

Welcome To  
**Effortlessly Everything**

Options for audio include computer speaker or dial-in at 02 8518 1923 / Access Code: 2467 648 4865  
For technical questions or log-in information please contact Steven Le at 0437 622 596 Steven\_Le@Starkey.com




Hear better. Live better.

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Welcome To  
**Effortlessly Everything**

The webinar will start in.....  
**00:05:00**

Options for audio include computer speaker or dial-in at 02 8518 1923 / Access Code: 2467 648 4865  
For technical questions or log-in information please contact Steven Le at 0437 622 596 Steven\_Le@Starkey.com



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**TECHNICAL ISSUES**

If not using speakers and you haven't already, please call into the call center number 02 8518 1923 and enter access code 2467 648 4865


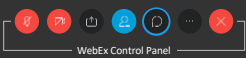
**Please be sure to keep microphones muted**

If you have any technical issues, please contact Steven Le at Steven\_Le@starkey.com or call him direct at 0437 622 596

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**QUESTIONS?**

Please share any questions you may have in the Chat Box directed to **All Panelists**. We will do our best to answer them throughout the training.

WebEX Control Panel

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**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

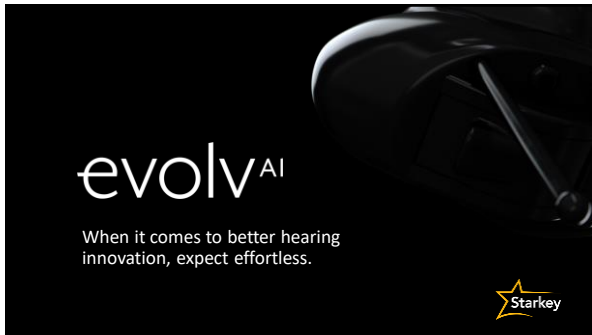
ACAud, HAASA and NZAS members must complete the quiz to receive full points.

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**Learning Objectives**

- Participants will be able to identify Evolv AI features that deliver effortless hearing and automatic performance in challenging environments
- Participants will be able to discuss effortless comfort solutions for Evolv AI products
- Participants will be able to identify connectivity features designed to make phone calls and phone connectivity more effortless

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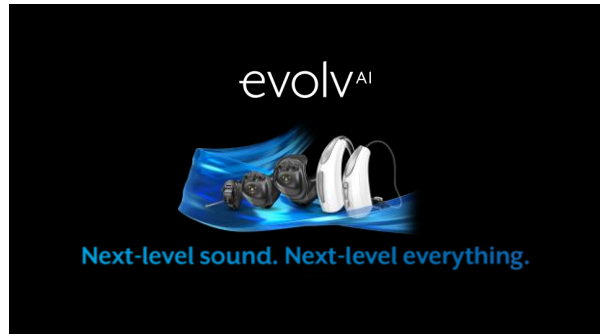
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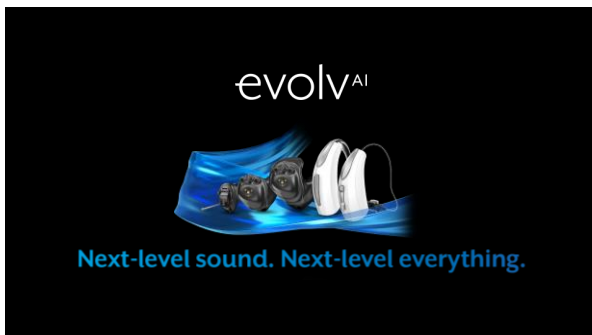
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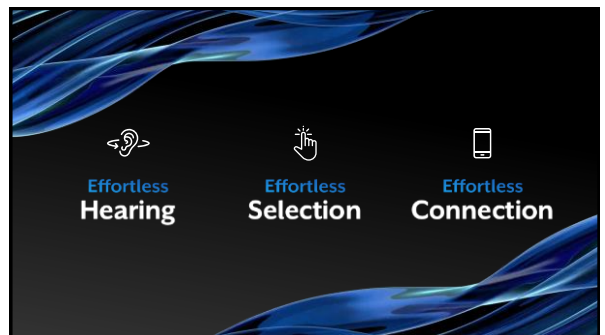
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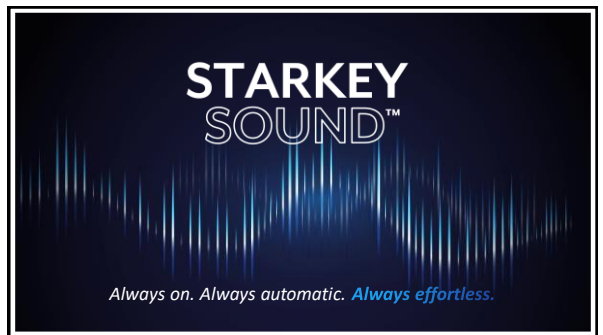
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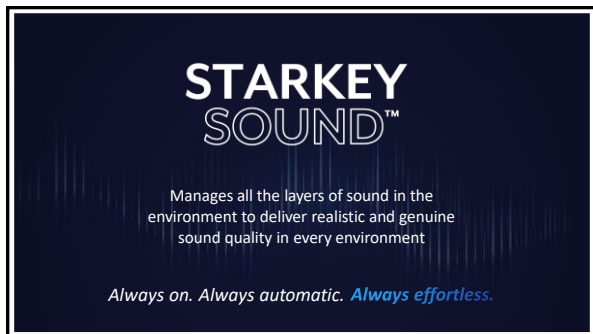
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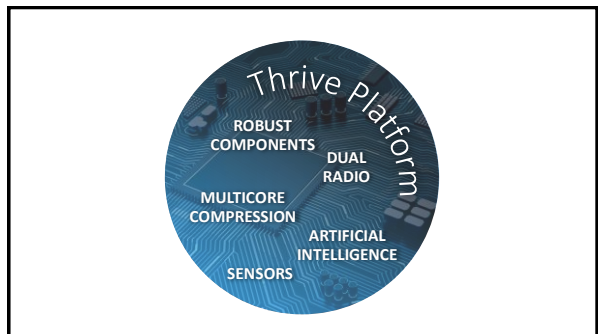
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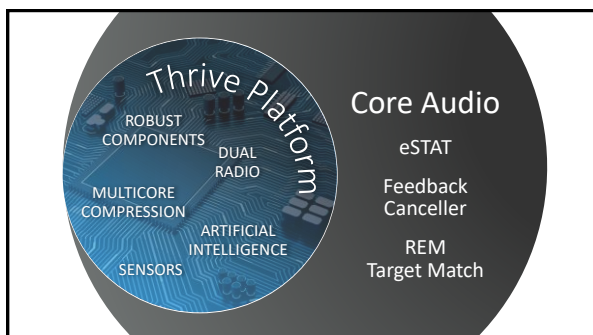
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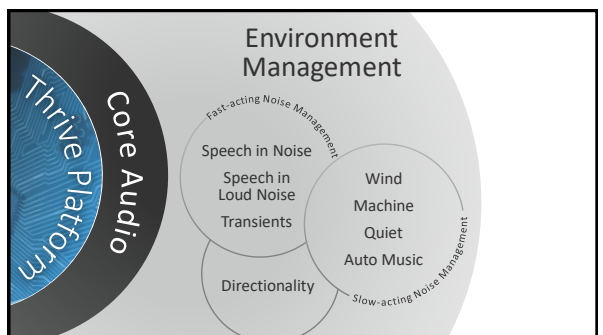
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**Environment Management**

**Improvements**

Fast-acting Noise Management

Speech in Loud Noise

Transients

Directionality

Wind Machine

Quiet

Auto Music

Slow-acting Noise Management

**Additional 2 dB of noise suppression** for Speech in Loud Noise and Speech in Loud Noise in all technology tiers

**40%**

**REDUCTION** in noise energy compared to Livio

\* Wireless products only, compared to previous technology

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**Environment Management**

**Improvements**

Fast-acting Noise Management

Speech in Loud Noise

Transients

Directionality

Wind Machine

Quiet

Auto Music

Slow-acting Noise Management

**Additional 2 dB of noise suppression\*** for Wind and Machine noise in all technology tiers of Evolv AI

**NEW**

\* Wireless products only, compared to previous technology

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**Environment Management**

**Improvements**

Fast-acting Noise Management

Speech in Loud Noise

Transients

Directionality

Wind Machine

Quiet

Auto Music

Slow-acting Noise Management

Our always on, always automatic noise management systems perform so well, patients only need our **Speech in Loud Noise** feature in particularly challenging listening environments

**NEW**

Speech in Loud Noise is available in our RIC 312, BTE 13, RIC 6 products

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**Speech in Loud Noise**

Speech in Loud Noise will now default OFF for all memories except Restaurant and Crowd (when programmed)

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**Thrive Platform**

**Core Audio**

**Environment Management**

**Patient-driven Controls**

- Mask Mode
- Voice AI  
Deep Neural Network
- Edge Mode

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**Patient-driven Controls**

- Mask Mode
- Voice AI  
Deep Neural Network
- Edge Mode

**Edge Mode**

Real-time analysis of environments for advanced level of comfort and clarity

Unique adaptation for any environment when engaged

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## Patient-driven Controls

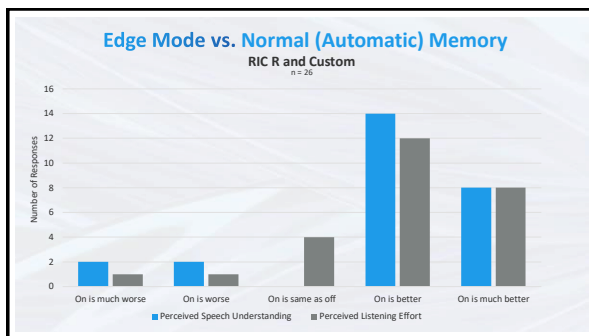
- Mask Mode
- Voice AI  
*Deep Neural Network*
- Edge Mode

### Edge Mode

Improved for even clearer sound in noise, especially transportation noise

**NEW**

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### Edge Mode Button

Products with Edge Mode now have a button in Thrive to engage it  
*Will appear on the Home screen by default*

#### Engaging Edge Mode

2400 | 2000 | 1600  
Via Thrive App

2400  
On-board Controls  
Short Press or Double Tap

\*1200  
Edge Mode  
Not Available

Evolv AI			
2400	2000	1600	1200
On-board & Thrive app accessibility	Thrive app accessibility	Thrive app accessibility	N/A

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### Tap Sensitivity

If Double Tap has been programmed as a User Control, the Double Tap Sensitivity drop down will be available

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## STARKEY SOUND™

# 55 MILLION

automatic adjustments every hour for the best possible sound quality.

**Always on.  
Always automatic.**

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### Effortless Selection

Complete product line and award-winning design

evolv AI

Next-level sound. Next-level everything.

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	ITE, HS, ITC R	Wireless CIC	CIC NW	IIC NW
Matrix	Up to 130/70	Up to 130/70	Up to 130/70	Up to 130/70
Battery Type	Rechargeable Lithium-ion	312 Battery	10 Battery	10 Battery
Battery Life	Up to 24 Hours	4-7 days	4-7 days	4-7 days
User Control	Push Button, Rotary VC, or Dual User Controls	Push Button	Push Button	N/A
Telecoil	✓			
Tinnitus Technology	✓	✓	✓	✓

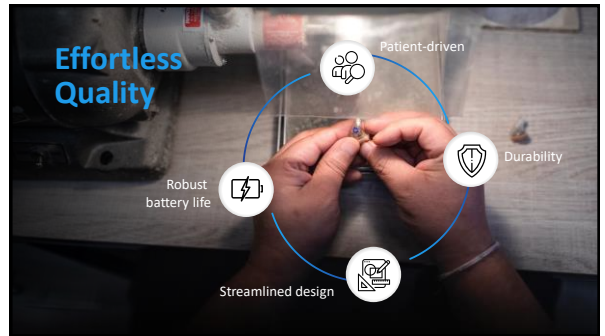
Artificial Intelligence and Embedded Sensor Technology  
Thrive Platform

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	BTE R	RIC R	RIC 312	Micro RIC 312	BTE 13	Power Plus BTE
Matrix	130/70	Up to 130/70	Up to 130/70	Up to 130/70	130/70	140/80
Battery Type	Rechargeable Lithium-ion	Rechargeable Lithium-ion	312 Battery	312 Battery	13 Battery	13 Battery
Battery Life	Up to 24 Hours	Up to 24 Hours	4-7 days	4-7 days	7-11 days	6-9 days
User Control	Push Button	Rocker Switch	Rocker Switch	Push Button	Rocker Switch	Rocker Switch
Telecoil	✓	✓	✓	✓	✓	✓
Tinnitus Tech	✓	✓	✓	✓	✓	✓

Artificial Intelligence and Embedded Sensor Technology  
Thrive Platform

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### IP 68 Rating

Ingress Protection (IP) is a measure of how well hearing aids keep out moisture and debris such as dust.

**IP** X X

Denotes ability to keep out substances such as dirt and dust  
**Maximum Rating: 6**

X X

Denotes ability to resist liquids such as water  
**Maximum Rating: 8**

**Effortless Quality**

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### IP 68 Rating

All Evolv AI products have an IP rating of 68, the highest possible rating for ingress protection.

IP 68		
IIC (NW)	ITE R	BTE R
CIC (NW)	mRIC 312	BTE 13
CIC	RIC 312	P+ BTE 13
ITC/HS R	RIC R	

**Effortless Quality**

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**Durability**

**Rechargeable Device Enhancements**

Enhanced moisture ingress protection for Evolv AI rechargeable devices

---

Hydrophobic coating applied to the entire aid, outside and inside components

---

Enhanced sealing at each ingress point  
*RIC receiver cable, microphone cover, and rocker switch*

**Effortless Quality**

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**Robust Battery Life**



**Exceeding Battery Life Expectations**

Re-engineered for **17% higher rechargeable battery capacity** and up to 50% less current drain in noisy conditions

**Effortless Quality**

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**Standard Charger**

Includes power cord and USB plug allowing user to connect the charger to a power source for charging

---

All 2.4GHz rechargeable products ship with the battery-free charging system



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**Turbo Charger**


On-board battery can charge devices up to 4 times without a power source

Turbo charge option when hearing aids have less than 20% battery life



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**CROS System**



BTE 13  
RIC 312  
RIC R

- Several styles including a rechargeable option
- Robust battery life
- Simple fitting process with a variety of options to customize for the patient
- Compatibility with 2.4 GHz Accessories and the Thrive app

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**PATIENT-FOCUSED 2.4 GHz Accessories**

- TV Streamer**  
Stream audio from a TV or other sources
- Remote Control**  
Offers simple hearing aid control
- Remote Microphone +**  
Multipurpose, easy-to-use remote microphone
- Mini Remote Microphone**  
Miniature, single-purpose remote microphone
- Table Microphone**  
Eight directional microphones and beam-forming technology enhances listening in challenging environments



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### Connect patients to the best streaming experience in all scenarios

**TV Streamer:**

- An unlimited number of users can connect and stream at one time
- Adjust the stream volume from the TV Streamer accessory
- Operating range is up to 15 meters
- Can be successfully connected to many electronic audio sources including televisions, computers, MP3 players, DVD players, cable boxes or Bluetooth®



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### Connect patients to the best streaming experience in all scenarios


**Table Microphone:**

- 3 modes (Automatic, Surround, Manual) to customize needs for the listening environment
- Table Microphone can stream for up to 12 hours on a single, full charge
- Table Microphone operating range is up to 10 meters
- Fully charged in 2 hours
- Adjust the stream volume from the Table Microphone accessory



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### Thrive App



- Easy to use
- Intuitive design
- Seamless hearing aid control and feature access
- Secure
- Access to health and wellness features

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### Healthable Technology

- Activity Tracking
- Engagement Tracking
- Fall Alert
- Reminders

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### Healthable Technology

- Activity Tracking  
Tracks daily steps, measures movement and monitors more vigorous physical activity
- Engagement Tracking
- Fall Alert
- Reminders

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### Healthable Technology

- Activity Tracking
- Engagement Tracking  
Monitors the health benefits of wearing hearing aids by tracking things like active listening.
- Fall Alert
- Reminders

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### Healthable Technology



Activity Tracking

Engagement Tracking

**Fall Alert**  
Detects when a hearing aid wearer falls and sends an alert message to selected contacts.

Reminders

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### Healthable Technology



Activity Tracking

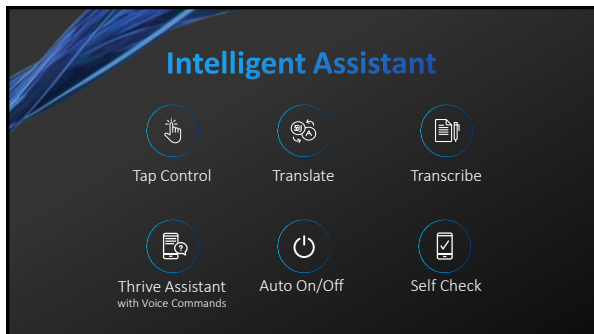
Engagement Tracking

Fall Alert

**Reminders**  
Provides the option to schedule alerts for things like taking medications and other personal tasks.

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### Intelligent Assistant



Tap Control

Translate

Transcribe

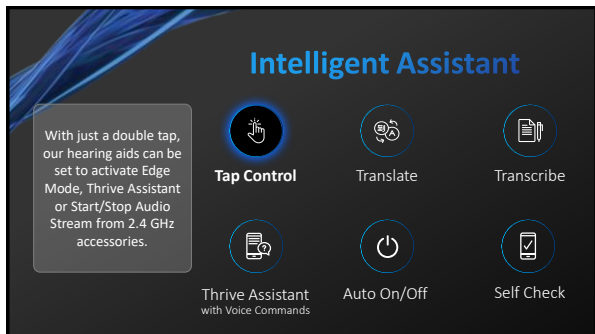
Thrive Assistant with Voice Commands

Auto On/Off

Self Check

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### Intelligent Assistant



With just a double tap, our hearing aids can be set to activate Edge Mode, Thrive Assistant or Start/Stop Audio Stream from 2.4 GHz accessories.

**Tap Control**

Translate

Transcribe

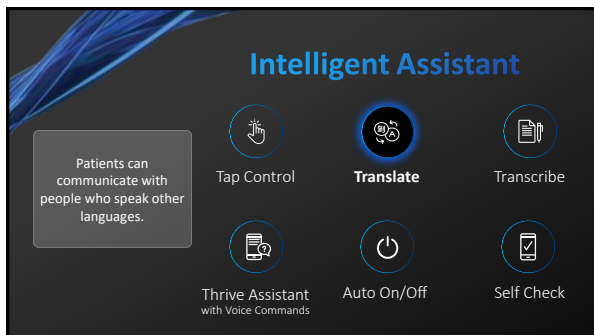
Thrive Assistant with Voice Commands

Auto On/Off

Self Check

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### Intelligent Assistant



Patients can communicate with people who speak other languages.

Tap Control

**Translate**

Transcribe

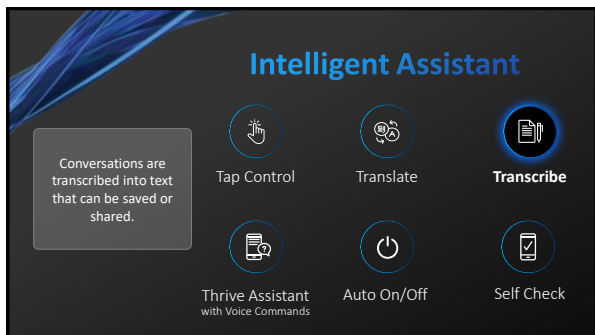
Thrive Assistant with Voice Commands

Auto On/Off

Self Check

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### Intelligent Assistant



Conversations are transcribed into text that can be saved or shared.

Tap Control

Translate

**Transcribe**

Thrive Assistant with Voice Commands

Auto On/Off

Self Check

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### Intelligent Assistant

Provides quick answers to questions like, "How do I adjust volume?" or "What's the weather?"

- Tap Control
- Translate
- Transcribe
- Thrive Assistant with Voice Commands
- Auto On/Off
- Self Check

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### Intelligent Assistant

Automatically and conveniently saves battery power when the patient's hearing aids are not in use.

- Tap Control
- Translate
- Transcribe
- Thrive Assistant with Voice Commands
- Auto On/Off**
- Self Check

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### Intelligent Assistant

Provides a quick, convenient way for patients to analyze their hearing aid system's performance.

- Tap Control
- Translate
- Transcribe
- Thrive Assistant with Voice Commands
- Auto On/Off
- Self Check**

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### Multiflex Tinnitus

Next generation feature for sound therapy tinnitus management

Three stimulus options to effectively mask the user's tinnitus

- ALL HAs White Noise
- EVOLV AI 2400 Audiogram-shaped
- EVOLV AI 2400 Custom

Available on all styles and technology tiers



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IIC  
CIC  
CIC  
ITC R  
ITE R  
Micro RIC 312  
RIC 312  
RIC R  
BTE R  
BTE 13  
Power Plus BTE 13

Next-level sound. Next-level everything.

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### Effortless Connection

Effortlessly connected to the things that matter most



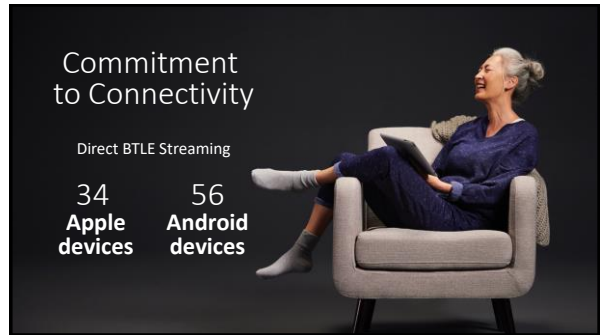
evolv AI

Next-level sound. Next-level everything.

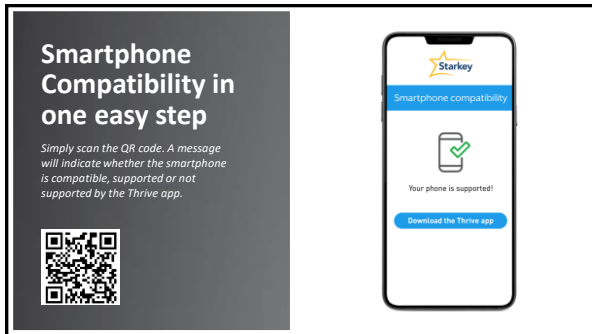
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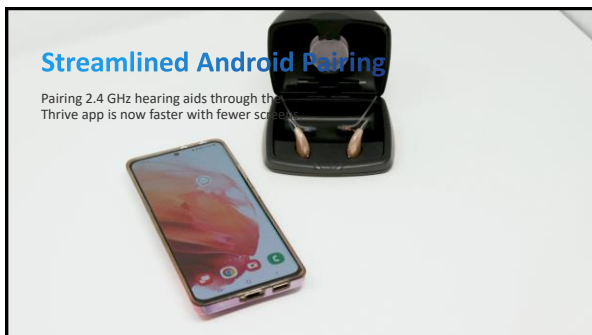
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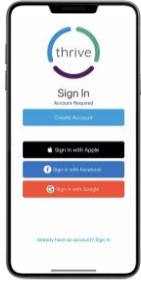


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## Thrive App Setup

Sign in using Apple, Facebook, Google or create an account with a valid e-mail address. A cloud-based account is required.

Cloud connectivity allows for TeleHear, Fall Alert and for app and hearing aid information to be backed up and restored.

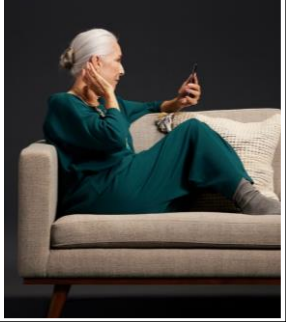


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## 2-Way Audio

With Evolv AI we introduced a game-changing phone conversation experience

Hearing aid microphones pick up and stream voices directly back to iPhone and iPad, allowing patients to seamlessly talk hands-free.




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**NEW**

## Enhanced 2-Way Audio with Evolv AI

Evolv AI's latest Made for iPhone update raises the bar on effortless!

iPhone/iPad users can now accept, end and decline calls with the hearing aid user controls for an even more seamless hands-free audio experience.

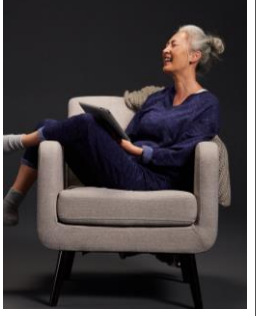


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## Using Enhanced 2-Way Audio

Use for iPhone/iPad calls as well as with other apps such as FaceTime, Teams and Zoom

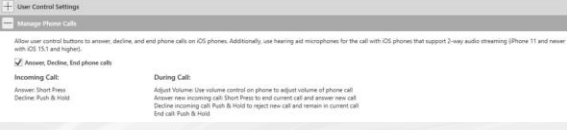
- Accept a call using the Short Press hearing aid user control
- 2-Way Audio will stream the user's voice back to the iPhone/iPad to be heard by the caller
- End the call using the Push & Hold hearing aid user control



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## iPhone Phone Call Management

- iPhone users can now use the User Control on their Evolv AI devices to Accept, End, and Decline phone calls
- This feature will default as checked under the new Manage Phone Calls tab within User Controls
- Available for all MFI-compatible iPhone/iPad models



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## Call Management with User Controls

Incoming Call	During a Call	
<b>Accept a Call</b> Short Press	<b>Adjust Volume During a Call</b> Use Volume Control on the iPhone/iPad	<b>Decline New Incoming Call</b> Push & Hold to decline new call and remain in current call
<b>Decline a Call</b> Push & Hold	<b>Accept New Incoming Call</b> Short Press to end current call and accept new call	<b>End Call</b> Push & Hold

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## Phone Call Management

The Device Guide has been updated to include instructions for managing phone calls via the User Controls

**Device Guide**  
Customized for Locus Spikes | Version: 6/15/2022

**Manage Phone Calls**  
Allow user control buttons to answer, decline, and end phone calls on iOS phones. Additionally, use hearing aid microphones for the call with iOS phones that support 2-way audio (hearing iPhone 11 and newer with iOS 13.5 and higher).

**Answering Call**  
Answer: Press and release the switch on the hearing aid.  
Decline: Push and hold the switch on the hearing aid.

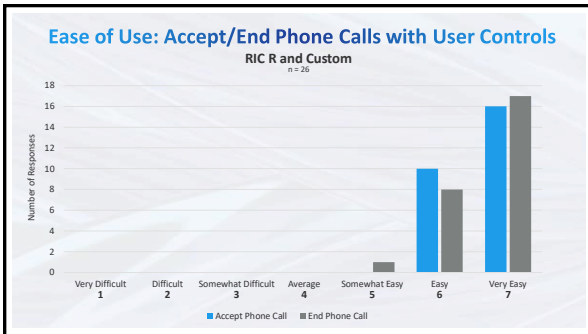
**During a call**  
Adjust Volume: Use volume control on phone to adjust volume of phone call.  
Answer one incoming call: Press and release the switch on the hearing aid to end the current call and answer the new call.  
Decline incoming call: Push and hold the switch on the hearing aid to reject the new call and remain in current call.  
End call: Push and hold the switch on the hearing aid.

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## Maximizing the Audio Experience

- For best results place the iPhone or iPad in front of you within 10 feet (3 meters)
- 2-Way Audio works best in quiet situations. Noise may interfere with the quality of the sent signal

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## 2-Way Audio QUICKTIP

Available on the NEW [StarkeyPro.com](http://StarkeyPro.com)

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## TeleHear Remote Services™


Web-based remote hearing aid programming

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## Why patients will want it

- Increases Access to Hearing Healthcare**  
Helpful when there is inclement weather, transportation challenges, or long travel distances that require a substantial amount of time/effort
- Improves Continuity of Hearing Healthcare**  
Allows for care when other health conditions or life situations make it difficult to travel or be seen in person
- Reduces Health Risks**  
Tool for protection when there is a public health emergency (e.g. flu) or an individual is immunocompromised

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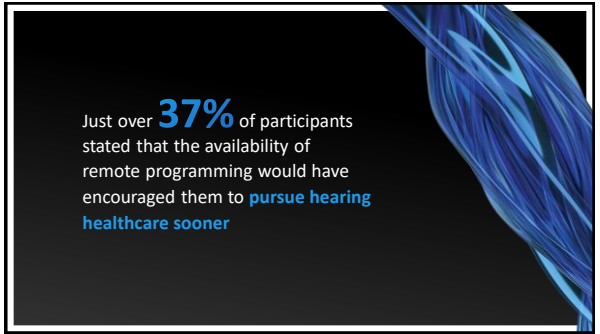
### How it helps you

**Increases Practice Efficiency**  
Can reduce the amount of time needed for a follow up visit and allow in-person appointments to be reserved for activities that require physical presence.

**Better Appointment Compliance**  
Helpful when inclement weather, transportation challenges, or long travel distances may cause a patient to be late or cancel their appointment.

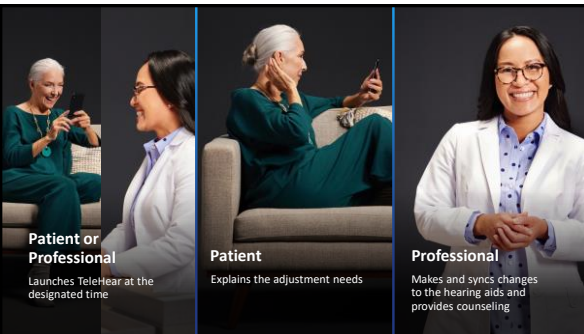
**Remain Competitive**  
Tool for competing with existing channels for acquiring amplification that offer remote services.

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Just over **37%** of participants stated that the availability of remote programming would have encouraged them to **pursue hearing healthcare sooner**

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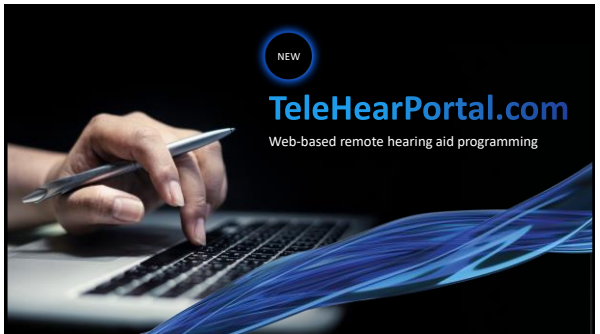


**Patient or Professional**  
Launches TeleHear at the designated time

**Patient**  
Explains the adjustment needs


**Professional**  
Makes and syncs changes to the hearing aids and provides counseling

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**NEW**  
**TeleHearPortal.com**  
Web-based remote hearing aid programming

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### TeleHearPortal.com

**System Requirements**

- TeleHear Remote Services is a web-based feature compatible with all 2.4 GHz Thrive platform hearing aids.
- Google Chrome and Microsoft Edge are the only officially supported internet browsers.
- It cannot be used with a standalone version of Inspire. The Noah or PatientBase database is required.

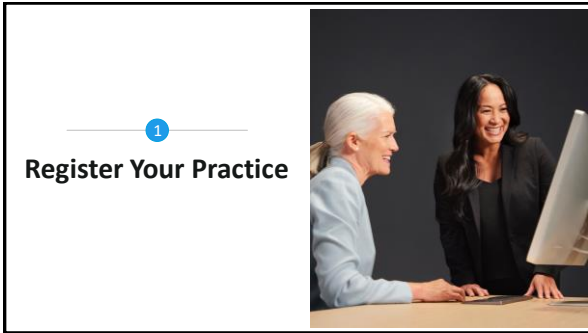
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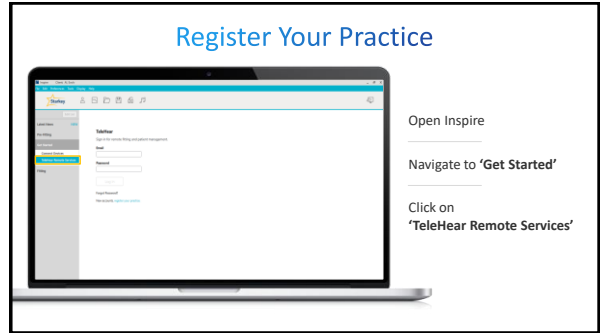
### TeleHear™ Remote Services Setup Process

- 1 Register Your Practice
- 2 Generate a Remote Programming Invite Code
- 3 Activate TeleHear Remote Services in the Patient's Thrive App

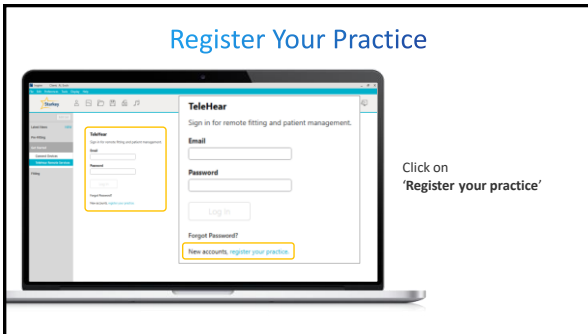
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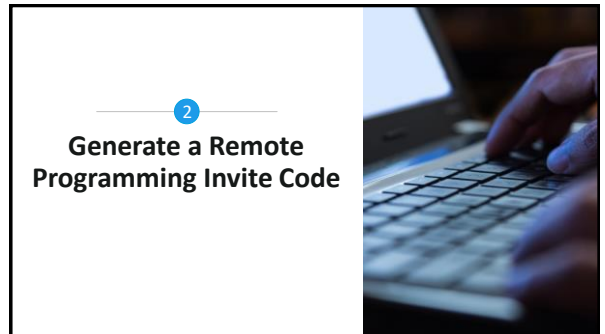
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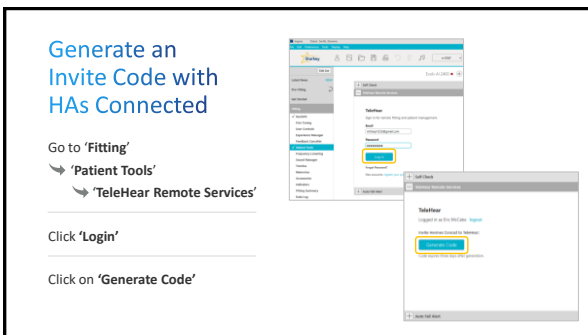
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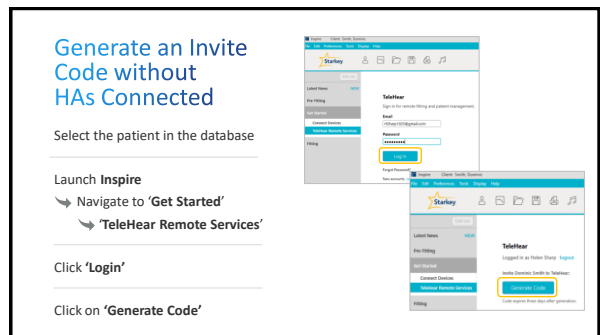
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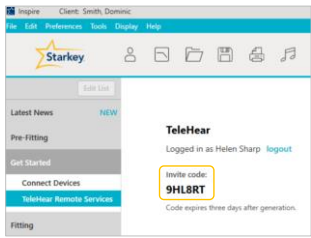
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### Invite Code

Codes are valid for 3 days


The code remains on the TeleHear Remote Services screen until expiration

If the code expires, the 'Generate Code' button will become available again



Invite codes must be unique for each patient


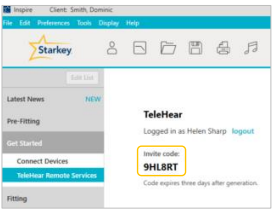
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## Activate TeleHear Remote Services in the Thrive App


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The unique invitation code generated in Inspire must be entered into the patient's Thrive App to establish a secure cloud connection between the professional and the patient

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### Establish Secure Provider Connection



Tap 'Add a professional'

Enter the invite code generated in Inspire

Tap 'Accept'

Practice appears in App

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TeleHear™ Remote Services


## Joining a Live Session

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PROFESSIONAL

## Join a Live Session

There are two ways to launch a Live Session remote visit



Inspire



TeleHearPortal.com

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**PROFESSIONAL**

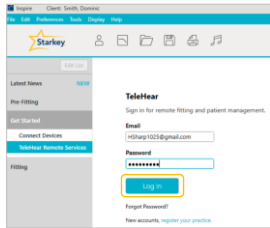
## Join a Remote Session from Inspire

Select the patient in the database

Launch Inspire

- Navigate to 'Get Started'
- 'TeleHear Remote Services'

Click 'Login'

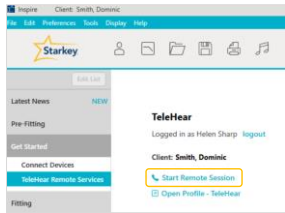


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**PROFESSIONAL**

## Join a Remote Session from Inspire

Start Remote Session



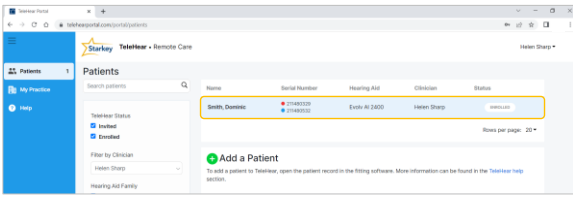
100

**PROFESSIONAL**

## Join from TeleHearPortal.com

Click on the patient's name

*NOTE: Patient status must be 'Enrolled' to launch a Live Session*



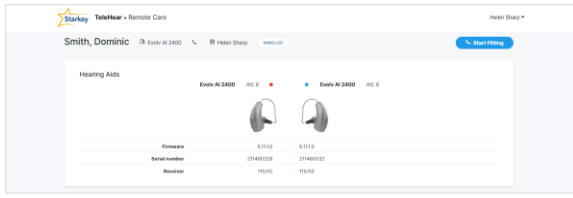
101

**PROFESSIONAL**

## Join from TeleHearPortal.com

Additional hearing aid information is displayed

Click 'Start Fitting'

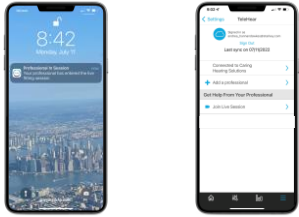


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**PATIENT**

## Join a Live Session


Two ways to join



Tap on the banner notification indicating the professional is in the session

Navigate to TeleHear™ in the Thive App and select 'Join Live Session'.

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TeleHear™ Remote Services

## Live Session

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## TeleHear Remote Services™ Adjustment Capabilities

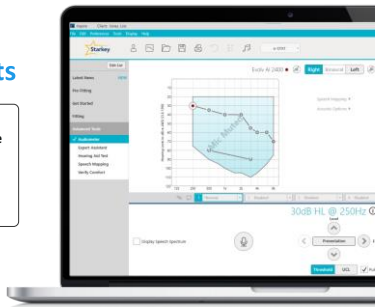
Data Log	Memories	 <b>Feedback Cancellation Initialization</b> <hr/> <b>In-Situ Audiometer</b> <small>NEW</small> Audiometer Tool <hr/> <b>Verify Comfort</b>
QuickFit	Indicators	
Fine Tuning	Fitting Summary	
Sound Manager	Tinnitus (White Noise and Audiogram Shaped)	
Experience Manager	Best Fit/ Target Match	
User Controls	VC Range and Step Size	
Expert Assistant	Tinnitus Range and Step Size	
Frequency Lowering		

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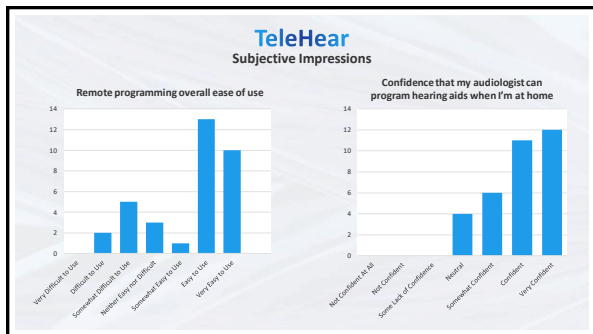
## Audiometer Improvements

Low frequency measurements are more accurate compared to previous technology

**NEW**



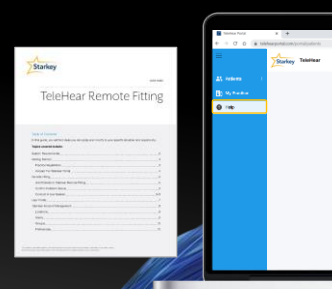
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## TeleHear Portal REMOTE FITTING USER GUIDE


Available at [TeleHearPortal.com](https://TeleHearPortal.com) in the Help Section



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## TeleHear Portal QUICKTIPS


Available on the NEW [StarkeyPro.com](https://StarkeyPro.com)



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Hearing aids can transform someone's life and connect them back to the activities and people they love

— William F. Austin




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**Inspire 2022.1 Firmware Updates**

The following features and functionality will be available once a firmware update is complete



**evolv<sup>AI</sup>**

- Tap Sensitivity
- Audiometer updates
- Phone call management
- Speech in Loud Noise defaults
- New settings for Wind and Machine
- Updates to Edge Mode

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

- Audiometer updates

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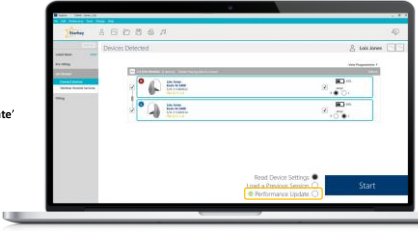
**Firmware Updates**

**Instructions**  
To update the Firmware

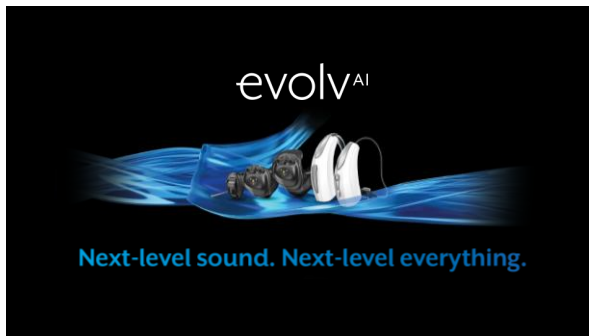
Select 'Performance Update'

Click 'Start'

**NOTE**  
The current Firmware version is in yellow indicating it is out of date




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**Questions**

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



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**PROSITE**      **PRODUCT BROCHURE**      **QUICKTIPS**

**RESEARCH & PUBLICATIONS**      **PATIENT RESOURCES**      **HOW-TO VIDEOS**


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Audiology Support

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Product Specialist

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Vincent Santana  
NSW (N/SA)

Connie Lu  
VIC/TAS

Phil Nelson  
QLD/NT

Jenelle Davis  
NSW (S/ACT/WA)

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**Learn More**  
*Recorded Endorsed Webinars*


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- Effortless Hearing
- Effortless Selection
- Effortless Connection

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

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**Learn More**  
*Coming Soon*

- Inspire Fitting Made Easy



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**Thank You.**

**Endorsement Numbers**

ACAud Endorsed: 2022.128 (2 CEP points with passing quiz)  
AudA Endorsed: CPD2223.027 (Category 1.2) (1 CPD Point)  
HAASA Endorse: CPED2021-2023 (2022-70) (1.5 CPED points with passing quiz)



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