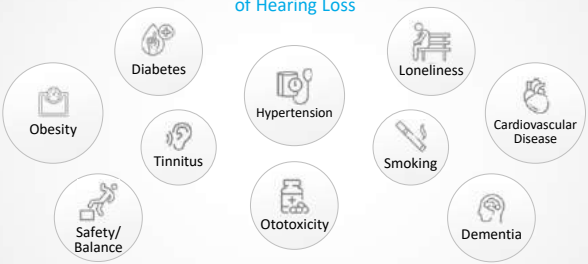


Healthable Features



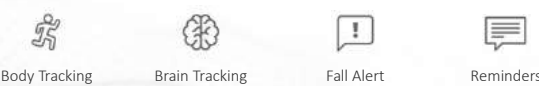
Starkey
Hear better. Live better.

Comorbidities of Hearing Loss



Obesity
Diabetes
Tinnitus
Safety/Balance
Hypertension
Ototoxicity
Loneliness
Smoking
Cardiovascular Disease
Dementia

Healthable Features



Body Tracking
Brain Tracking
Fall Alert
Reminders

Healthable Features



Activity



Engagement



Fall Alert



Reminders

Wellness Score



Activity
Score

Previously called Body Score

Steps
Exercise
Stand



Engagement
Score

Previously called Brain Score

Use
Interaction
Environment



Health Benefits

Walking 30 minutes a day, five days a week

- 50% reduced risk of diabetes in both men and women
- 66% reduced risk of prostate cancer
- 60% reduced risk of breast cancer
- 43% reduced risk of stroke in women
- 60% reduced risk of colon cancer in men
- Reduces Alzheimer's, dementia, depression ...

Source: Kaiser Permanente (2020). The gift of walking. Retrieved from: <https://www.youtube.com/watch?v=c4y0z0Cw> ©Sankey Hearing Technologies. All Rights Reserved.

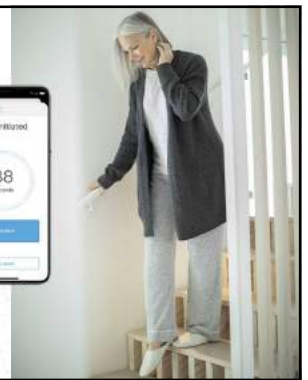


Fall Alert

World's first and only hearing aid with fall detection and alerts

Detects falls and sends alert to selected contacts

Peace of mind
Easy to use



Alarming Fall Statistics

Approximately 28-35% of people age 65+ fall each year **increasing to 32-42%** for those over 70 years of age.

WHO Global Report on Falls Prevention in Older Age (2019). Geneva, Switzerland: World Health Organization.

Every 11 seconds an older adult is seen in an emergency department for a fall-related injury.

U.S. Centers for Disease Control and Prevention.

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

Lee, P. H., & Ferrucci, L. (2012). Hearing loss and falls among older adults in the United States. *Archives of Internal Medicine*, 172(1), 200. <https://doi.org/10.1093/archintern/172.1.200>



Fall Detection



1 Fall is detected or manual alert is initiated



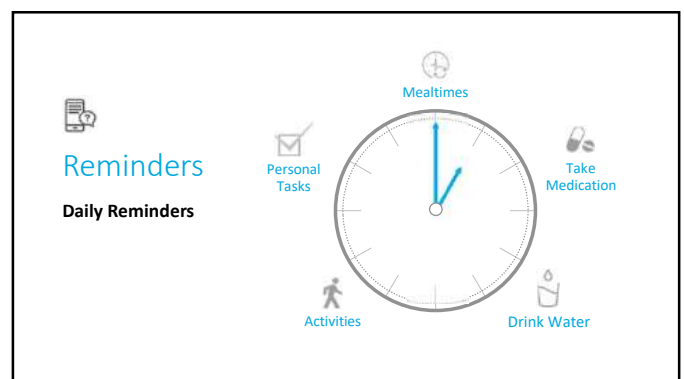
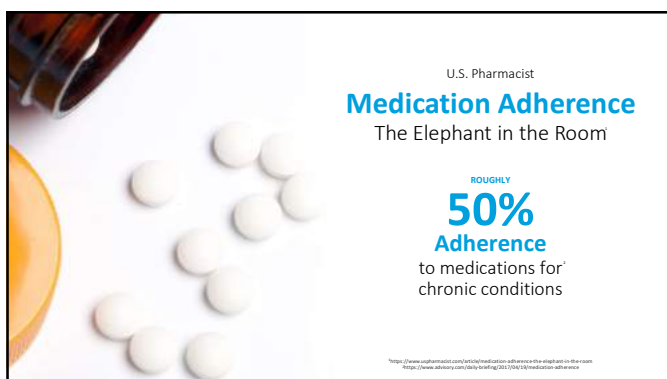
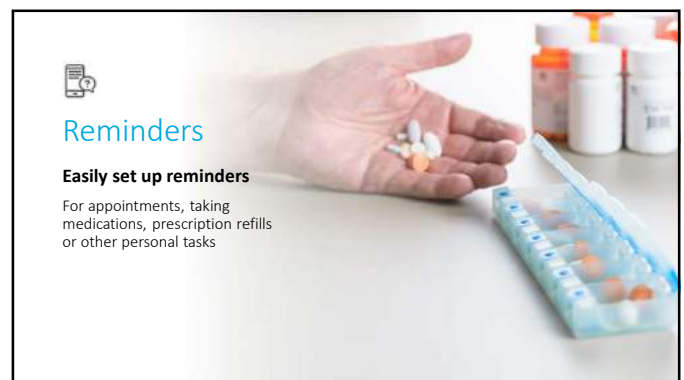
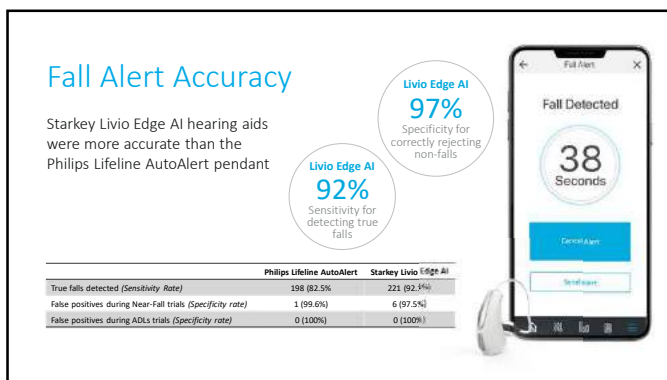
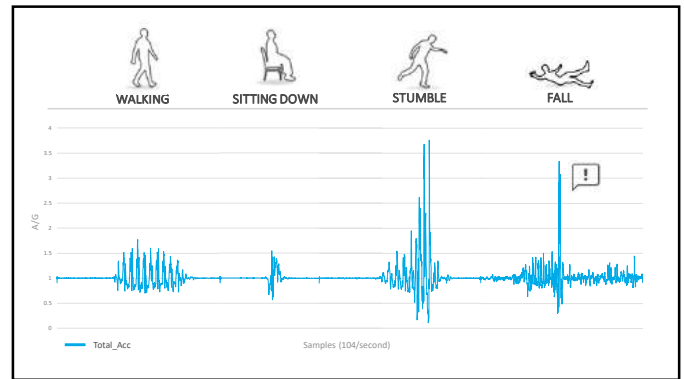
2 Alert is sent to contact(s) or is cancelled




3 Contact(s) are notified by text and can access the patient's location



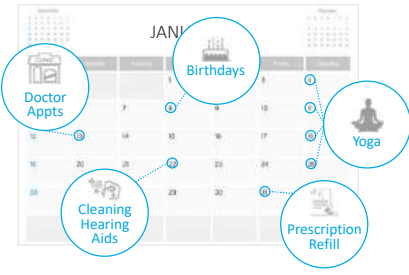
4 Patient receives notification alert was received by contact(s)





Reminders


Weekly, Monthly and Yearly Reminders




Intelligent Assistant Features



Starkey
Hear better. Live better.



Giving Patients More Control

Increasing accessibility and enhancing lives




Factors influencing successful hearing aid use




- Dexterity
- Tactile Sensitivity
- Cognition
- Visual Acuity
- Support System


By 2040,
~34.6 million
adults will report
arthritis-attributable
activity limitations
Source: Centers for Disease Control and Prevention

40%
adults age 65+
have age-associated
memory impairment
Source: International Psychogeriatrics [3994]

Intelligent Assistant


 Tap Control
  Thrive Assistant
  Translate


 Transcribe
  Auto On/Off
  Self Check



Tap Control


- Engage Edge Mode
- Access Thrive Assistant
- Stop and Start Accessory Streaming




 **Transcribe**

Closed captioning for real-world situations

The meeting is at 2pm.




 **Auto On/Off**

Sensor-enabled power saving

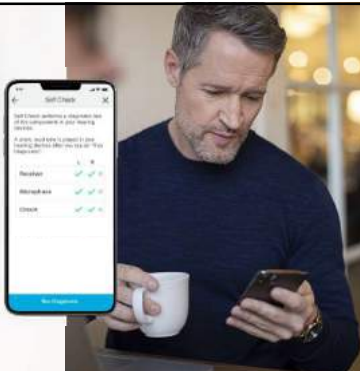
Set hearing aid on a flat surface to activate sleep mode

Place hearing aid in ear to power on



 **Self Check**

Quick, convenient way for patients to analyze their hearing aid system's performance.



livioEdge^{AI}

Premium 2400

livio^{AI}

For All 2000 | 1600 | 1200

livioEdge^{AI}
PREMIUM | 2400

Starkey
Hear better. Live better.

livio^{AI}
ADVANCED | 2000

livio^{AI}
STANDARD | 1600

livio^{AI}
BASIC | 1200

Edge Mode

Voice AI (iOS only)

Multiflex Tinnitus Pro

Thrive Care App

Fall Alerts

Translate

Transcribe

Thrive Assistant with Voice Commands

Find My Phone Voice Command

Self Check Auto Baseline

Activity and Engagement Tracking

CROS System*

Tap Control

Reminders

Auto On/Off

REM Target Match

Hearing Care Anywhere (Live Sessions)

Transcribe

Thrive Assistant with Voice Commands

Find My Phone Voice Command

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Activity and Engagement Tracking

CROS System*

Tap Control

In-app Purchase for Reminders


Auto On/Off

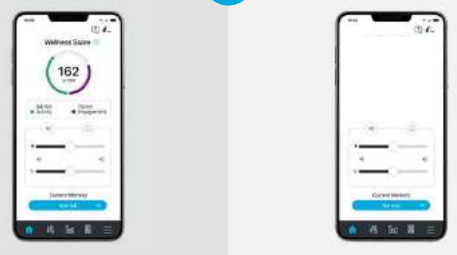
REM Target Match

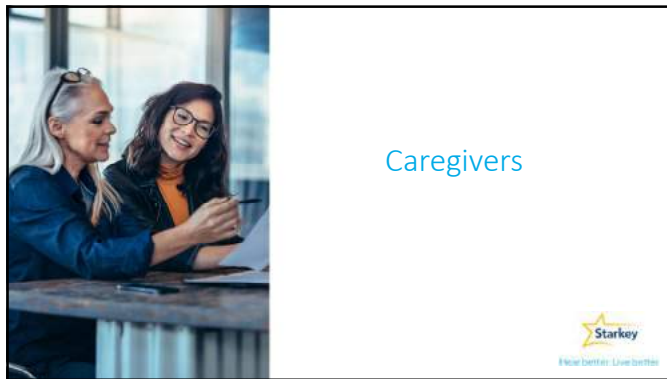
Hearing Care Anywhere (Live Sessions)

thrive
Advanced Mode

thrive
Basic Mode







Senior Independence

SHARING DATA

- Eliminates caregiver worry
- Improved quality of care
- Provides greater independence
- Feeling more secure if patient fell or needed extra help

thriveCare

The Industry's First and Only

Stay informed about your loved one's health and well-being; **anywhere, anytime**

Compatible exclusively with Livio Edge AI
Apple and Android Versions Available

thriveCare

Compatible exclusively with Livio Edge AI
Apple and Android versions available

How it Works

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

Remote Programming

Starkey
Better hearing. Live better.

Hearing Care Anywhere

Telehealth application for remote hearing aid programming adjustments, counseling and support

livioEdge^{AI} | livio^{AI} | livio

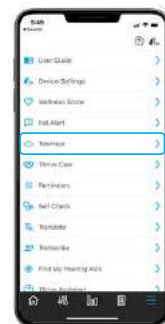


NEW Thrive App Update

TeleHear

Telehealth application for remote hearing aid programming adjustments, counseling and support

livioEdge^{AI} | livio^{AI} | livio



Live Sessions

Synchronous Remote Programming

A new remote programming feature that leverages live video chat and remote hearing aid adjustments in real-time.



livioEdge^{AI} | livio^{AI} | livio



Resources

QuickTips



We're Here to Support You

**Professional
Audiology Support**

1800 024 985

**Contact your
Product Specialist**



Vincent Santana
NSW (N)/SA



Nick Bajan
VIC/TAS



Phil Nelson
QLD/NT



Jenelle Davis
NSW (S)/ACT/WA

