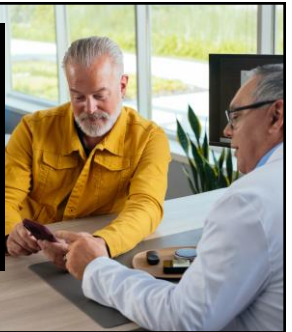


Enhancing Patient Care through Innovation

Exploring the Latest Features in the My Starkey App

For technical questions or log-in information please contact Starkey at 1800 024 985 or australia@starkey.com.au
Access Code: 2869 536 0428 if needed

1




Enhancing Patient Care through Innovation

Exploring the Latest Features in the My Starkey App

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

For technical questions or log-in information please contact Starkey at 1800 024 985 or australia@starkey.com.au
Access Code: 2869 536 0428 if needed


2



Enhancing Patient Care through Innovation

Exploring the Latest Features in the My Starkey App

3




Technical Issues

If not using speakers and you haven't already, please call into the call center number and enter access code 2869 536 0428
(Australia +61 2 85181923, NZ +64 9 9291750, Singapore +65 31581414)

Please be sure to keep microphones muted


If you have any technical issues, please contact Starkey at australia@starkey.com.au or call 1800 024 985

4



Questions

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



WebEx Control Panel

5

Endorsed Session

This webinar is endorsed for Audiology Australia and ACAud inc. 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 inc. HAASA members must complete the quiz to receive full points.

6

Learning Outcomes

- 1 List two new features available in My Starkey
- 2 Identify where to find the new healthable features in My Starkey
- 3 Describe one benefit of TeleHear AI

7

Starkey

Always creating **new paths**

8

Introducing **OMEGA^{AI}**
Technology so intelligent,
it's superhuman

9

OMEGA^{AI}
Technology so intelligent,
it's superhuman

Tech tiers
24 | 20 | 16

10

Hear with clarity, **connect with confidence**

11

OMEGA^{AI}

MyStarkey

12

MyStarkey
Smartphone Compatibility

Device compatibility

I am wearing...

- OMEGA^{AI}
- EDGE^{AI}
- GENESIS^{AI}
- evolv^{AI}

or

I am a family member, friend, or caregiver.

Download on the App Store
Requires iOS 16 or higher
You must have an Apple ID to download the MyStarkey 3.0 app

GET IT ON Google Play
Requires Android OS 8.0 or higher

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Battery Status

Current Program

Streaming Options

Smart Assistant

Program Options

Volume Control

14

MyStarkey
Connectivity Enhancements

15

Google Fast Pair ALL NEW

Quickly connects Bluetooth devices to an Android device, allowing connection with a single tap

16

Google Fast Pair ALL NEW

Detects nearby devices
Shows a notification with the device's name and picture
Connects with a single tap

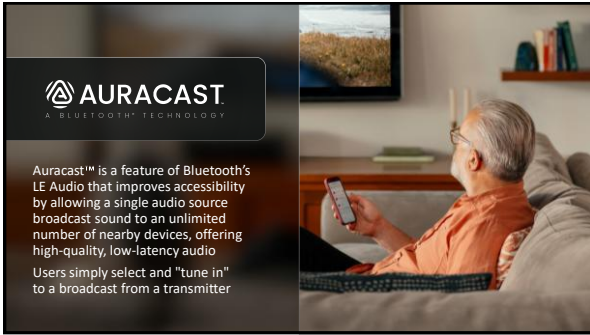
EXCLUSIVE TO OMEGA AI

17

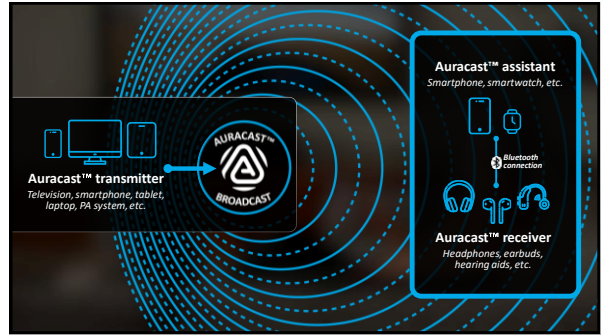
AURACAST
A BLUETOOTH[®] TECHNOLOGY

Best-in-class Streaming Experience
2.4 GHz Radio with LE Audio

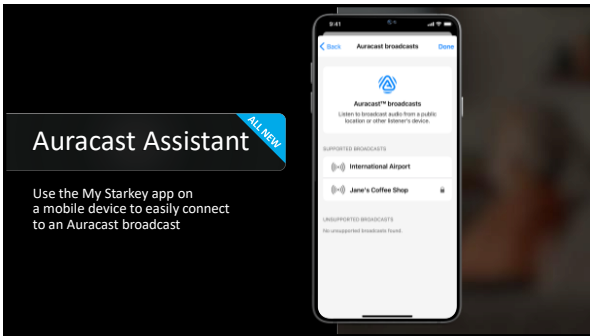
18



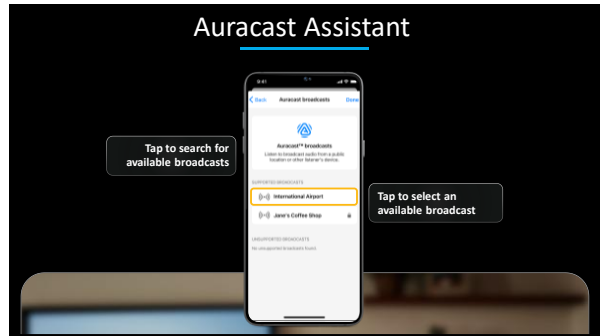
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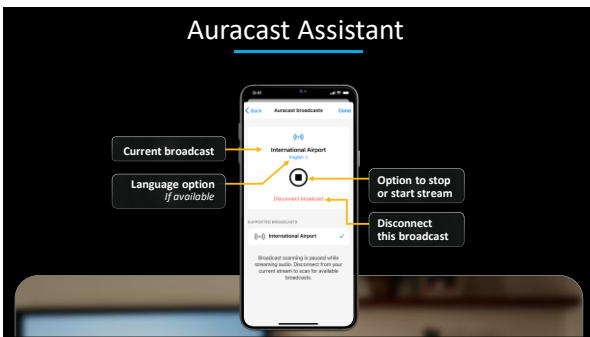
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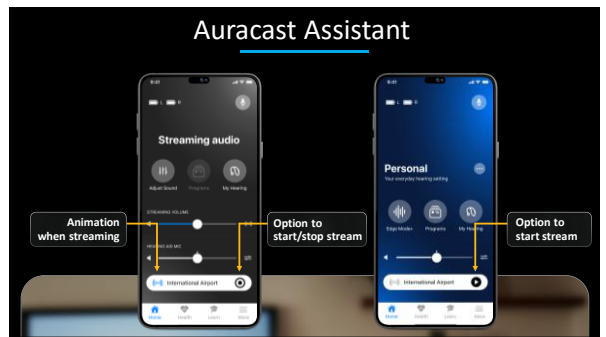
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23




24

Auracast Assistant

Good to Know

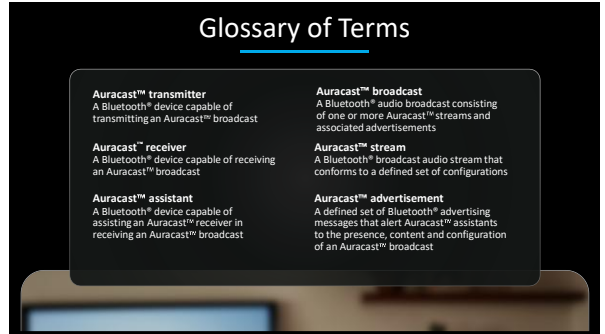
- Cannot scan for broadcasts when actively streaming
- If a broadcast is password protected, the Auracast Assistant cannot verify the password unless audio is actively streaming
- My Starkey will prompt the user with a message



25

Glossary of Terms

- Auracast™ transmitter**
A Bluetooth® device capable of transmitting an Auracast™ broadcast
- Auracast™ receiver**
A Bluetooth® device capable of receiving an Auracast™ broadcast
- Auracast™ assistant**
A Bluetooth® device capable of assisting an Auracast™ receiver in receiving an Auracast™ broadcast
- Auracast™ broadcast**
A Bluetooth® audio broadcast consisting of one or more Auracast™ streams and associated advertisements
- Auracast™ stream**
A Bluetooth® broadcast audio stream that conforms to a defined set of configurations
- Auracast™ advertisement**
A defined set of Bluetooth® advertising messages that alert Auracast™ assistants to the presence, content and configuration of an Auracast™ broadcast




26

Disconnected Status

ENHANCED
Message displays when hearing aids are disconnected

Tapping "Learn more" provides the user with a quick lesson of connection tips specific to iOS or Android

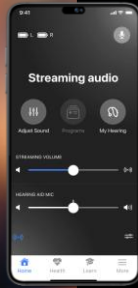
Available for all products supported in My Starkey



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ENHANCED Audio Streaming Volume

Adjust streaming volume independently of the hearing aid volume via the streaming volume slider

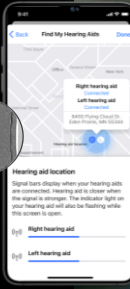


28

Find My Hearing Aid Visual Indicator

Find My Hearing Aid will blink the LED when devices are connected

The R/L icons on the screens will also flash for LED products

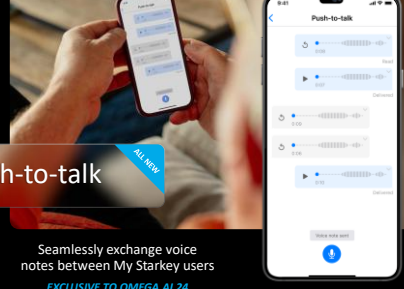


29

Push-to-talk

Seamlessly exchange voice notes between My Starkey users

EXCLUSIVE TO OMEGA AI 24



30

**Generative AI:
Say it, solve it**

ENHANCED
Smart Assistant

ALL NEW
TeleHear AI

ALL NEW
Starkey AI Assist

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Gen AI Smart Assistant

Supports hearing aid mic pick-up

Allows patients to get hands-free help using their voice

Receive detailed answers to questions, switch programs, set reminders, and more

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TeleHear AI

Allows hearing aid wearers to manage their own sound concerns

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TeleHear

- Synchronous Remote Programming**
Live virtual session with provider
Real time changes made
- Asynchronous Remote Programming**
Help request sent to provider by the patient
Not in real-time
- TeleHear AI Adjustments**
Patient interacts with Gen AI technology to improve hearing aid settings
Real time changes made

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TeleHear AI

Patients describe their sound concerns via a conversational interface

AI interprets the issue and offers adjustments based on professional expertise

Exclusive to Omega AI 24

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Getting Started with TeleHear AI

Welcome to TeleHear AI — the smart tool designed to help you solve sound concerns instantly.

TeleHear AI listens to your sound concerns then creates an adjustment based on thousands of professional settings.

You can try it and then apply it, plus go back to your original setting anytime, it's easy.

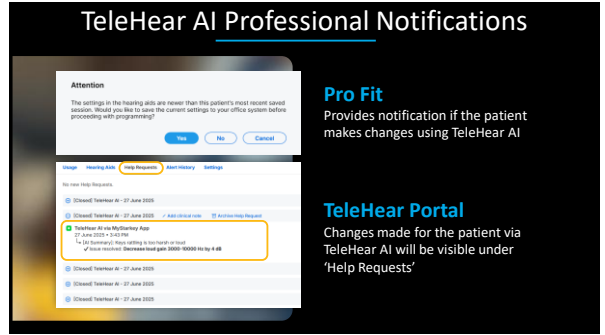
To begin, tell TeleHear AI about your sound concern. Or use for a list of sound concerns to choose from.

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Using TeleHear AI

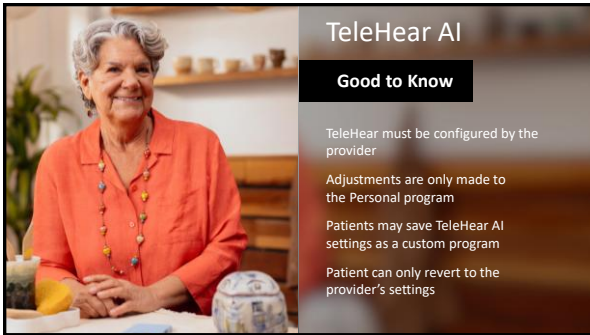
37



Pro Fit
Provides notification if the patient makes changes using TeleHear AI

TeleHear Portal
Changes made for the patient via TeleHear AI will be visible under 'Help Requests'

38

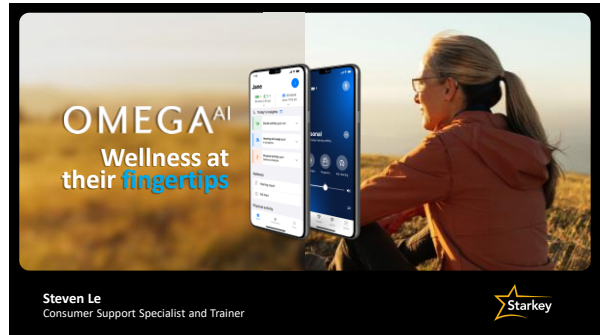


TeleHear AI

Good to Know

- TeleHear must be configured by the provider
- Adjustments are only made to the Personal program
- Patients may save TeleHear AI settings as a custom program
- Patient can only revert to the provider's settings

39

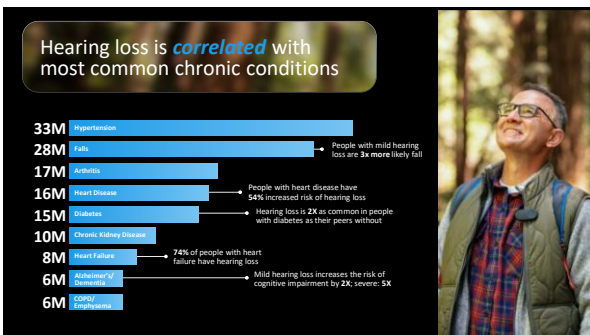


OMEGA AI Wellness at their fingertips

Steven Le
Consumer Support Specialist and Trainer



40



41



IMU Inertial Measurement Units


42

Health

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

Most activity tracking classifications in the industry

- Walking
- Aerobics
- Running
- Biking



43

Going *beyond* fall detection

JOHNS HOPKINS UNIVERSITY

People with mild hearing loss are **3X more likely** to have a history of falling

40% increased incidence of falls for every 10 dB of measured hearing loss

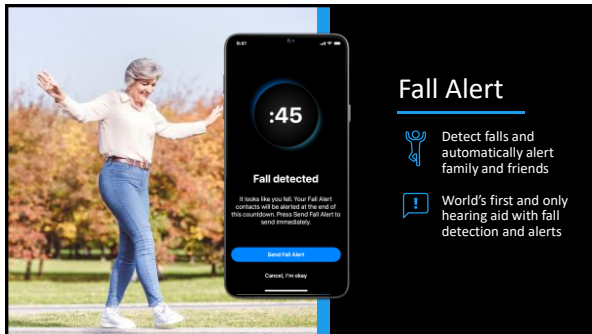



44

Fall Alert

Detect falls and automatically alert family and friends

World's first and only hearing aid with fall detection and alerts

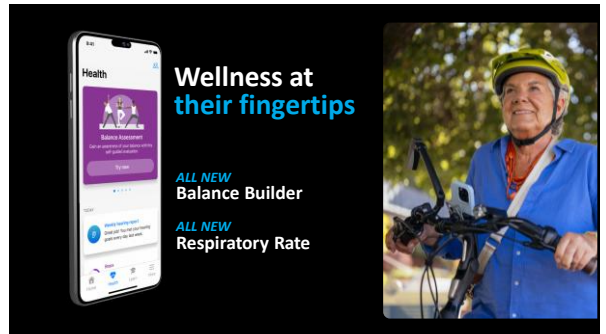


45

Wellness at their fingertips

ALL NEW Balance Builder

ALL NEW Respiratory Rate



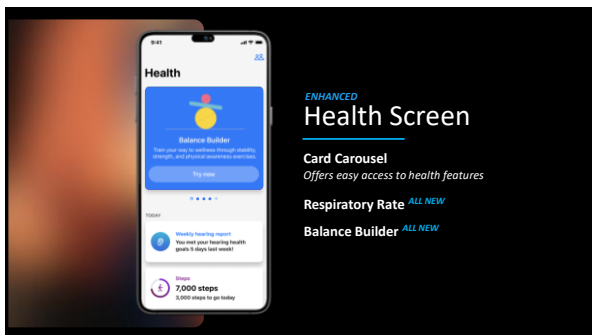
46

ENHANCED Health Screen

Card Carousel
Offers easy access to health features

Respiratory Rate *ALL NEW*

Balance Builder *ALL NEW*



47

Balance Assessment

Exercises based on the CDC's STEADI Program

Quickly assess elements of balance

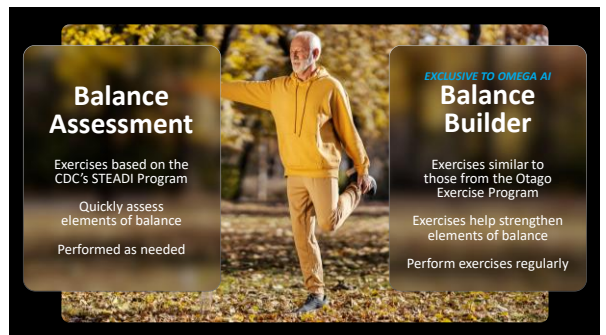
Performed as needed

EXCLUSIVE TO OMEGA AI Balance Builder

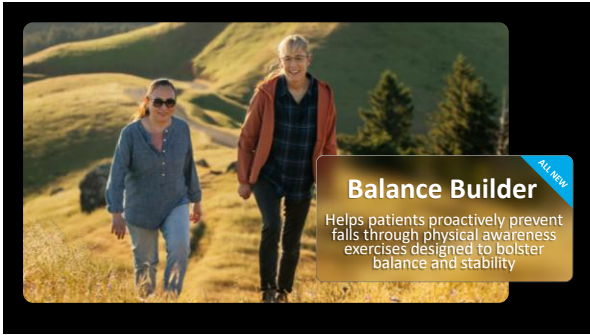
Exercises similar to those from the Otago Exercise Program

Exercises help strengthen elements of balance

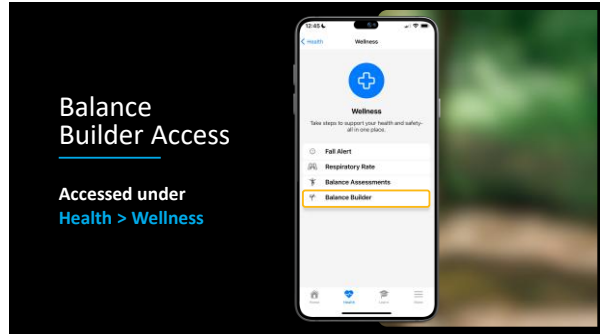
Perform exercises regularly



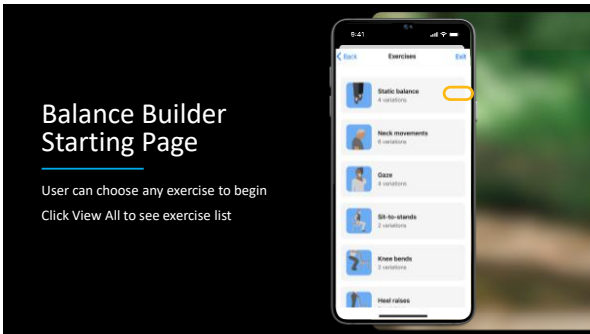
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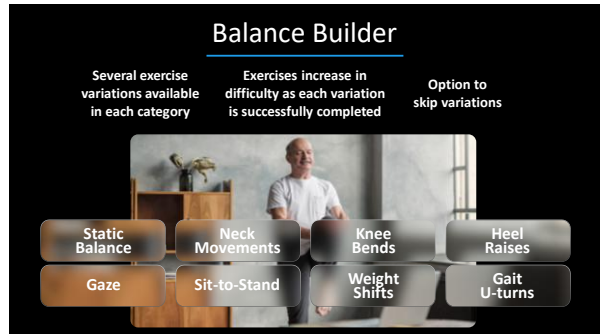
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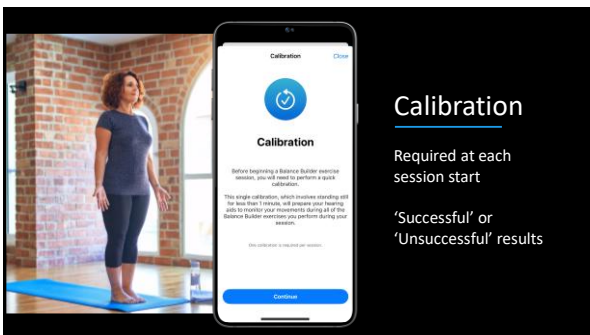
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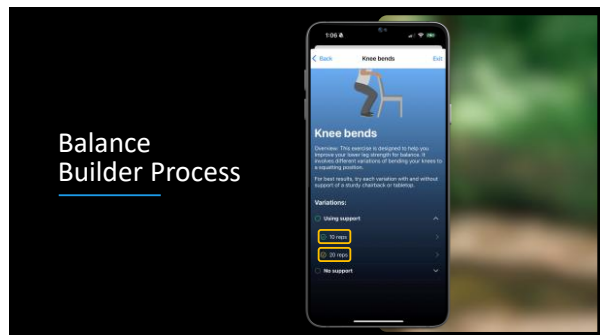
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52



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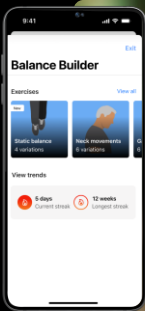
54

Balance Builder Trends

View trends shows current and longest streak

Found on the Balance Builder starting page

Cannot view result history




55

Balance Builder

Good to Know


- Enabling Fall Alert is recommended
- Progress is not visible unless you do the calibration
- Progress shown is from the previous session and builds each time you do additional exercises



56

Respiratory Rate

Allows patients to monitor their own respiratory rate—one of the four vital signs that help measure the body's most basic functions

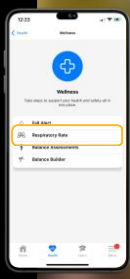


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INDUSTRY FIRST Respiratory Rate

Accessed under **Health > Wellness**

Feature is always on

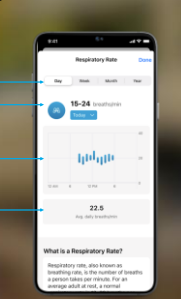


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INDUSTRY FIRST Respiratory Rate

Using the IMU sensors on board the hearing aids, respiration rate is measured automatically **every three minutes** when at rest

- View timeframe options
- Range for selected timeframe
- Graphed view of respirations
- Average for selected timeframe



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End User License Agreement (EULA)

Starkley is Not Providing Healthcare Services

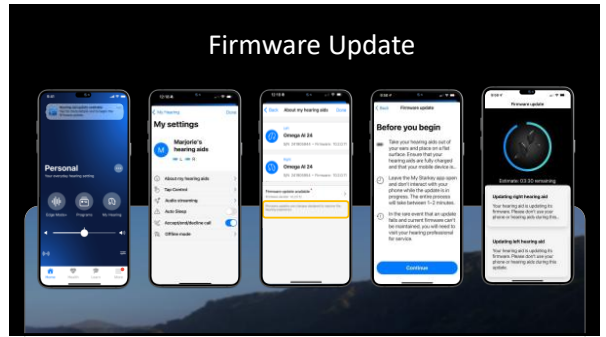
The App and information generated by the App is not a substitute for regular professional care and monitoring.

The feature is intended solely for informational purposes and should not be used as a substitute for professional medical advice, diagnosis, or treatment.

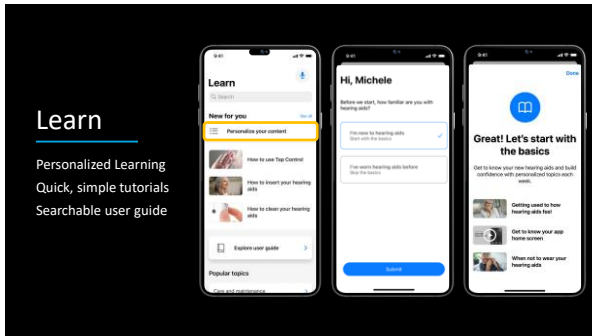
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63



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Feature Tying


	24	20	16	
	●			Gen AI Smart Assistant & TeleHear AI
	●			Translate & Push-to-Talk
	●	●		Transcribe
	●	●		Multiflex Tinnitus Pro
	●	●		Smart Assistant & Find My Hearing Aids
	●	●		2-Way Audio
	●	●		Hearing Health & Activity Tracking
	●	●		Fall Alert, Balance Assessment, Balance Builder
	●	●		Reminders & Self Check
	●	●		Auracast Assistant
	●	●		Tap Control
	●	●		TeleHear Remote Programming
	●	●		Google Fast Pair***
	●	●		Demo Stream
	●	●		Waterproof up to 1m**
	●	●		Apple Watch Controls*

*For iOS users only
**Rechargeable styles only
***For Android users only
Features listed in blue are available within the My Starkey app

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StarLink Edge TV Streamer

Auto Stream
Automatically starts and stops streaming when the hearing aids are within range

Exclusive to Omega AI

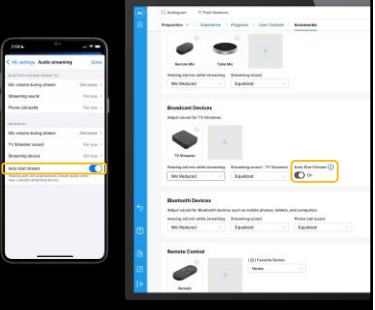
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OMEGA AI EXCLUSIVE

Auto Start Stream

Configures the hearing aid to automatically scan and connect to broadcast signals from the TV Streamer

Accessible from Pro Fit or the My Starkey App
Defaults On



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StarLink Remote Control 2.0


Manage:
Volume
Program

Favorite Button:
Home (default)
Start/Stop Broadcast Stream
Edge Mode+
Tinnitus on/off

70

StarLink Edge Table Microphone

Featuring eight built-in microphones, our rechargeable StarLink Edge Table Microphone makes it easy for hearing aid wearers to automatically focus on varying signals of interest in multi-speaker environments



71



StarLink Edge Remote Microphone

Our sleek, rechargeable StarLink Edge Remote Microphone makes it easy for hearing aid wearers to enjoy one-on-one conversations in noise
It also works as a remote control

72



OMEGA^{AI}
Better hearing for all



73

Resources

The History of Bluetooth Auris
https://www.theauris.com/blogs/blog/the-history-of-bluetooth?srsltid=AfmBOoo0bYO4A9FoquYUyo4j_398SqfTJ5jUJfG4NdAltag9OEgIF4m

Bluetooth
<https://www.bluetooth.com/>

74

Starkeypro.com.au

- White Papers
- Quick Tips
- Videos
- Training Opportunities

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Endorsed Webinars

- Introducing Omega AI: Better Hearing All Around**
Recorded Launch Webinar
- Optimize Sound Quality with Omega AI**
Recorded Webinar
- Enhancing Patient Care Through Innovation: Exploring the Latest Features in The My Starkey App**
Recorded Webinar

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How did we do?

We'd love to hear your feedback on today's training

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Thank You

Endorsement Numbers

ACAud Inc. HAASA Endorsed: 2026111 (1.5 CPD points with passing quiz)
 AudA Endorsed: CPD2526 052 (Category 1.2) (1 CPD Point)

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