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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
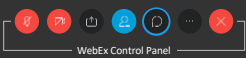
Please be sure to keep microphones muted

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

3

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

4

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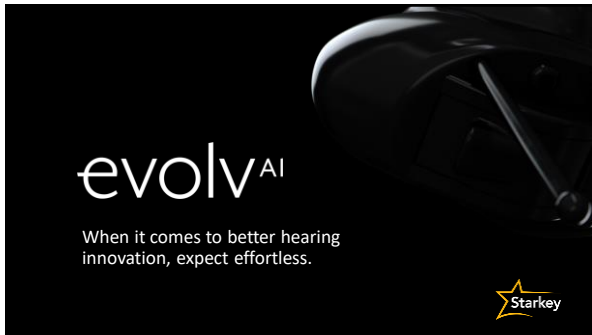
ACAud, HAASA and NZAS members must complete the quiz to receive full points.

6

Learning Objectives

1 Participants will be able to identify Evolv AI features that deliver effortless hearing and automatic performance in challenging environments

2 Participants will be able to discuss effortless comfort solutions for Evolv AI products

3 Participants will be able to identify connectivity features designed to make phone calls and phone connectivity more effortless
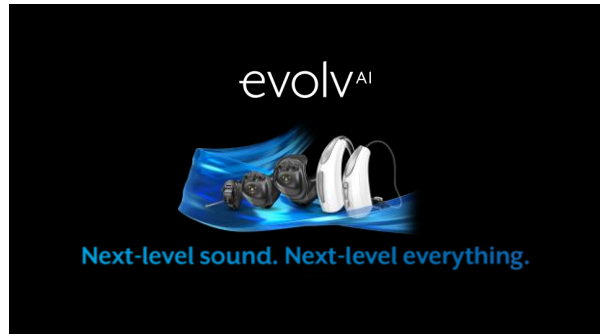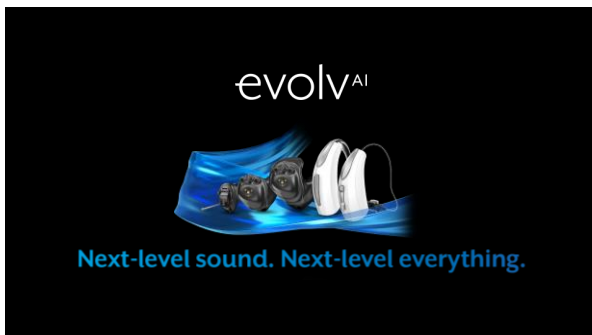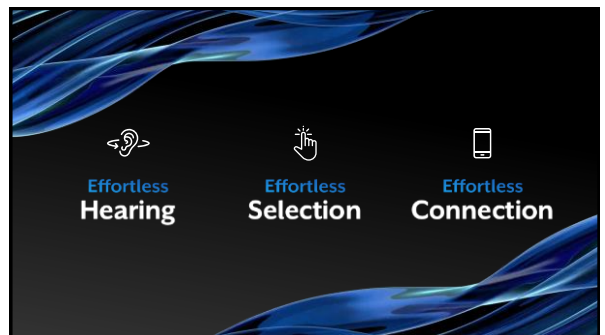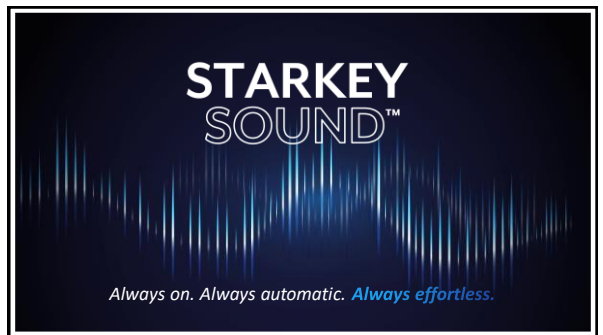
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30

31

Slide 32

evolv AI

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

Effortlessly everything.

32

Slide 33

evolv AI

	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	✓ ITE R ONLY			
Tinnitus Technology	✓	✓	✓	✓

Artificial Intelligence and Embedded Sensor Technology

Thrive Platform

33

Slide 34

evolv AI

	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	✓	✓	✓	✓	✓	✓

Thrive Platform
Artificial Intelligence and Embedded Sensor Technology

34

Slide 35

Effortless Quality

Patient-driven

Durability

Streamlined design

Robust battery life

35

Slide 36

Durability

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

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

Effortless Quality

36

Slide 37

Durability

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

37

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

38

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

39

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

41

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

42

CROS System

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

BTE 13
RIC 312
RIC R

43

PATIENT-FOCUSED
2.4 GHz Accessories

TV Streamer
Stream audio from a TV or other sources

Remote Microphone +
Multipurpose, easy-to-use remote microphone

Mini Remote Microphone
Miniature, single-purpose remote microphone

Remote Control
Offers simple hearing aid control

Table Microphone
Eight directional microphones and beam-forming technology enhances listening in challenging environments

44

7

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®

45

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

46

Thrive App

Easy to use

Intuitive design

Secure

Seamless hearing aid control and feature access

Access to health and wellness features

47

Healthable Technology

Activity Tracking

Engagement Tracking

Fall Alert

Reminders

48

Healthable Technology

Activity Tracking

Tracks daily steps, measures movement and monitors more vigorous physical activity

Engagement Tracking

Fall Alert

Reminders

49

Healthable Technology

Activity Tracking

Engagement Tracking

Monitors the health benefits of wearing hearing aids by tracking things like active listening.

Fall Alert

Reminders

50

Healthable Technology

Activity Tracking

Engagement Tracking

Fall Alert

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

Reminders
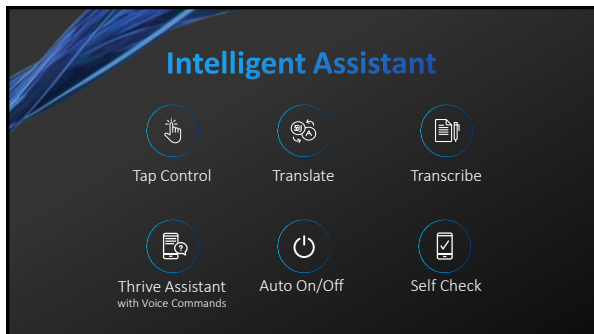
51

Healthable Technology

Activity Tracking

Engagement Tracking

Fall Alert

Reminders

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

52

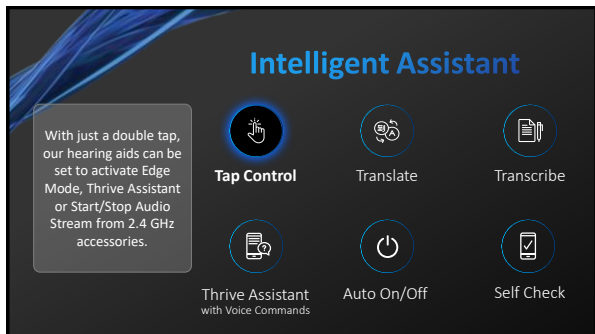**Intelligent Assistant**

Tap Control

Translate

Transcribe

Thrive Assistant
with Voice Commands

Auto On/Off

Self Check

53

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.
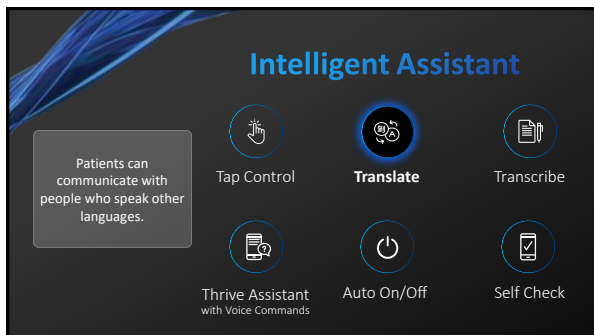
Tap Control

Translate

Transcribe

Thrive Assistant
with Voice Commands

Auto On/Off

Self Check

54

Intelligent Assistant

Patients can communicate with people who speak other languages.

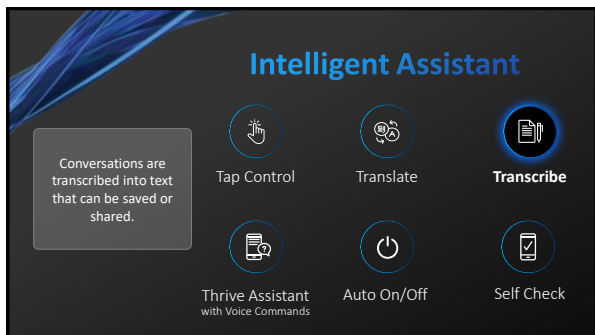Tap Control

Translate

Transcribe

Thrive Assistant
with Voice Commands

Auto On/Off

Self Check

55

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

56

9

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

57

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

58

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**

59

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

60

evolv AI

IIC NW · CIC NW · 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.

61

Effortless Connection

Effortlessly connected to the things that matter most

evolv AI

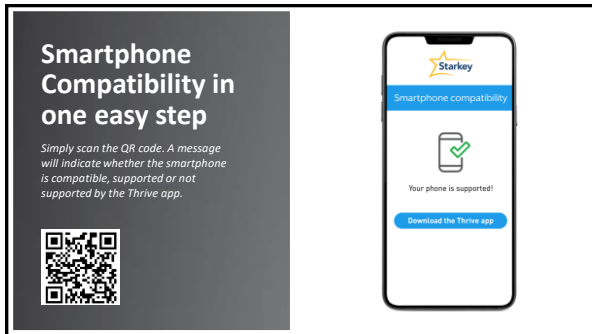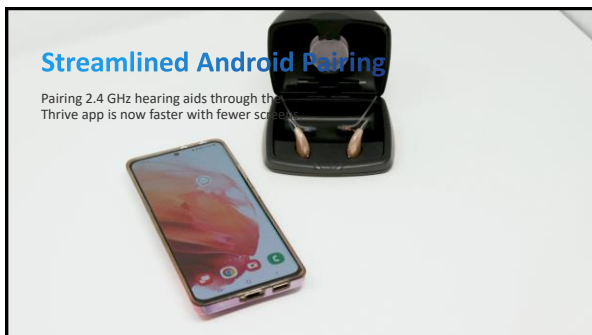Next-level sound. Next-level everything.

62
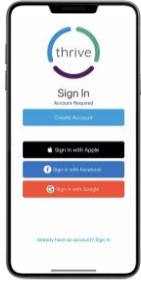
63
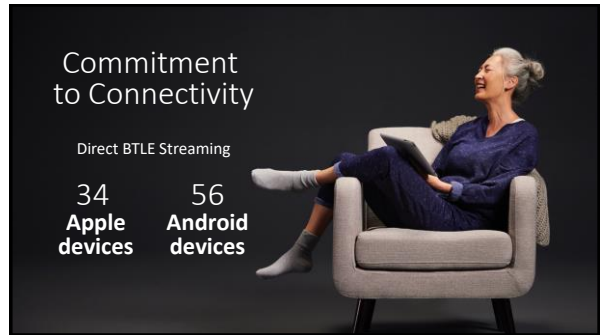
64

65

66

67

68

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.
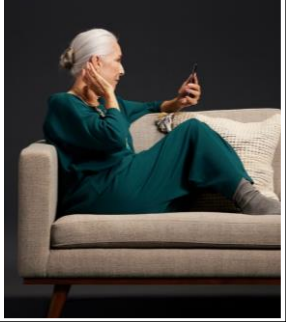
69

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.

70

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.
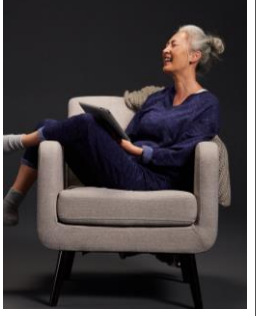
71

Using Enhanced 2-Way Audio

Use for iPhone/iPad calls as well as with other apps such as FaceTime, Teams and Zoom
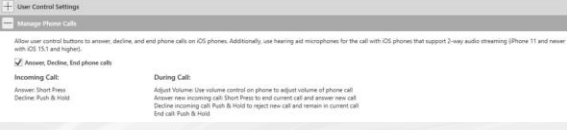
• Accept a call using the Short Press hearing aid user control

• 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

72

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

User Control Settings
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 streaming (iPhone 11 and newer with iOS 15.1 and higher).

Answer, Decline, End phone calls

Incoming Call: | During Call:
Answer: Short Press | Adjust Volume: Use volume control on phone to adjust volume of phone call
Decline: Push & Hold | Answer new incoming call Short Press to end current call and answer new call
 | Decline incoming call Push & Hold to reject new call and remain in current call
 | End call: Push & Hold

73

Call Management with User Controls

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

74

Phone Call Management

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

75

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

76

Ease of Use: Accept/End Phone Calls with User Controls

RIC R and Custom

n = 26
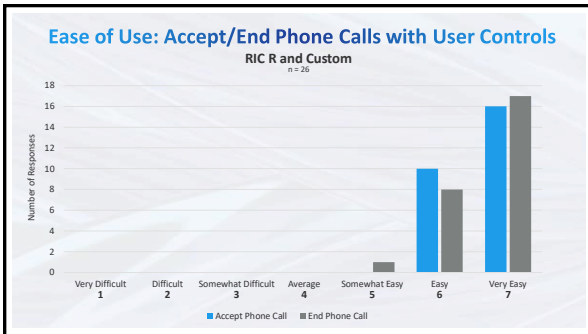
77

2-Way Audio
QUICKTIP

Available on the NEW
StarkeyPro.com

78

TeleHear
Remote Services™

Web-based remote hearing aid programming

79

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

80
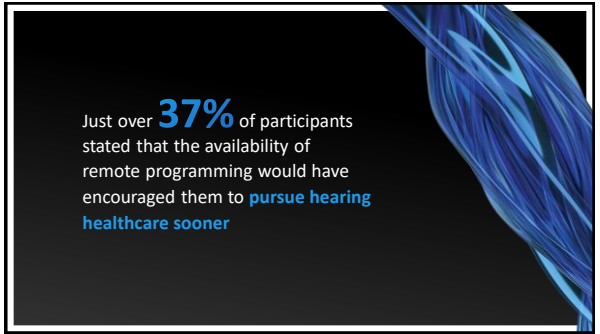
How it helps you

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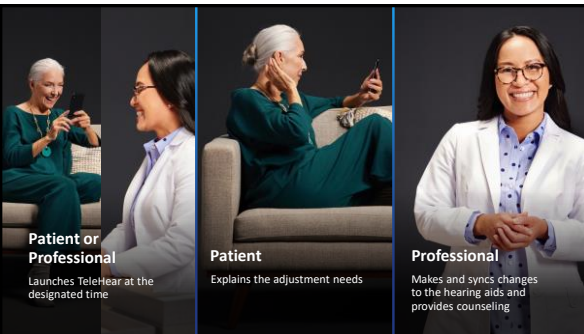
Remain Competitive
Tool for competing with existing channels for acquiring amplification that offer remote services

81

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

82
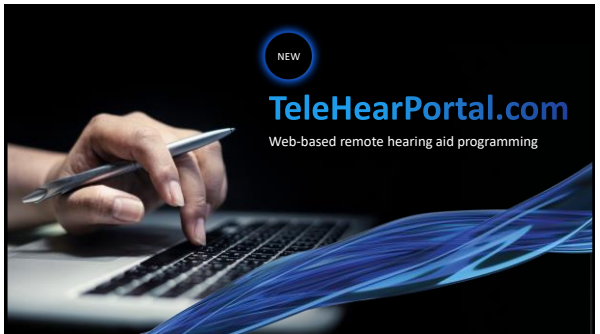
Patient or Professional
Launches TeleHear at the designated time

Patient
Explains the adjustment needs

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

83

NEW

TeleHearPortal.com
Web-based remote hearing aid programming

84

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.

85

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

86

14
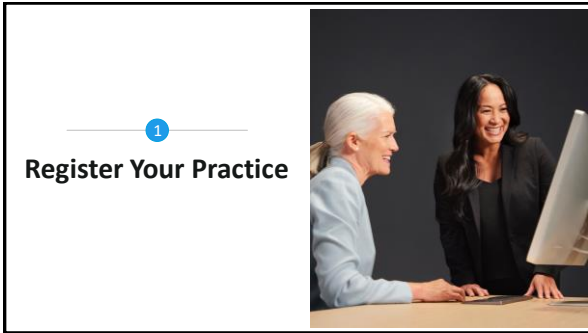
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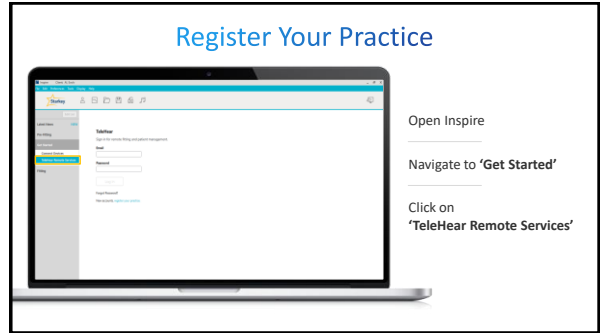
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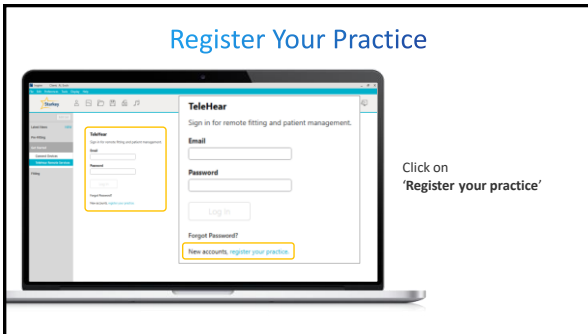
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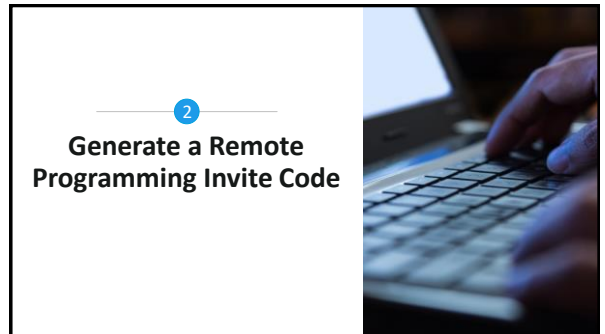
90
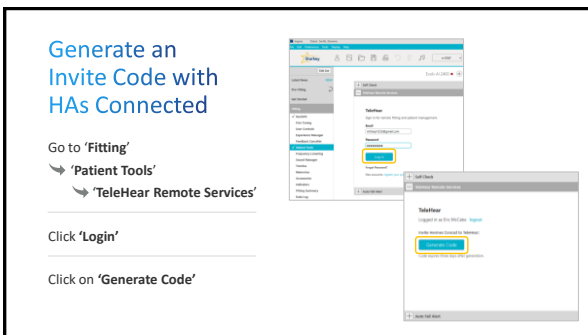
91
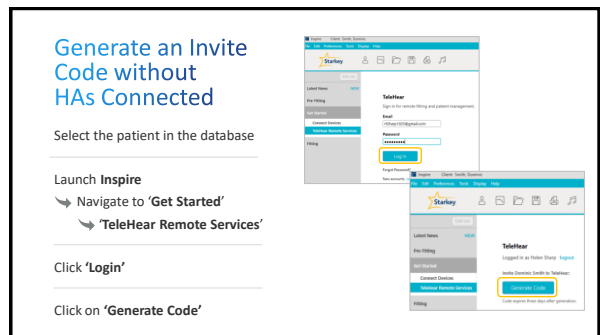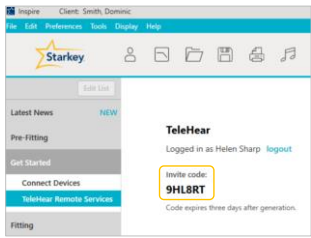
92

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
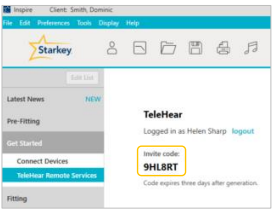
93

3

Activate TeleHear Remote Services in the Thrive App

94

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

95

Establish Secure Provider Connection

| Tap 'Add a professional' | Enter the invite code generated in Inspire | Tap 'Accept' | Practice appears in App |

96

TeleHear™ Remote Services

Joining a Live Session

97

PROFESSIONAL

Join a Live Session

There are two ways to launch a Live Session remote visit

Inspire

TeleHearPortal.com

98

PROFESSIONAL
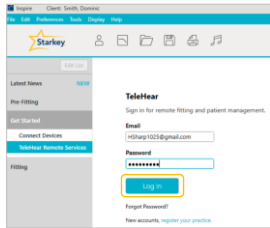
Join a Remote Session from Inspire

Select the patient in the database

Launch **Inspire**
  ↘ Navigate to '**Get Started**'
      ↘ '**TeleHear Remote Services**'

Click '**Login**'
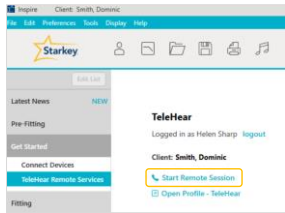
99

PROFESSIONAL

Join a Remote Session from Inspire

Start Remote Session
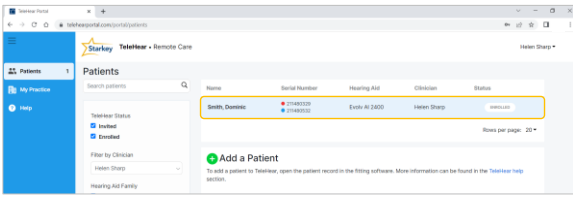
100

PROFESSIONAL

Join from TeleHearPortal.com

Click on the patient's name
NOTE: Patient status must be 'Enrolled' to launch a Live Session
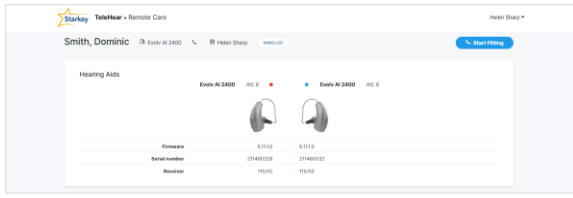
101

PROFESSIONAL

Join from TeleHearPortal.com

Additional hearing aid information is displayed

Click '**Start Fitting**'
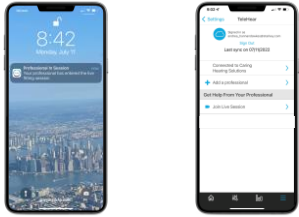
102

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**'.

103

TeleHear™ Remote Services

Live Session

104

105

106

107

108

109

110

111

112

113

114

115

116

We're Here to Support You

Professional
Audiology Support

1800 024 985

Contact your
Product Specialist

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

- Evolv AI Launch Webinar
- Effortless Hearing
- Effortless Selection
- Effortless Connection

www.starkeylearninghub.com.au

118

Learn More
Coming Soon

- Inspire Fitting Made Easy

119

Thank You.

Endorsement Numbers

ACAud Endorsed: 2022128 (2 CEP points with passing quiz)
AudA Endorsed: CPD2223 027 (Category 1.2) (1 CPD Point)
HAASA Endorsed: CPED2021-2023 (2022-70) (1.5 CPED points with passing quiz)

Starkey

120