

WELCOME TO

## Getting the Most out of a Smart Hearing Aid Feature Review

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Options for audio include computer speaker or dial-in at 02 8518 1923 / Access Code: 2470 922 3940  
For technical questions or log-in information please contact Vincent Santana at 0413 834 718 Vincent\_Santana@Starkey.com.au



Hear better. Live better.


WELCOME TO

## Getting the Most out of a Smart Hearing Aid Feature Review

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The webinar will start in..

# 5:00

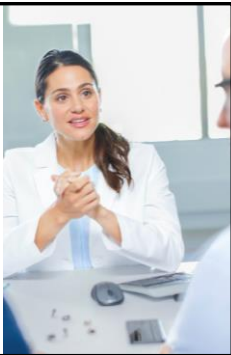


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## Getting the Most out of a Smart Hearing Aid Feature Review



**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 2470 922 3940

**Please be sure to keep microphones muted**

If you have any technical issues, please contact Vincent Santana at [vincent\\_santana@starkey.com.au](mailto: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.

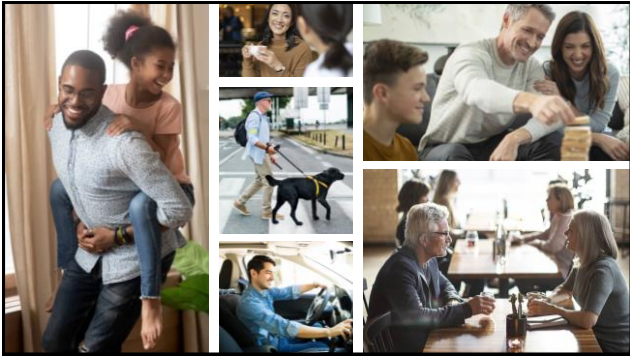


## Learning Objectives

- 1 Identify two Livio Edge AI features that provide patients with sound quality advantages in challenging environments
- 2 Describe the healthable technology features that are available in Livio Edge AI and Livio AI hearing aids
- 3 Identify three intelligent assistant features in Livio Edge AI and Livio AI hearing aids designed to give patients more control and increased accessibility



Hear better. Live better.



livioEdge<sup>AI</sup> | livio<sup>AI</sup> | livio

Leading with Innovation

livioEdge<sup>AI</sup> 2400 | livio<sup>AI</sup> 2000 | 1600 | 1200 | livio 2400 | 2000 | 1600 | 1200 | \*1000

RECHARGEABLE SOLUTIONS | BATTERY-POWERED SOLUTIONS

\*1000 available for BTE 13 and BTE R only

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

**Thrive Platform**  
A Gateway to Better Hearing, Health and Wellness


Artificial Intelligence  
Sensors  
Dual Radio

## 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<sup>AI</sup> | livio<sup>AI</sup>


**Accelerometer**  
Detects axis orientation

**Gyroscope**  
Detects angular orientation

livioEdge<sup>AI</sup> | livio<sup>AI</sup> | livio

### A Gateway to Better Health and Wellness

- Body Tracking
- Brain Tracking
- Self Check
- Fall Alert
- Tap Control
- Thrive Assistant
- Translate
- Transcribe
- Auto On/Off
- Reminders



2.4 GHz + NFM1


## 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 +




## Experience direct streaming and personalized settings using the Thrive App



Scan to see if your smartphone is compatible.


[thrivesupport.starkey.com](http://thrivesupport.starkey.com)





livioEdge<sup>AI</sup>

livio<sup>AI</sup>



livio



## Hearing Performance




**Starkey**  
Hear better. Live better.






## Sound Enhancement


SPEECH IN NOISE



SPEECH IN LOUD NOISE



QUIET



## 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

<b>TRANSIENTS</b>	<b>WIND</b>	<b>MACHINE NOISE</b>	<b>AUTO MUSIC</b>
Quickly attenuates brief loud sounds	Reduces sound of turbulence over microphone	Reduces level of steady state noise	Optimizes environmental music without compromising speech
Increases listener comfort	Increases listener comfort	Increases listener comfort	Enhances perception of music

**livioEdge<sup>AI</sup>**

**Hearing Reality Pro  
With Edge Mode**

**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

INSPIRE 2020.1

Use Custom Settings

Drag: Hearing Aid Volume, Music, Transient Level, Memory, Accessibility ShortTap, Accessibility Volume, Manual Alert, Throat Assistant, Edge Mode

Drop: Short Press: Edge Mode, Memory; Double Tap: Edge Mode, Memory; Double Tap: Edge Mode, Memory

**NEW**


## 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


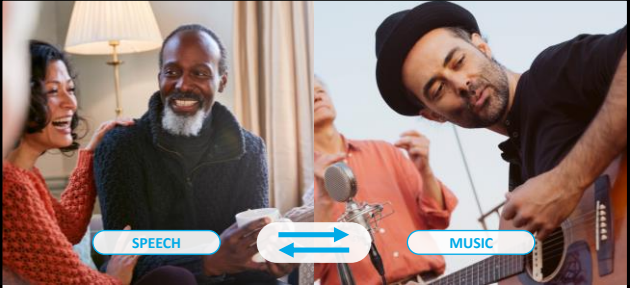
*Previously called IntelliVoice*

**First-of-its-kind speech enhancement feature**

Apple iOS users

Binaural Fittings

50 dB or greater loss at 250 & 500 Hz

**SPEECH** ↔ **MUSIC**

## Twin Compressor Technology

### Dedicated Music Memory


Unique music-centric fitting prescription

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Shaped gain according to hearing loss for quiet music

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Flat, linear, insertion gain for loud music



Improved Streaming Sound Quality with

### Stream Boost

**Phone Calls / Music / Podcasts**

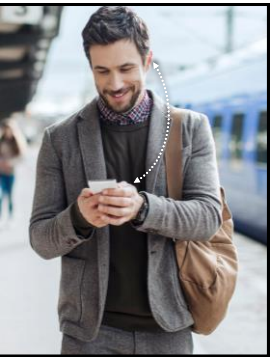
Activates hearing aid settings optimized for high-quality streamed audio

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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




**NEW**

### 2-Way Audio

- Allows the hearing aid microphones to pick up and return the user's voice
- Provides a hands-free experience** for the user during a call
- Ease and convenience – phone calls become effortless!



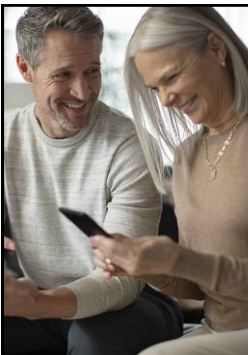


### Compatible with:

**All 2.4GHz styles and technology levels of:**

- Livio Edge AI
- Livio AI
- Livio

Any hearing aids already fit in the field will require an in-field firmware update via a new version of Inspire




### Compatible with:


**iOS 15.1 or newer**

- iPhone 11, iPhone 11 Pro, iPhone 11 Pro Max, and later
- iPhone SE (2nd generation)
- iPad Pro 12.9-inch (5th generation)
- iPad Pro 11-inch (3rd generation)
- iPad Air (4th generation)
- iPad mini (6th generation)

### 2-Way Audio Setup

Easily access via the **triple click** or through the control center

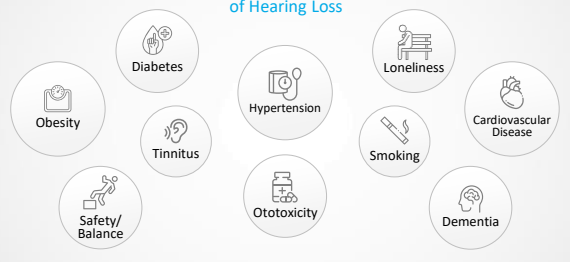




## Healthable Features

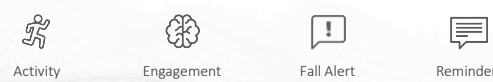
Starkey  
Hear better. Live better.

## Comorbidities of Hearing Loss



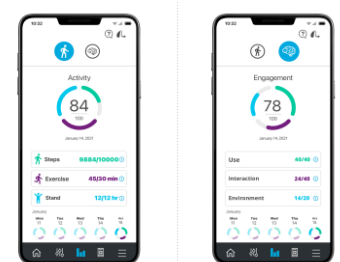
Diabetes, Obesity, Safety/Balance, Tinnitus, Hypertension, Ototoxicity, Loneliness, Smoking, Cardiovascular Disease, Dementia

## 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: Sabat Permentola. (2011). The gift of walking. Retrieved from: <https://www.youtube.com/watch?v=vc4y05t0Cw>. ©Starkey Hearing Technologies. All Rights Reserved.

## Benefits of Health Tracking

### Why all this monitoring?

"This group was more active than the control group at six months, and 88% of them were still using their Fitbits..."

HARVARD  
MEDICAL SCHOOL

### Biosensors and Your Health

"Physical activity trackers and step counters are now helping people develop and maintain healthy habits."

National Institute on Aging


### Boost Your Heart Health

"Over the short term, this coaching system helped increase step counts by more than a mile a day."

JOHNS HOPKINS







**Reminders**

**Easily set up reminders**

For appointments, taking medications, prescription refills or other personal tasks

U.S. Pharmacist

**Medication Adherence**


The Elephant in the Room

ROUGHLY  
**50% Adherence**  
to medications for chronic conditions

\*Source: [www.pharmacist.com] Study: Medication adherence: the elephant in the room. <https://www.pharmacist.com/2017/06/15/medication-adherence>

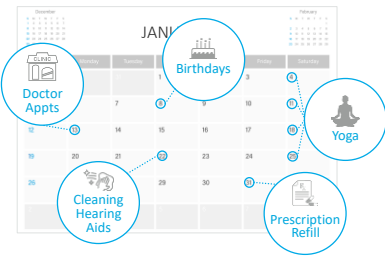
**Reminders**

**Daily Reminders**



**Reminders**

**Weekly, Monthly and Yearly Reminders**

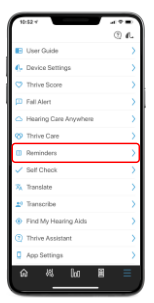


**Reminders**

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

*Can be set using Voice Commands for compatible devices*


**Livio Edge AI and Livio AI 2000 and 1600**



**Intelligent Assistant Features**




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### Giving Patients More Control

Increasing accessibility and enhancing lives

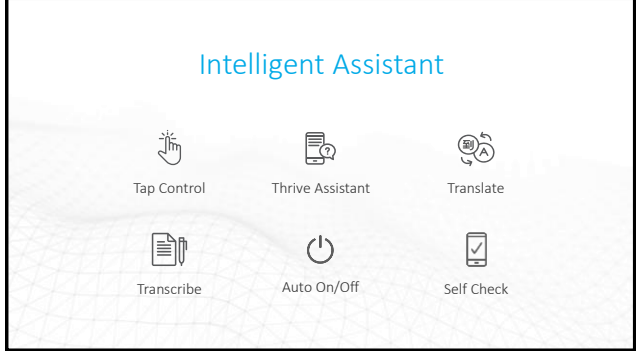
**Factors influencing successful hearing aid use**

- 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 (1994)

### 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







**INDUSTRY'S FIRST AND ONLY**

### Thrive Assistant

**Voice-Activated Hearing Aid Commands**

- Increase Volume
- Decrease Volume
- Mute
- Change Memories

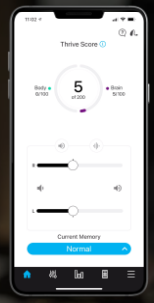
Change my memory to **Outdoors** ...

### Thrive Assistant

**Hands-free help**

"Turn up the volume on my hearing aids."



## Voice Commands

- User Guide
- Set a Reminder
- Find My Phone
- Virtual Assistant
- Smart Home Compatibility

## Find My Phone

Another Starkey First

Using your hearing aids and Thrive Assistant, you can now locate your lost or misplaced phone by having it ring.

**No other hearing aid offers this capability.**

## Virtual Assistant

Hands-free help

**If logged in to an Amazon account**

## Translate

Por supuesto señor, dígame ¿cómo le puedo ayudar?

Excuse me, could you please help me?

Por supuesto señor, dígame ¿cómo le puedo ayudar?

livioEdge<sup>®</sup>

## Transcribe

Closed captioning for real-world situations

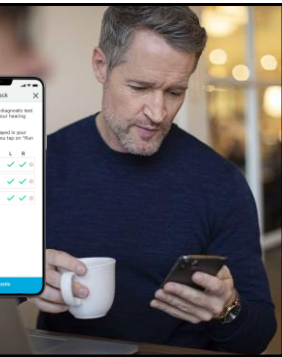
The meeting is at 2pm.

## 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<sup>AI</sup> livio<sup>AI</sup>

Premium 2400 For All 2000 | 1600 | 1200



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livio<sup>AI</sup> PREMIUM | 2400

livio<sup>AI</sup> ADVANCED | 2000

livio<sup>AI</sup> STANDARD | 1600

livio<sup>AI</sup> 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
- Telehear (Live Sessions)

Transcribe

- Thrive Assistant with Voice Commands
- Find My Phone Voice Command
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Thrive Assistant with Voice Commands

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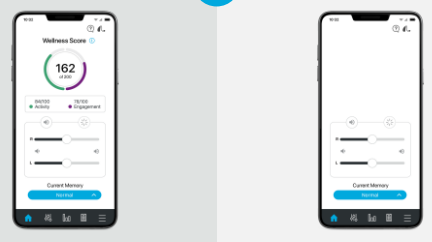

Self Check Auto Baseline

- Activity and Engagement Tracking
- CROS System\*
- Tap Control
- In-App Purchase for Reminders
- Auto On/Off
- REM Target Match
- Telehear (Live Sessions)


thrive Advanced Mode

+

thrive Basic Mode


Caregivers



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**Senior Independence**

**SHARING DATA**



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

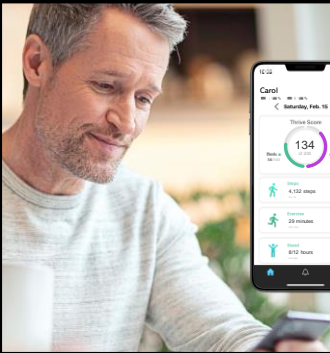


**The Industry's First and Only**

**thriveCare**

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**

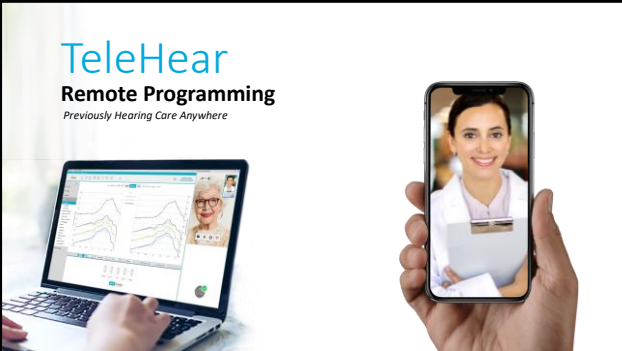
- Patient**  
Invites a caregiver via the Thrive app  
Selects what data to share
- Caregiver**  
Accepts the invitation  
Views data via the Thrive Care app  
Sets Notifications



**Remote Programming**

  
Hear better. Live better.

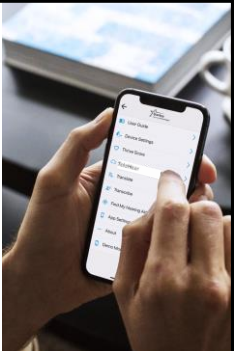
**TeleHear**  
**Remote Programming**  
*Previously Hearing Care Anywhere*



**TeleHear**

Telehealth application for remote hearing device programming adjustments

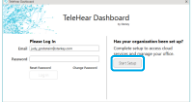
livioEdge<sup>AI</sup> | livio<sup>AI</sup> | livio



## TeleHear Setup

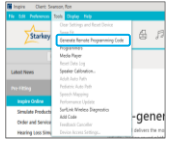
**1**

Establish a TeleHear™ Dashboard



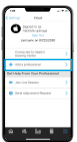
**2**

Remote Programming Enabled in Hearing Aids



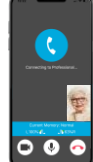
**3**

Activate Remote Programming in the Patient's Thrive App

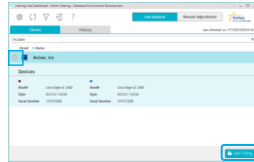


## TeleHear Live Sessions

**Patient joins Live Session via Thrive App**




**Clinician joins Live Session via Dashboard**



## Live Sessions

Synchronous Remote Programming



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

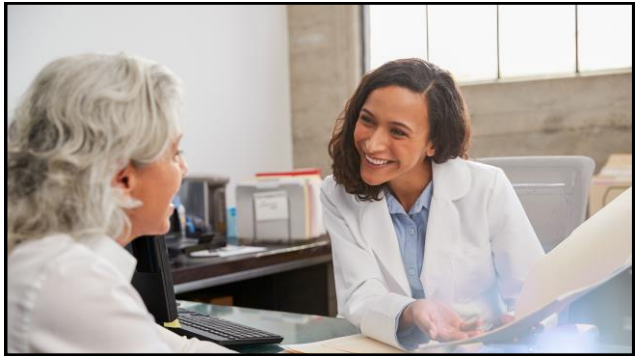
## TeleHear Adjustment Capabilities

- Data Log
- QuickFit
- Fine Tuning
- Sound Manager

- Fitting Summary
- Expert Assistant
- Frequency Lowering

**NEW**

- Memories
- Indicators
- User Controls
- Tinnitus (White Noise and Audiogram-Shaped)
- Best Fit/ Target Match
- VC Range and Step Size
- Tinnitus Range and Step Size
- Experience Manager



## Discussing Healthable Features

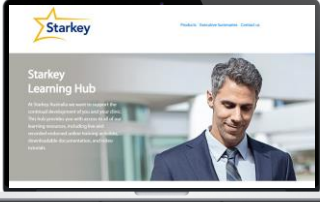
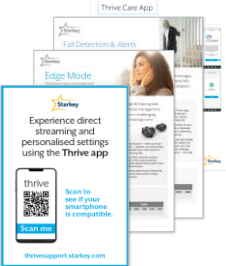


1. Please select the top 5 features that represent your current hearing care experience.

2. Please select the top 5 features that best describe your needs and goals.



## Resources QuickTips

Starkey Learning Hub

Experience direct streaming and personalised settings using the Thrive app

Scan to see if your smartphone is compatible.

[thriveapp.starkey.com](http://thriveapp.starkey.com)



## We're Here to Support You

**Professional  
Audiology Support**

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**1800 024 985**

**Contact your  
Product Specialist**

Vincent Santana  
NSW (N/SA)      Phil Nelson  
QLD/NT      Janelle Davis  
NSW (S/ACT/WA)

## Questions



**Judy Grobstein, AuD-FAAA, MACAud**  
*Judy\_Grobstein@Starkey.com*

# A NEW ERA of Better Hearing

Join our endorsed launch event for Evolv AI

Monday 28 March 2022

In-person in Sydney and streamed live online



## Learn More



**Starkey Learning Hub**

At Starkey Australia we want to support the continual development of you and your clinic. This hub provides you with access to all of our learning resources, including live and recorded endorsed online training activities, downloadable documentation, and video tutorials.

[www.starkeylearninghub.com.au](http://www.starkeylearninghub.com.au)

# Thank you

[Endorsement Numbers](#)

ACAud Endorsed: 202165 (2 CEP points)  
AudA Endorsed: CPD2122 054 (Category 1.2) (1 CPD point)  
HAASA Endorsed: CPED2021-2023 (2021-43) (1.5 CPED points)



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