GENESIS AI

No rest for the best

Starkey

Options for audio include computer speaker or dial-in at 02 8518 1923 / Access Code: 2634 164 1922

For technical questions or log-in information please contact Steven Le at 0437 622 596 Steven_Le@Starkey.com

1

GENESIS AI

No rest for the best

Starkey

The webinar will start in...

00:05:00

Options for audio include computer speaker or dial-in at 02 8518 1923 / Access Code: 2634 164 1922

For technical questions or log-in information please contact Steven Le at 0437 622 596 Steven_Le@Starkey.com

2

GENESIS AI

No rest for the best

Judy Grobstein
Regional Training and Education Director - APAC

Steven Le
Consumer Support Specialist and 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 2634 164 1922

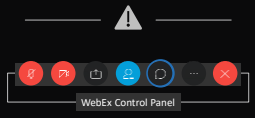
Please be sure to keep microphones muted

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

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.



5

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

6

Learning Objectives

1. Will be able to list 3 features available for Genesis AI hearing aids
2. Will be able to describe the updates to the Pro Fit software and My Starkey app
3. Will be able to discuss updates to TeleHear remote programming

7

GENESIS AI

Impressive sound quality with the industry's most advanced processor technology

Durable, discreet RIC design

Industry-leading battery life

8

Starkey

No rest for the best

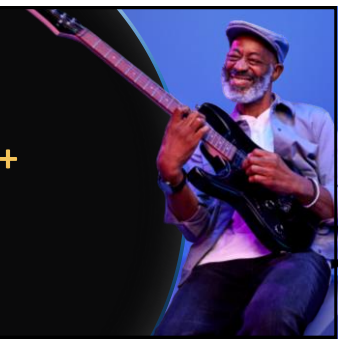
9

10

Better hearing has never been easier

11

Edge Mode+



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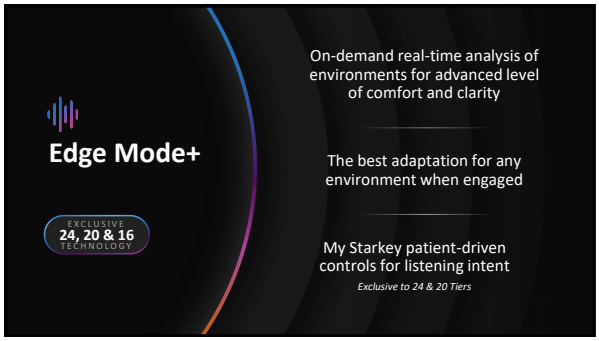

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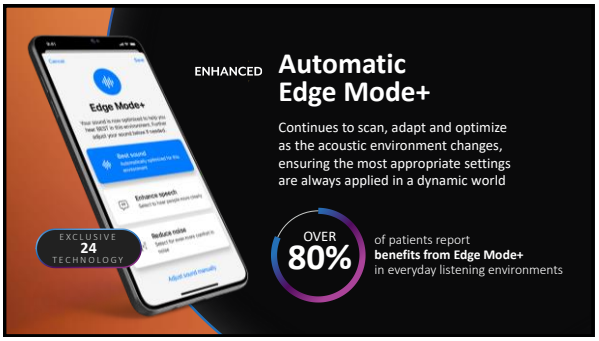

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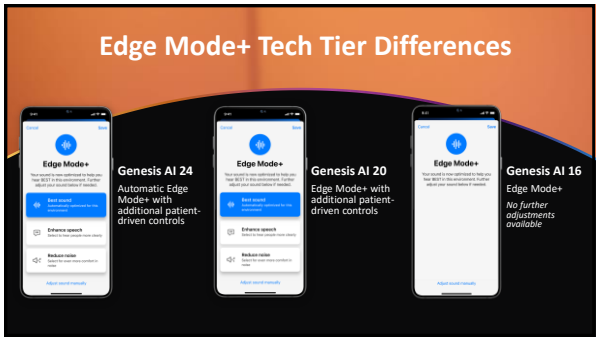

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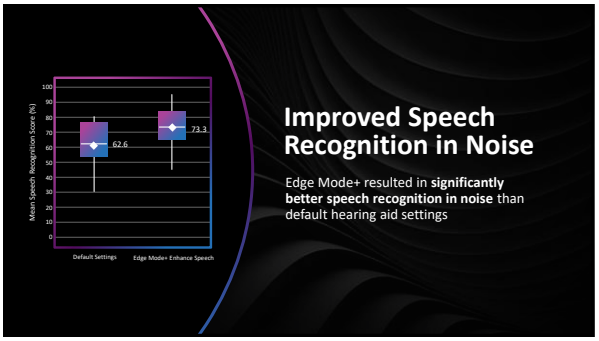

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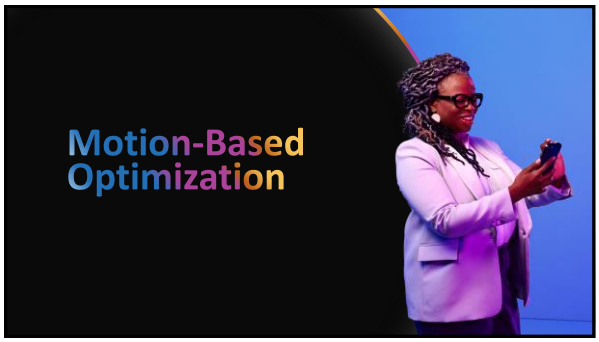

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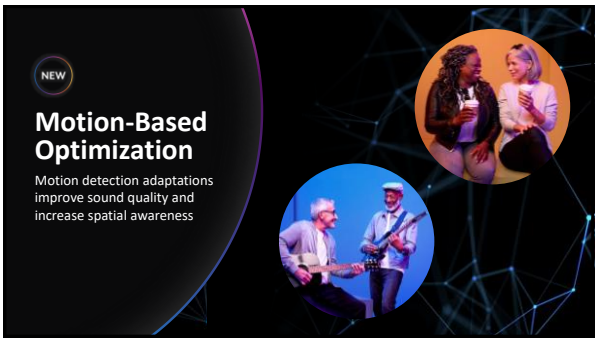

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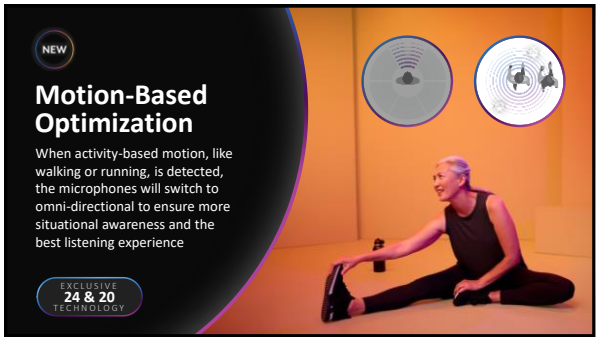

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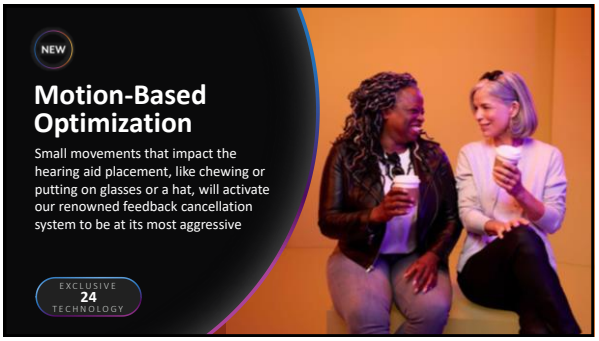

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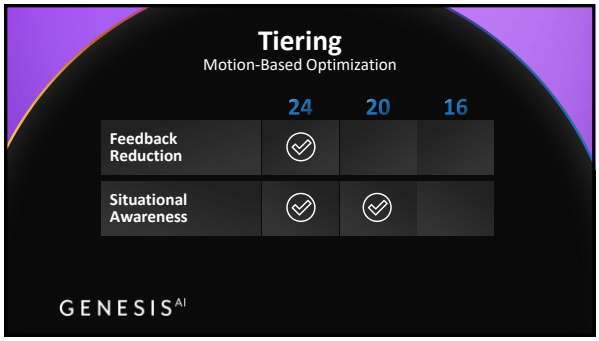

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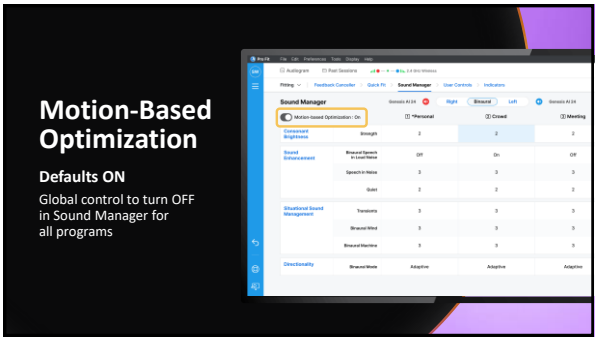

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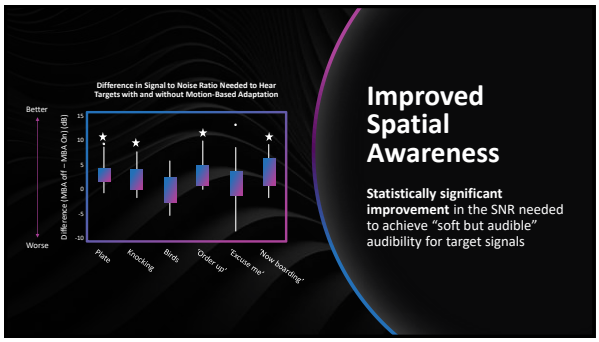

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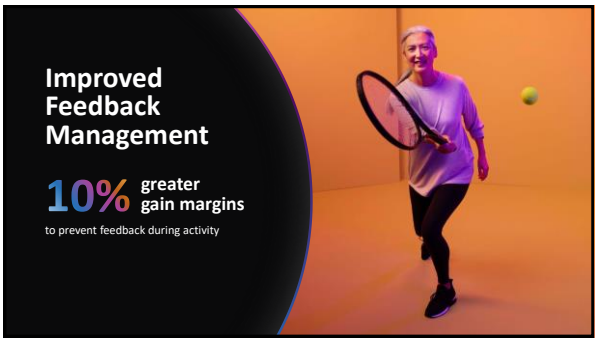
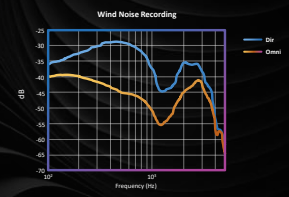


24

Improved Wind Noise Reduction

Less wind noise in omni-directional when the user is in motion



25

Hearing care is brain care

26

ACHIEVE Study

Aging and Cognitive Health Evaluation in Elders

A landmark randomized controlled trial to determine how hearing intervention affects brain health in older adults

MAIN FOCUS — OTHER AREAS

Cognitive Decline | Brain structure | Mental health & well-being | Physical function | Healthcare use

High adherence & satisfaction with hearing intervention sustained over 3 years

Positive effects* in communication impairment, loneliness, & social network size and diversity

Hearing intervention reduced 3-year global cognitive decline by 48% in the ARIC cohort†

*self-perceived

†Atherosclerosis Risk in Communities (ARIC) study is to investigate the causes of atherosclerosis and to measure how cardiovascular risk factors, medical care, and outcomes.

27

NEW

Social Interaction

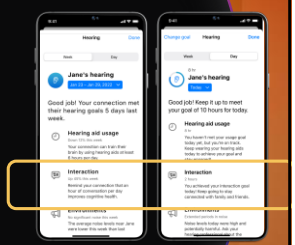
Distinguishes a wearer's own voice vs other voices to more accurately measure time spent in conversation

28

Interaction

Interaction Improvements

- Own-Voice detection
- Conversation detection



29

NEW

Intelligent Reminders

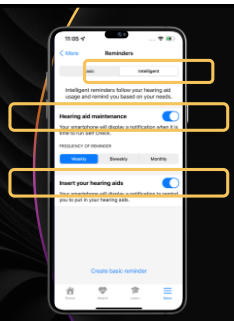
New reminders for inserting your hearing aids and hearing aid maintenance

30

Intelligent Reminders

Hearing Aid Maintenance
Reminds patients to perform Self Check
Frequency of Reminder can be set to:
Weekly, Biweekly, or Monthly

Insert Your Hearing Aids
Reminds the user to put on their hearing aids if they have not been turned on yet that day



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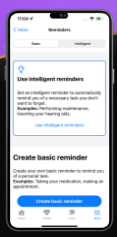
Reminders by Tech Tier



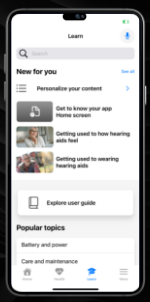
Genesis AI 24 and 20
Intelligent and Basic Reminder Options

Genesis AI 16
Basic Reminder Option only

32

Learn

An interactive section designed to help the Genesis AI wearer adjust to their devices and explore new features.
Content is available in the form of "how to" lessons, videos, and articles



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Connectivity just became more personal

34

MyStarkey + GENESIS AI

Direct BTLE Streaming

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

35

ENHANCED

Improved streaming sound quality

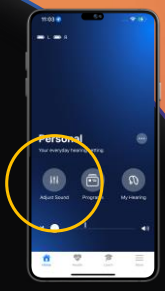
New equalizer to adjust streaming sound quality in the My Starkey app

36

Streaming

Improved streaming experience

When streaming, Edge Mode+ button is replaced with "Adjust Sound"



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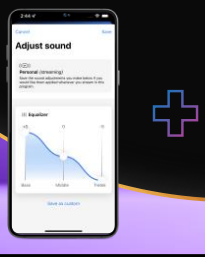
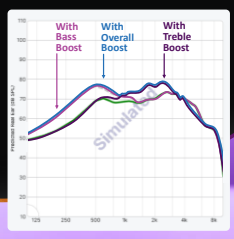
Streaming





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App Best Practices

Force closing My Starkey limits app and feature effectiveness and will slow down or hinder phone and app performance

Apps "running" in the background are in a suspended state and will not affect phone battery life

39

Chargers

Judy Grobstein
Regional Training and Education Director - APAC

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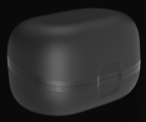
StarLink Chargers



StarLink Charger 2.0
Included

StarLink Premium Charger 2.0 with on-board battery
Orderable

41

StarLink Chargers

Key Features

- Turbo Charging
- LED lights inside the charger
- Arrives in Ship Mode
- Utilizes USB-C Charger Cable
- Hearing aids will fully charge in 3.5 hours
- Great for users with dexterity challenges

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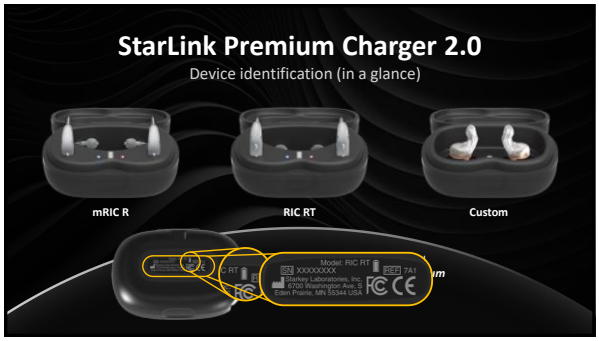

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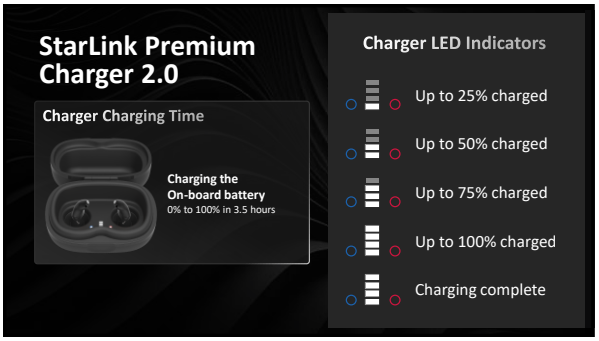

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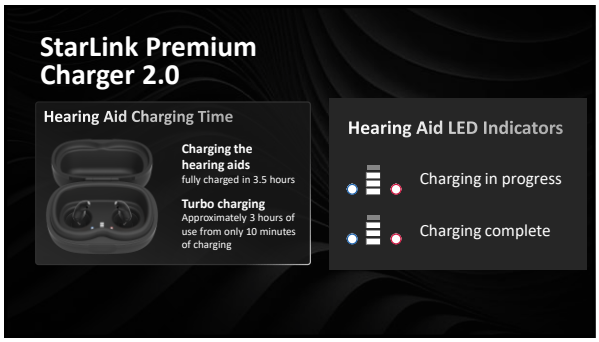

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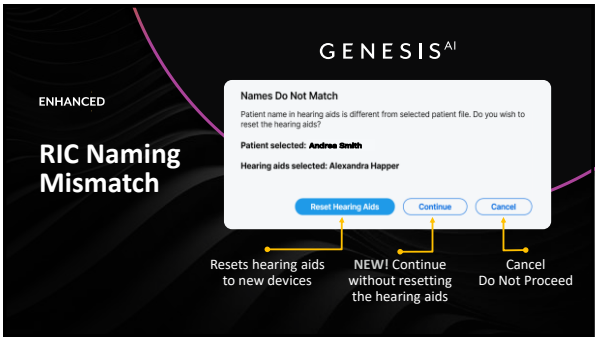

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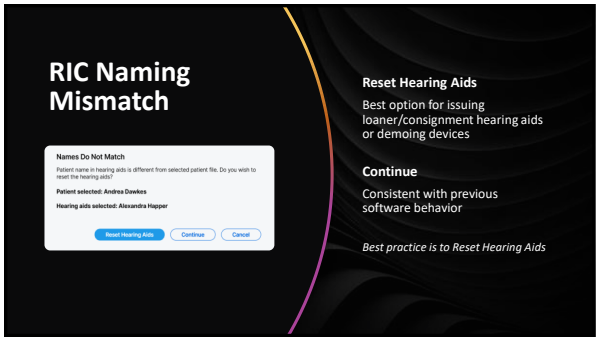

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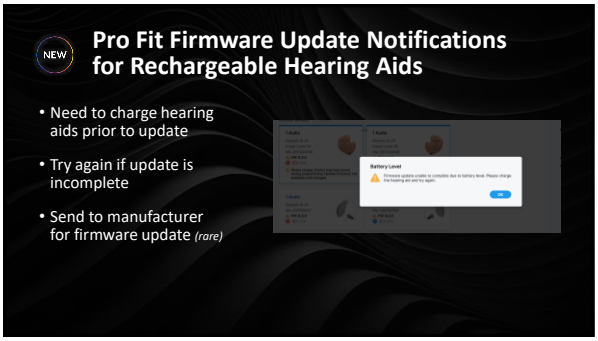

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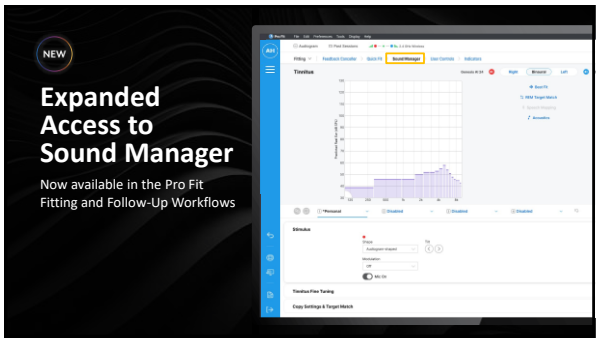

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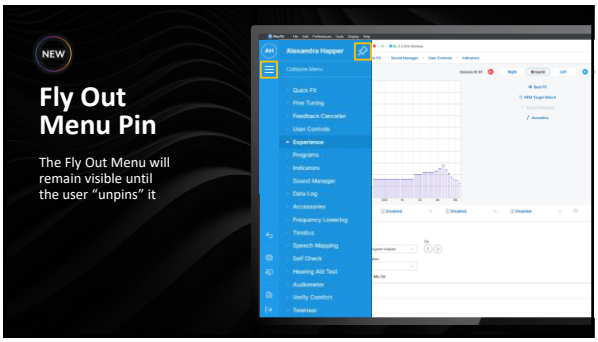

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Consonant Brightness

Consonant Brightness is a feature that emerged from our new additive compression architecture, specifically the fast-acting compressor

3 strength settings

- 1/ Minimum
- 2/ Moderate *(default)*
- 3/ Maximum

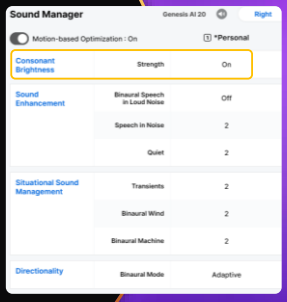
Only available in Genesis AI 24

55

ENHANCED

Consonant Brightness

ON/OFF control added to additional technology tiers



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Adjusting Consonant Brightness

If patient reports and **cannot accept** occasional hearing aid fluctuations or volume changes

May occur when a transient sound occurs in the presence of steady background noise

May be more common with greater degrees of hearing loss where fast compression gain changes are more substantial

24
TECHNOLOGY TIER

Try a different setting

Turn OFF if necessary

20 and 16
TECHNOLOGY TIERS

Turn OFF

57

Starkey **Pro Fit**

Multiflex Tinnitus Pro

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Multiflex Tinnitus Pro

Personalized Sound Therapy for Tinnitus Management

WHITE NOISE

Signal level based on PTA and comprised of equal energy distribution across frequencies

All Styles and Technology Tiers

AUDIOGRAM-SHAPED NOISE

Automatic shaping of the tinnitus stimulus **based on the hearing loss**

All Styles of the 24, 20, and 16 Technology Tiers

CUSTOM NOISE

Custom shaping of the tinnitus stimulus based on MDLs and MMLs

All Styles of the 24 and 20 Technology Tiers

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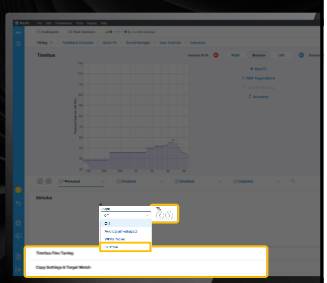
Multiflex Tinnitus Pro

Drawer organization

Custom shape signal added to the drop-down menu

Tilt Control NEW



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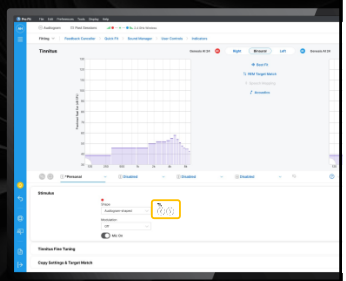
NEW

Tilt Control

Changes the shape and loudness of the masker

Adjusts gain as a function of frequency



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Tilt Control

Low Frequency Emphasis

Click to decrease high frequency output while increasing low frequency output.

Tilt

Start

High Frequency Emphasis

Tilt

Click to increase high frequency output while decreasing low frequency output.

Start

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ENHANCED

Auto Sleep and Sleep Mode

New naming to better reflect functionality, making it easier to use

GENESIS AI

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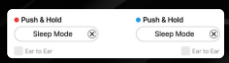
ENHANCED

New Nomenclature

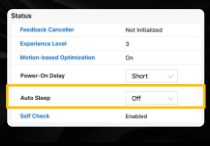
User Controls
Power Off

NOW Sleep Mode



Fitting Summary
Auto On/Off

NOW Auto Sleep



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In-Situ Audiometry Improvements

Lower testable tone levels

ALL STYLES

FREQUENCY	250	500	750	1000	1500	2000	3000	4000	6000	8000
LOWER TEST LIMITS (dB HL)	0	0	0	0	5	5	5	5	0	0

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TeleHear™

66

ENHANCED

TeleHear

Direct Linking

TeleHear SMS/text invitation includes direct linking for optimal ease-of-use, eliminating the need for manual code entry

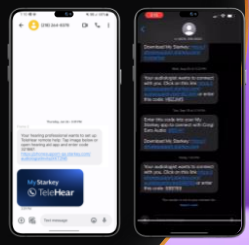
67

ENHANCED

TeleHear

Direct Linking

TeleHear SMS/text invitation includes direct linking for optimal ease-of-use, eliminating the need for manual code entry



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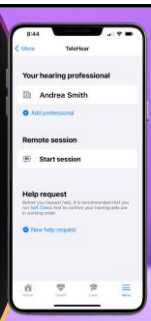
ENHANCED

TeleHear

Asynchronous Remote Programming

Making remote care even more convenient for you and your patients



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Types of Remote Programming

Synchronous
Remote Programming

Real-time communication and action

Happening now

Starkey synchronous solution

Start Live Session

Examples
Facetime | Phone call

Asynchronous
Remote Programming

Sometimes called store-and-forward

Not in real-time; communication and action at your discretion

Examples
Facebook | Text messages

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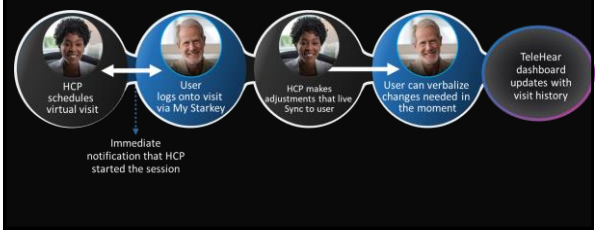
Synchronous Remote Programming

OVERVIEW



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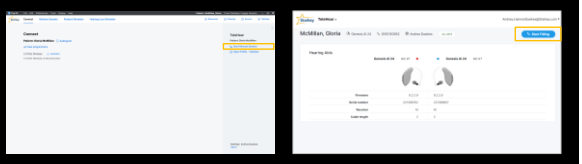
Start Live Session

Pro Fit

TeleHear Portal



The ability to start a remote session is available once the professional has logged into TeleHear

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Start Remote Session

Start from the **My Starkey App**

Join from the **Banner Notification**

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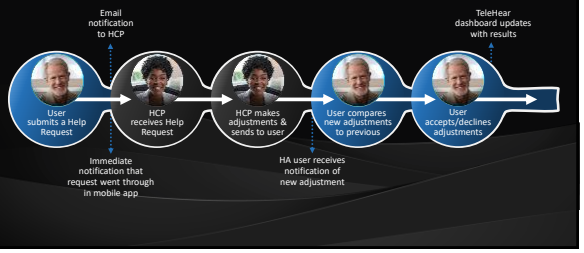
Asynchronous Remote Programming

OVERVIEW



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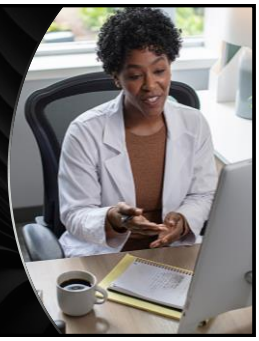
TeleHear Asynchronous Advantages

Programming is accomplished from anywhere!

Fully web-based and doesn't require fitting software

Log into TeleHear, make adjustments, send to the patient

Adjustments may be accomplished with a home computer, tablet, or even a phone

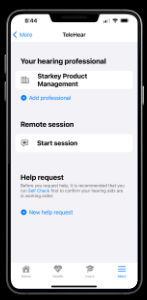


75

Asynchronous
My Starkey

User sees new option for '**Help Request**'

Tapping '**New help request**' will start the request messaging assistant

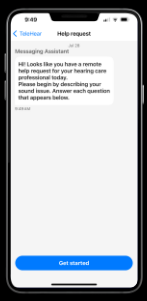


76

Asynchronous
My Starkey

After tapping '**New help request**', the messaging assistant will begin asking questions

User will answer multiple questions to drill into the issue



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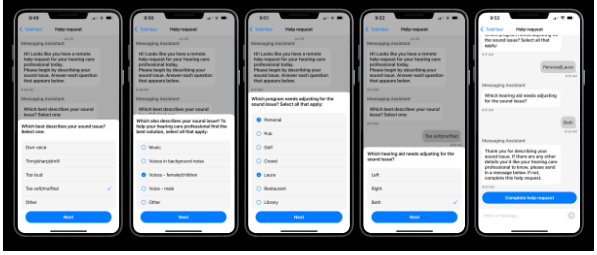

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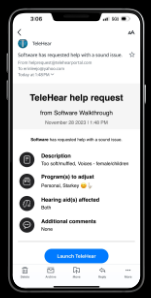
Asynchronous
TeleHear Portal

Professional receives notification email of Help Request



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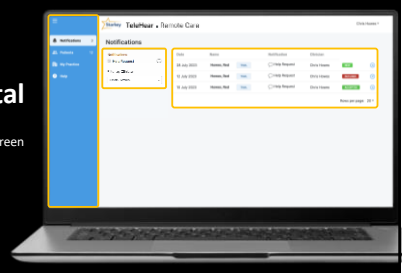
Asynchronous
TeleHear Portal

Logging in to TeleHear Portal defaults to the Notification screen
(if you have a notification)

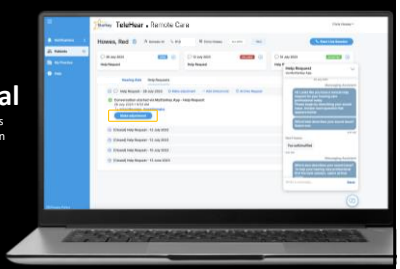


80

Asynchronous
TeleHear Portal

Clicking on the new request opens the selected patient's 'file' (Red) in the Help Request tab

The professional can read the request in the chat window and message with the patient if more detail is needed or they can click '**Make Adjustment**'



81

Asynchronous
TeleHear Portal

In the 'Make Adjustment' screen, you may perform Quick Fit or Fine Tuning in any program

Minimize the Help Request information as needed

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Asynchronous
TeleHear Portal

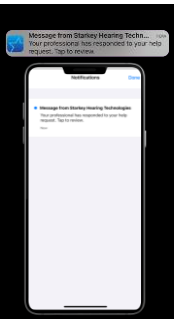
1. Adjustment completed changes '**OPEN**' to '**PENDING**'
2. Message box for personalized message
3. The '**Send Adjustment**' button becomes enabled with '**PENDING**' status

83

Asynchronous
My Starkey

More > Notifications

User will get notifications that the professional has provided new adjustments



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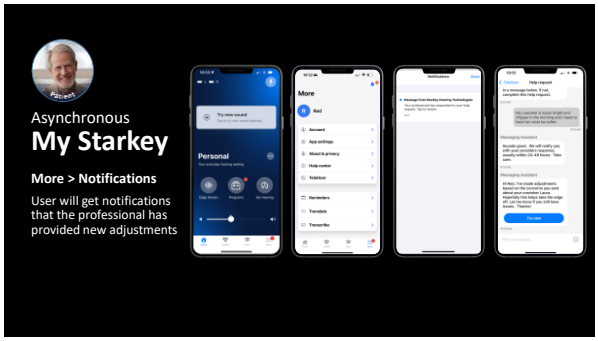

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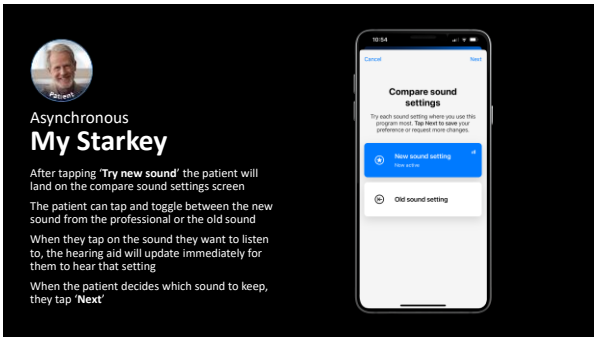

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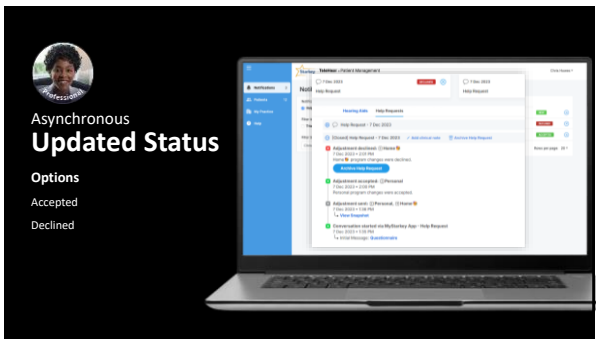

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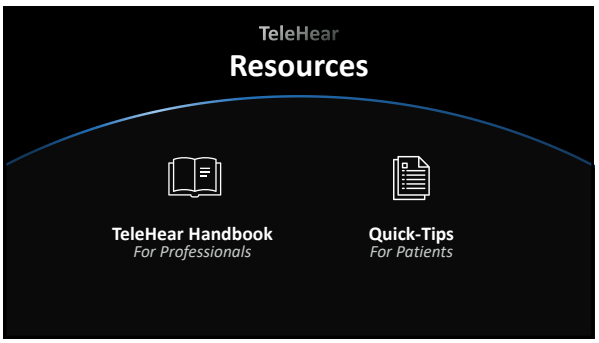

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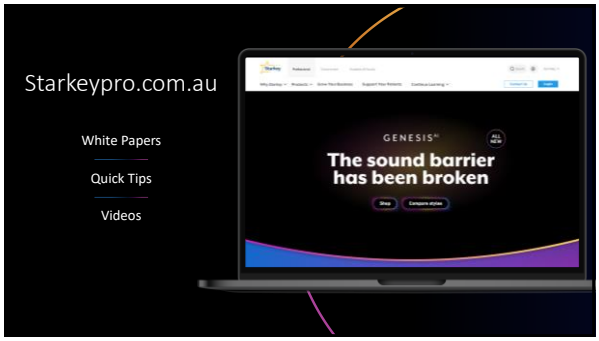
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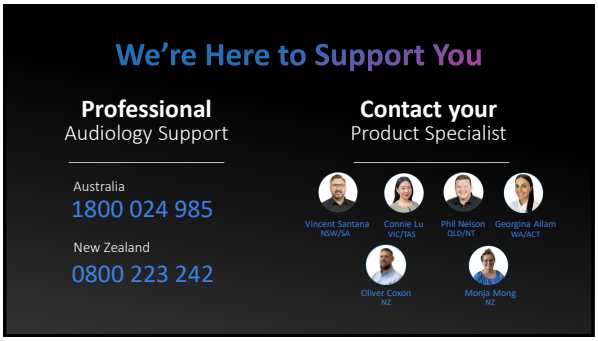
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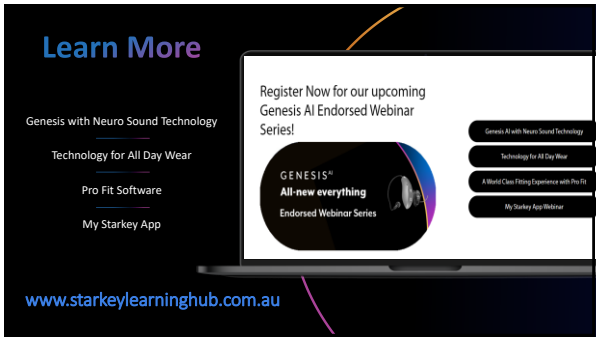
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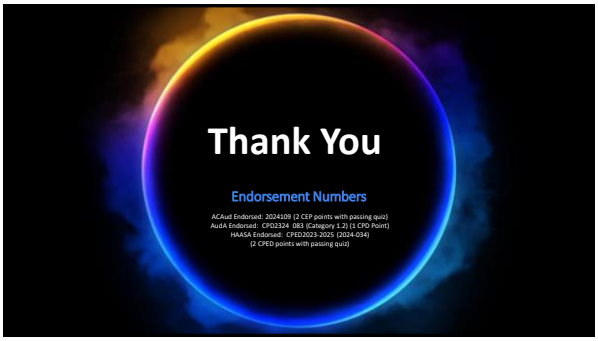
Thank You
Endorsement Numbers
ACAud Endorsed: 2024109 (2 CEP points with passing quiz)
AudA Endorsed: CPD2324 083 (Category 1.2) (1 CPD Point)
HAASA Endorsed: CPED2023-2025 (2024-034)
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