


GENESIS^{AI}

My Starkey App:

Delivering Benefits for Better Hearing and Beyond




Options for audio include computer speaker or dial-in at 02 8518 1923 / Access Code: 2633 430 4368
For technical questions or log-in information please contact Vincent Santana at 0413 834 718. Vincent_Santana@Starkey.com.au

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GENESIS^{AI}

My Starkey App:


Delivering Benefits for Better Hearing and Beyond



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

Options for audio include computer speaker or dial-in at 02 8518 1923 / Access Code: 2633 430 4368
For technical questions or log-in information please contact Vincent Santana at 0413 834 718. Vincent_Santana@Starkey.com.au

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My Starkey

Delivering Benefits for Better Hearing and Beyond

STEVEN LE
CONSUMER SUPPORT SPECIALIST & TRAINER

3

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 2633 430 4368

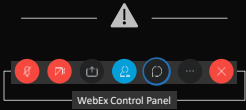
Please be sure to keep microphones muted

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

4

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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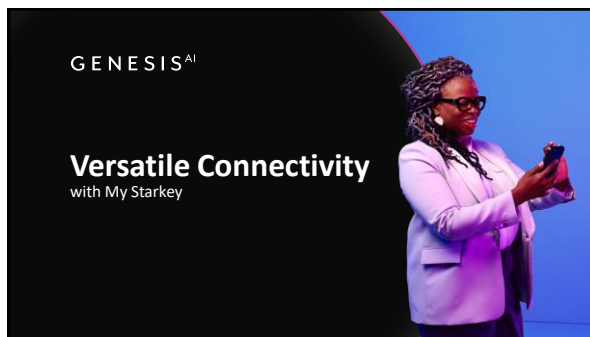
Learning Objectives

- 1 Will be able to demonstrate the hearing aid adjustment controls in the My Starkey app
- 2 Will be able to identify how to personalize streaming sound quality via the My Starkey app
- 3 Will be able to describe how to personalize educational content under the Learn tab

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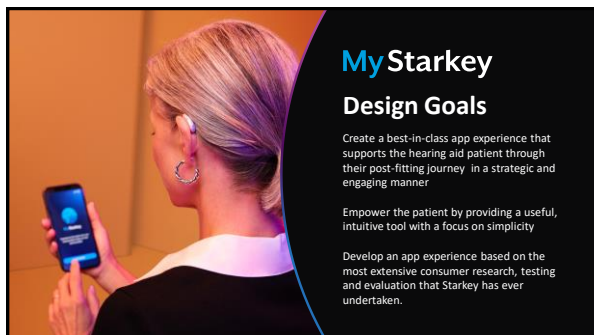
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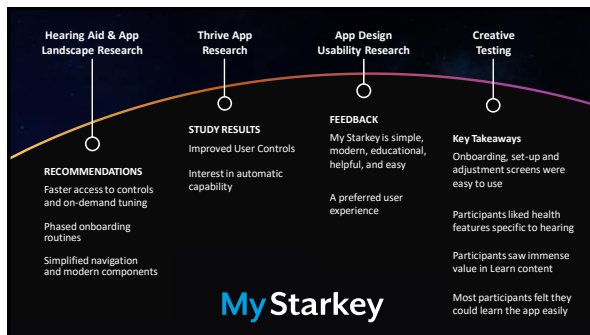
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App wants

"I want the flexibility and not be told what my hearing should sound like. It's important for me to have control. It's my hearing and I want to control it."

- Faster hearing aid controls and on demand tuning
- Simplified navigation and modern components
- Health metrics connected to hearing journey
- Simplify with one version of the app

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MyStarkey
DELIVERS

- Features a new look and simplified navigation designed to create a best-in-class app experience
- Most used features conveniently located on the home screen
- Enhanced Edge Mode
- Assistive features to hear better with less effort, live healthier, and simplify daily life

The most user research and user testing of any Starkey app made to date

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ALL NEW

MyStarkey

Starkey's most intuitive hearing aid mobile app



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MyStarkey + GENESIS^{AI}
Direct BTLE Streaming




46 Apple devices **62** Android devices

Available with all 2.4GHz styles and technology tiers
iOS and Android compatible

16

MyStarkey
Smartphone Compatibility



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DOWNLOADING
MyStarkey

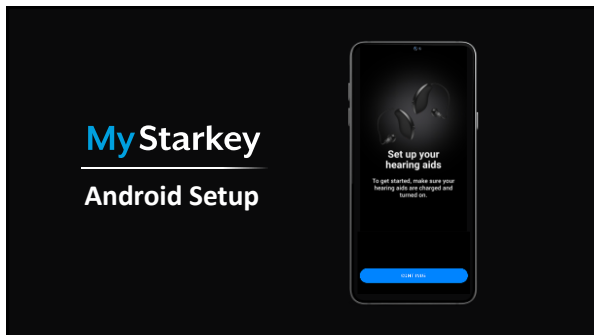
Download on the **App Store** GET IT ON **Google Play**

Requires iOS 15 or higher
You must have an Apple ID to download the MyStarkey app

Requires Android operating system 8.0 or higher



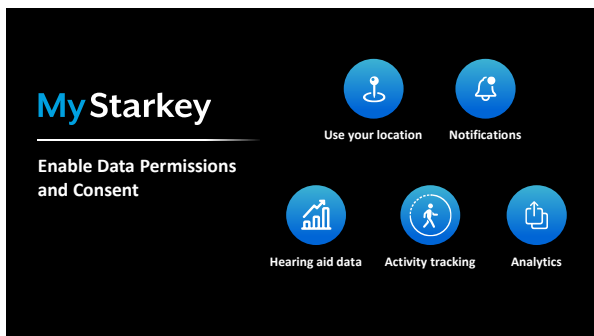
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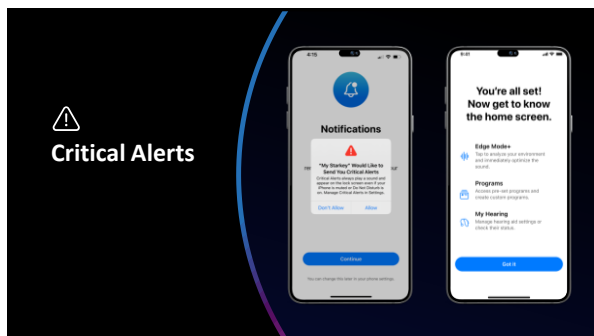
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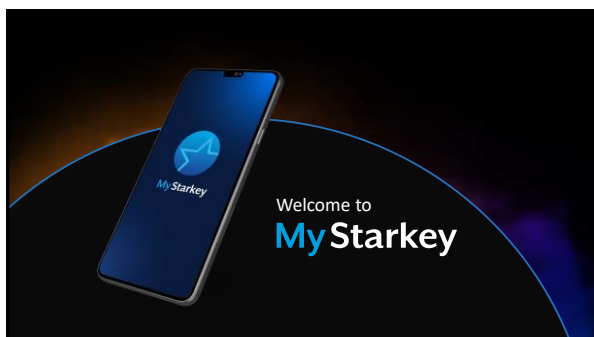
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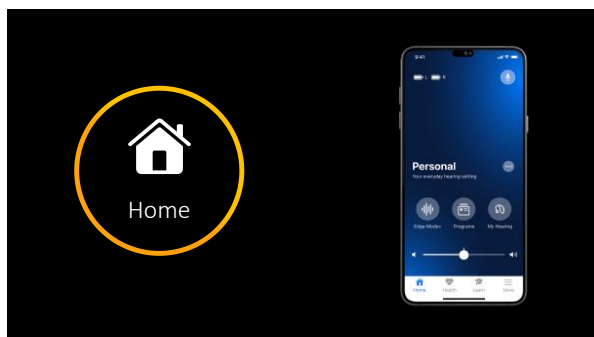
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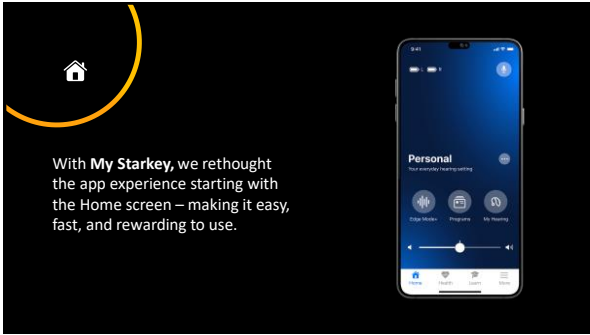
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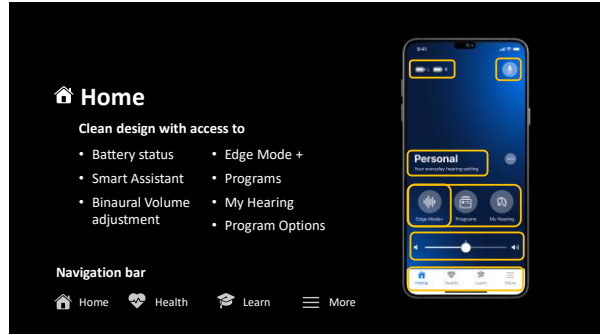


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With My Starkey, we rethought the app experience starting with the Home screen – making it easy, fast, and rewarding to use.



26

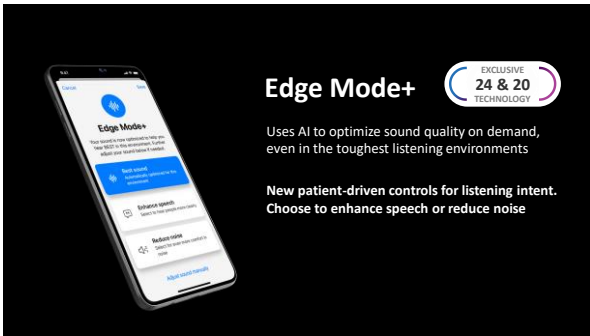
Home

Clean design with access to

- Battery status
- Smart Assistant
- Binaural Volume adjustment
- Edge Mode +
- Programs
- My Hearing
- Program Options

Navigation bar

- Home
- Health
- Learn
- More



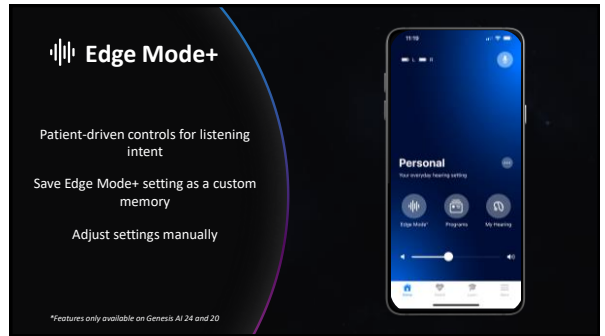
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Edge Mode+

EXCLUSIVE 24 & 20 TECHNOLOGY

Uses AI to optimize sound quality on demand, even in the toughest listening environments

New patient-driven controls for listening intent. Choose to enhance speech or reduce noise



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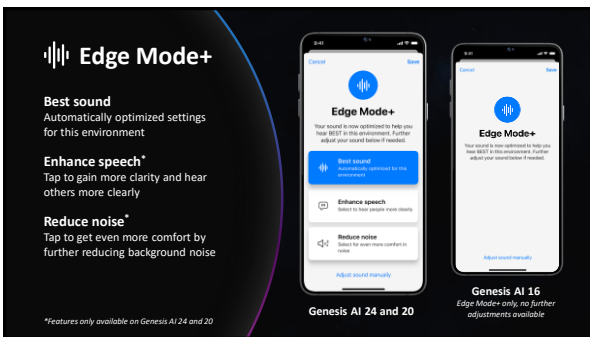
Edge Mode+

Patient-driven controls for listening intent

Save Edge Mode+ setting as a custom memory

Adjust settings manually

*Features only available on Genesis AI 24 and 20



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Edge Mode+

Best sound
Automatically optimized settings for this environment

Enhance speech*
Tap to gain more clarity and hear others more clearly

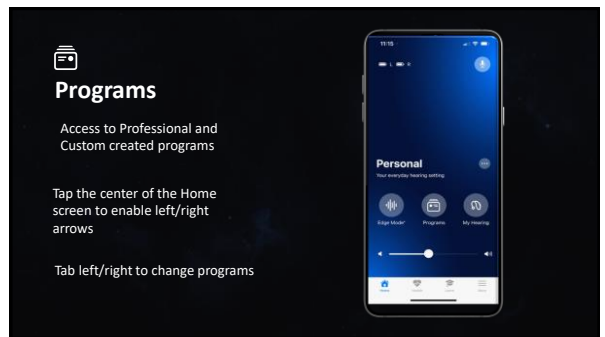
Reduce noise*
Tap to get even more comfort by further reducing background noise

*Features only available on Genesis AI 24 and 20



Genesis AI 24 and 20

Genesis AI 16
Edge Modes only, no further adjustments available



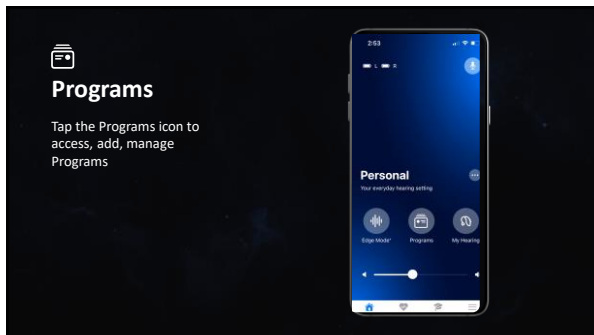
30

Programs

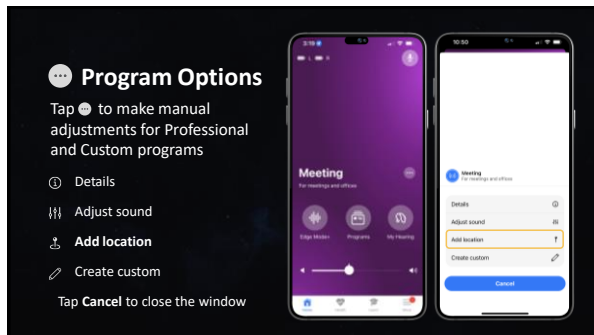
Access to Professional and Custom created programs

Tap the center of the Home screen to enable left/right arrows

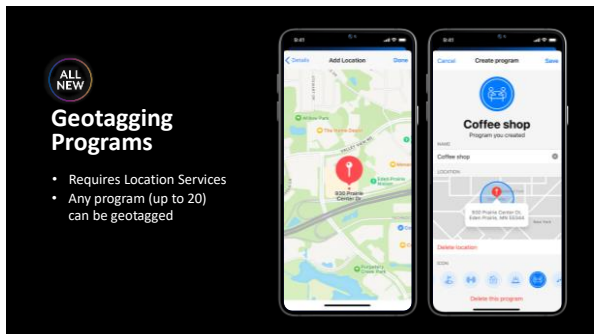
Tap left/right to change programs



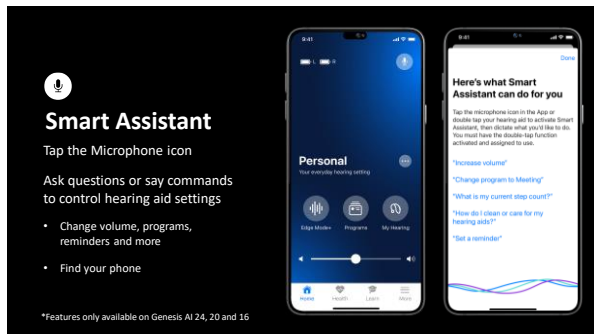
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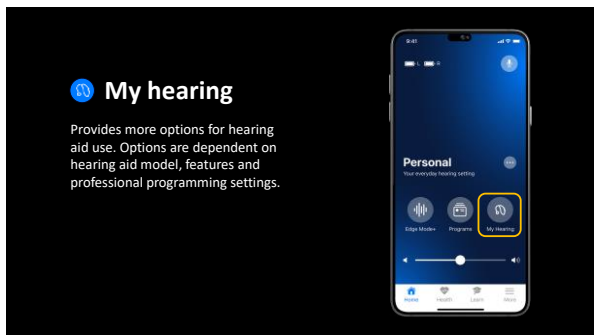
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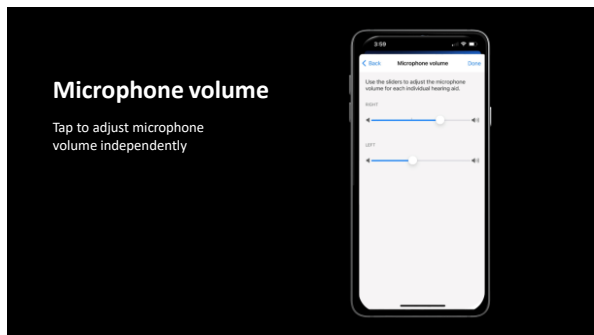
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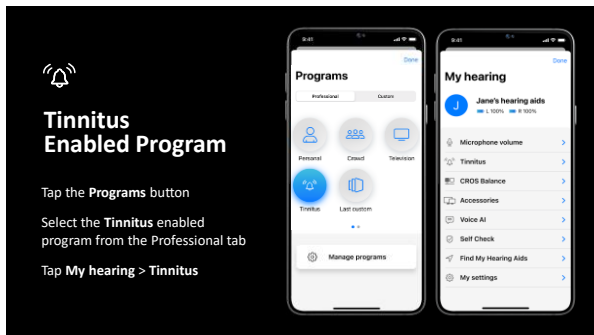
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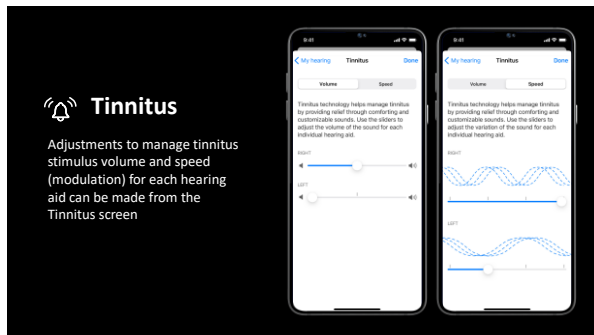
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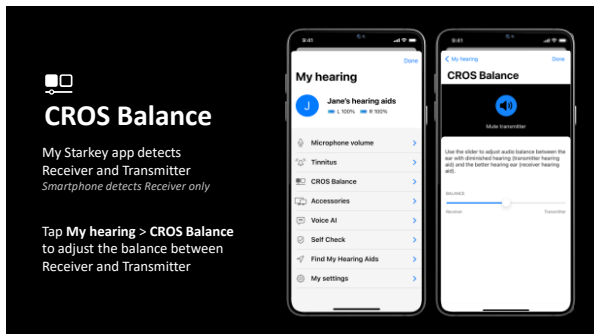
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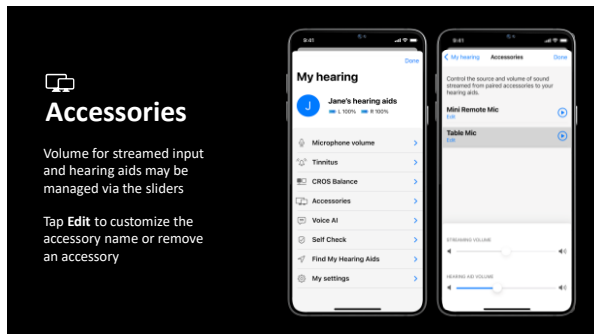
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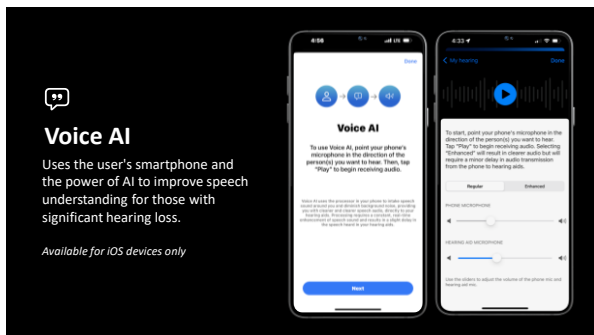
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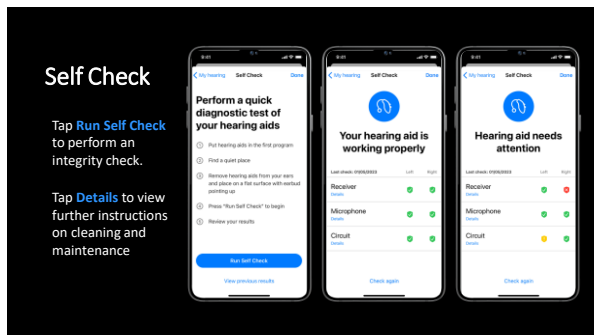
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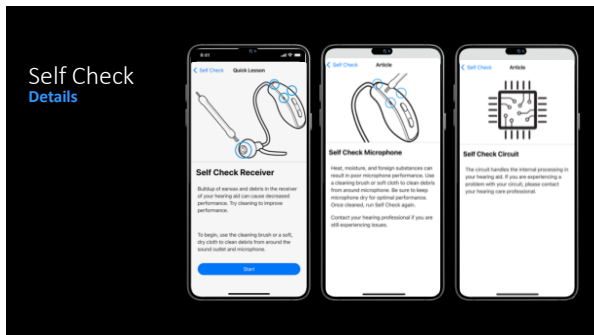
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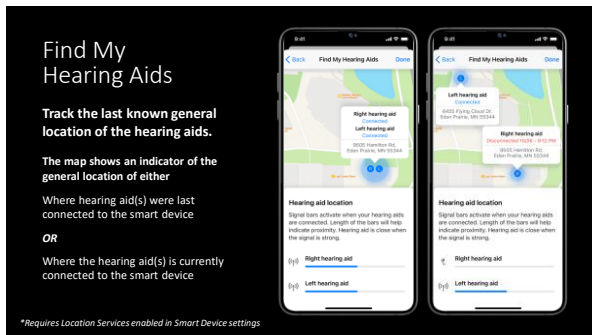
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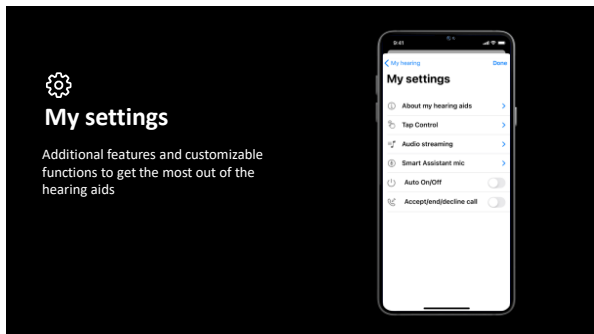
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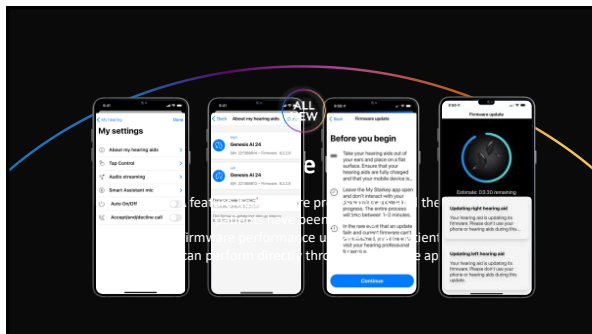
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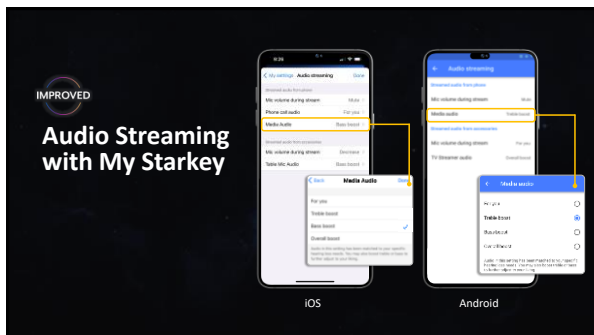
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IMPROVED

2-Way Audio

When streaming a phone call from an Apple iPhone or iPad, Genesis AI devices will automatically leverage existing directional microphone technology to improve the speech to noise ratio at the far end of a phone call.



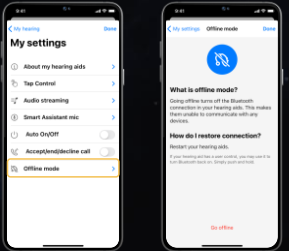
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Offline Mode

Turns off the Bluetooth radio in the hearing aids

App will appear as if devices are disconnected

Must be re-set via a user control or reboot



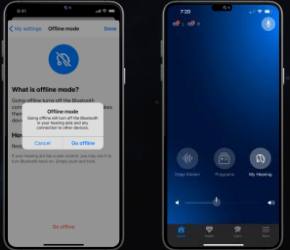
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51



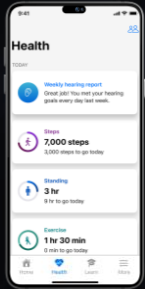
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Health

Monitor health, set hearing and fitness goals from the Health tab

Weekly hearing report
At-a-glance insights on hearing aid usage and interaction goals as well as hearing aid usage by the day or week. *Goal edits available*

Daily Updates
View for at-a-glance updates on physical activity



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INDUSTRY LEADING

Personal Health and Well-Being

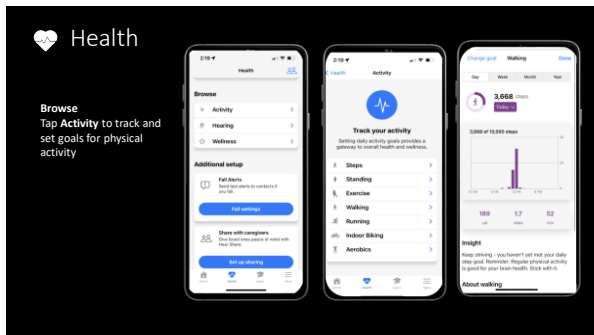
Helps patients accurately count steps, track engagement, and achieve well-being goals

Most activity tracking classifications in the industry

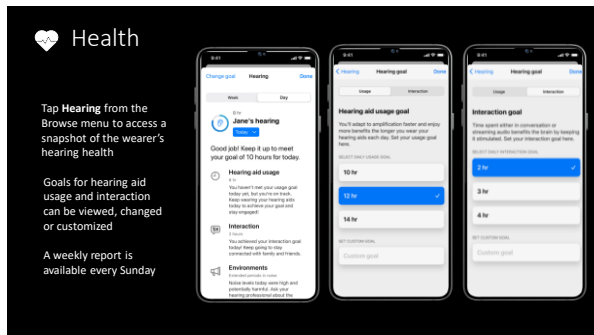
- Walking
- Running
- Aerobics
- Biking



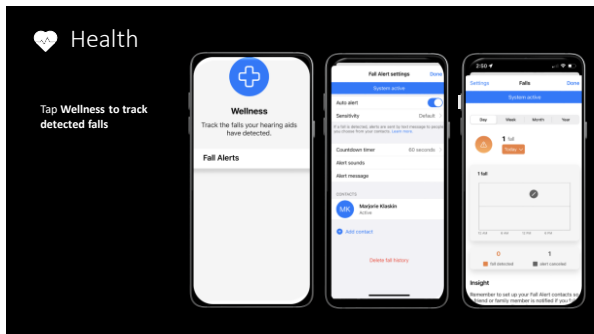
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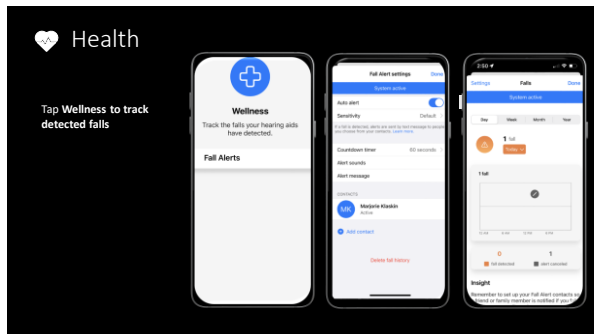
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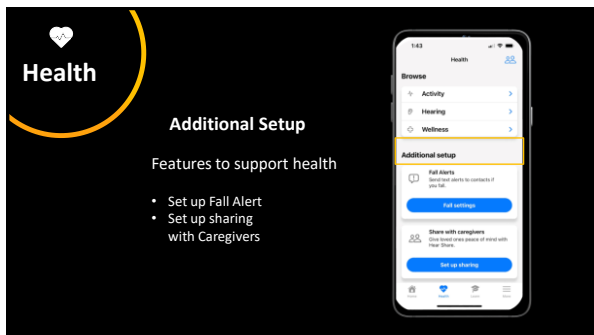
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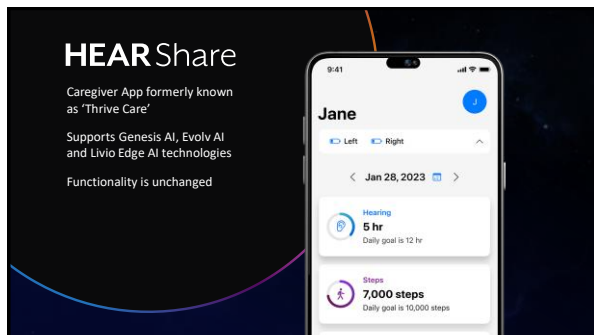
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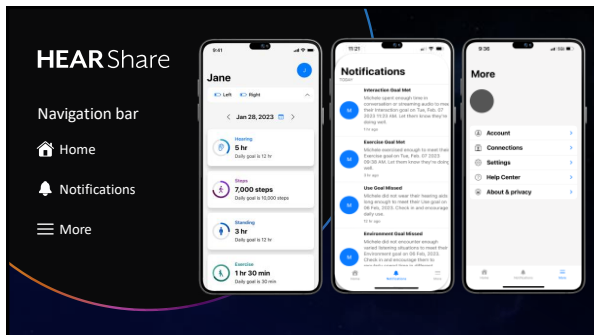
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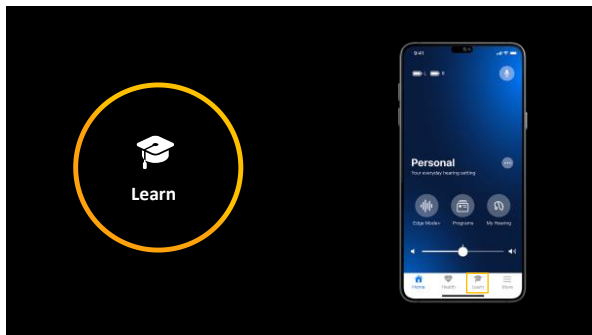
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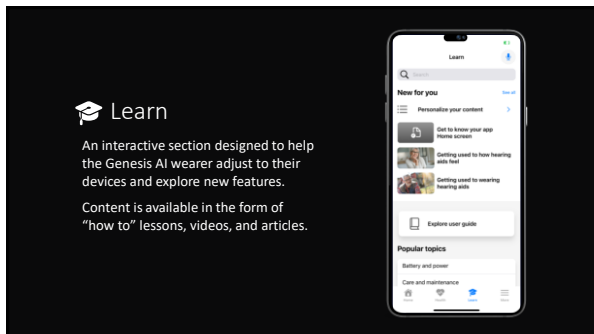
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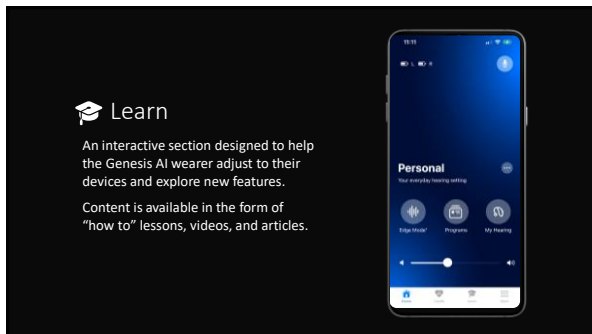
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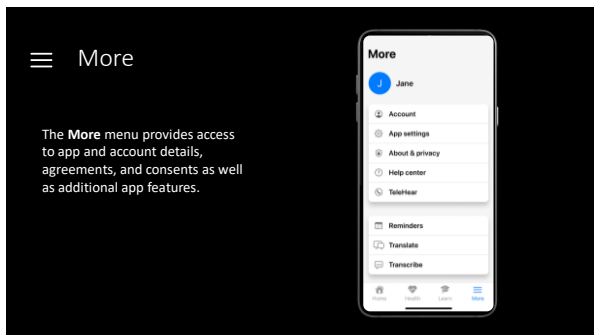
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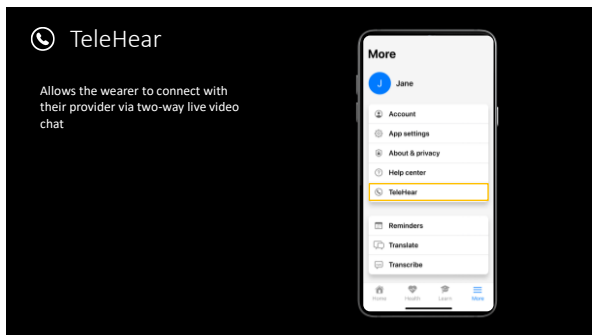
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TeleHear

Allows the wearer to connect with their provider via two-way live video chat

A valid mobile phone number must be used when inviting the patient to use TeleHear.

The purpose of the mobile phone number is to conveniently share the TeleHear invite code via SMS on the device the patient will use for remote sessions.



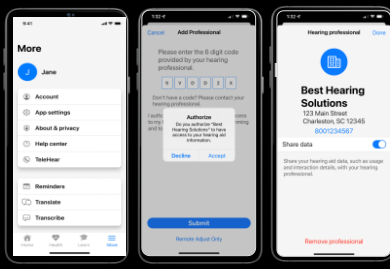
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TeleHear

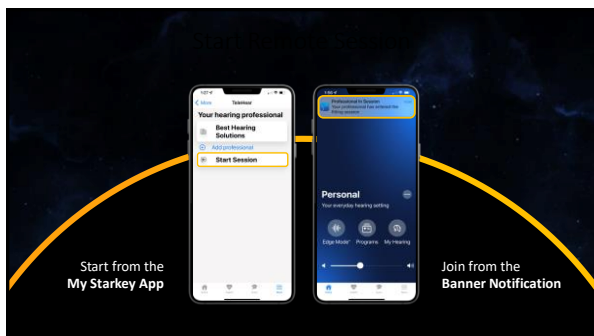
Allows the wearer to connect with their provider via two-way live video chat

To establish a connection requires entry of a one-time code from the provider

Get help from anywhere!



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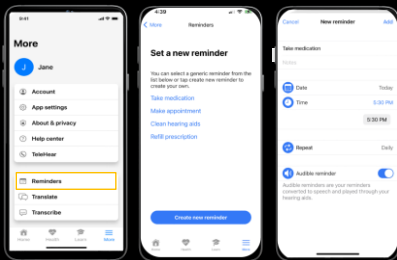
Start from the My Starkey App

Join from the Banner Notification

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Reminders

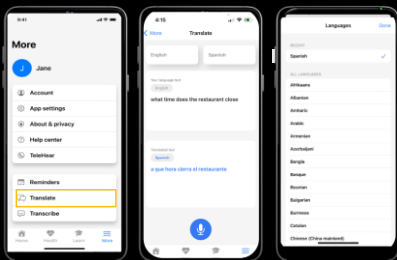
Tap Reminders to set a reminder from a sample list or create a customized reminder



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Translate

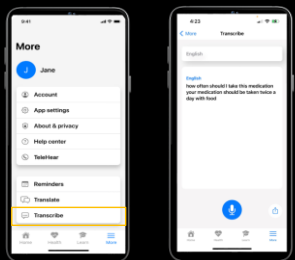
Tap Translate to easily communicate with speakers of other languages



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Transcribe

Tap Transcribe to display spoken word as text



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Notifications

Enhanced feature
Notifications located on the More tab

When a Notification is available, it will be indicated by a red dot

Notifications available:

- Low battery (<10%)
- Firmware Update

Swipe right to delete a Notification

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MyStarkey

Hearing

Hear better with less effort in any situation

- Support for Genesis AI devices
- Edge Mode+
- Manual adjustments
- Enhanced customization
- Find My Hearing Aid
- Voice AI
- Tinnitus
- CROS support
- Self Check
- Accessories support

Health

Live healthier, track activity, and detect falls

- Activity Monitoring with double the classifications
 - NEW! Walking
 - NEW! Running
 - NEW! Indoor biking
 - NEW! Aerobics
- Hearing data
- Activity and hearing insights
- Fall Alert
- Caregiver data sharing

Intelligent

Simplify daily life with assistive features

- Onboarding intros for features
- Learn
- Robust and personalized user guide
- Voice Assistant
- TeleHear
- Field firmware updates
- Reminders
- Translate
- Transcribe
- Find My Phone

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MyStarkey

Easy. Fast. Rewarding to use.

Designed by patients for patients through extensive research, testing, and evaluation

Convenient access for frequently used adjustments

Interactive educational resources in a variety of formats delivering personalized content

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We're Here to Support You

Professional Audiology Support

Australia
1800 024 985

New Zealand
0800 223 242

Contact your Product Specialist

Vincent Santana
NSW/QLD

Connie Lu
VIC/TAS

Phil Nelson
QLD/NT

Georgina Allam
WA/SACT

Oliver Cowan
NZ

Monja Mong
NZ

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Learn More

Genesis with Neuro Sound Technology

Technology for All Day Wear

Pro Fit Software

My Starkey App

www.starkeylearninghub.com.au

Register Now for our upcoming Genesis AI Endorsed Webinar Series!

- Genesis AI with Neuro Sound Technology
- Technology for All Day Wear
- A World-Class Fitting Experience with Pro Fit
- My Starkey App Webinar

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- White Papers
- Quick Tips
- Videos

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