

GENESIS^{AI}

Harnessing Starkey's Neuro Processor

Part II: How to optimize Genesis AI
Intelligent Assistant features

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Webinar FAQs

Harnessing Starkey's Neuro Processor

How to Ask a Question:

- Click Q & A, type your question, and Send

Resources Tab:

- Download the course handout
- Link to course information page
- View presenter information

How to view captions:

- Click Show Caption CC Button

How to earn CEUs:

- After the webinar, go to your Pending Courses and pass the multiple-choice exam

For assistance or tech support:

- Call 800-753-2160
- customerservice@audiologyonline.com
- Use the Q&A window

Learning Outcomes

1

Identify two intelligent
assistant features that
Genesis AI offers

2

Identify which page
within My Starkey
offers access to
Transcribe

3

Identify what tech level
Smart Assistant is
available for Genesis AI

My Starkey Features

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

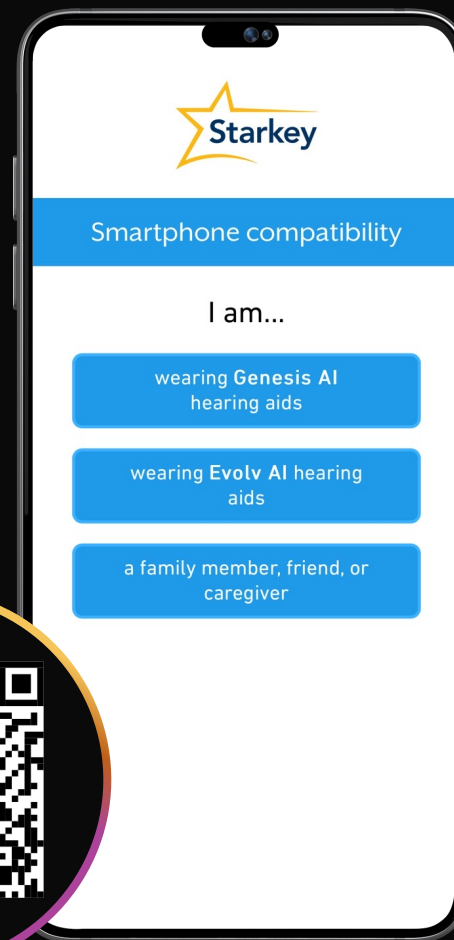
MyStarkey + GENESIS^{AI}



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

My Starkey

Smartphone Compatibility



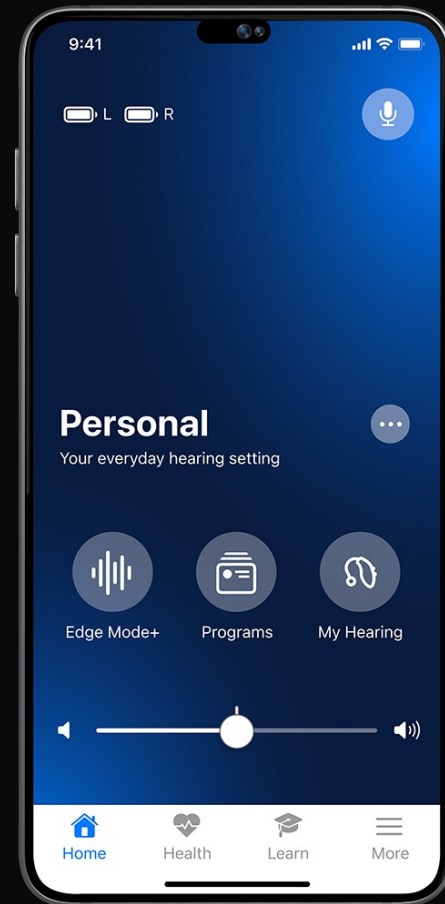
Home

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



Smart Assistant



Tap Control



Translate



Transcribe



Smart Assistant
with Voice Commands



Reminders



Self Check

Tap Control



Reminders



Fall Alert



Personal Health
Monitoring



Two Way Audio



Multiflex Tinnitus



Edge Mode+



Self Check



Auto On/Off



Smart Assistant



Transcribe



Translate



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



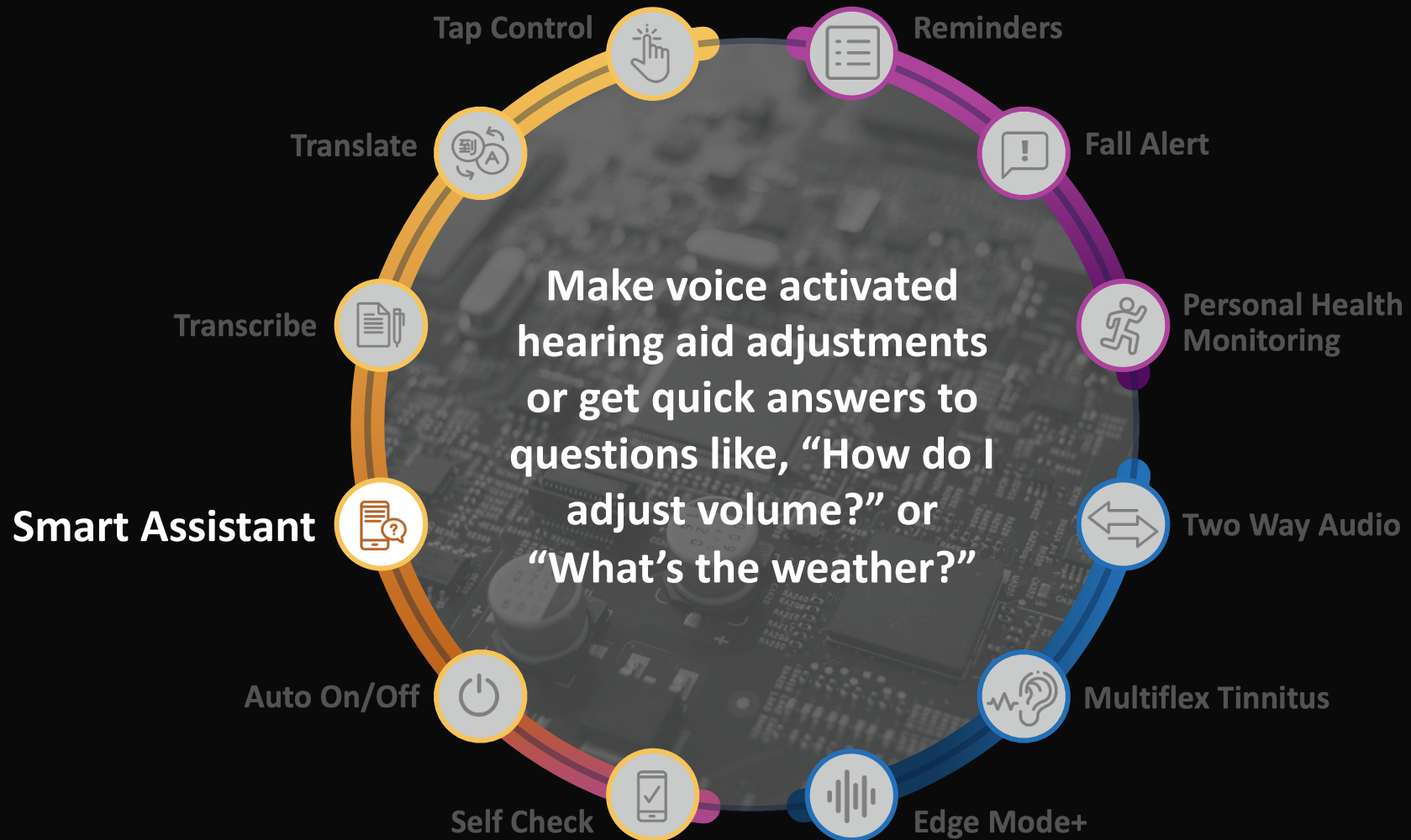
Tap Control

Engage Edge Mode+

Access Smart Assistant

Stop and Start Accessory Streaming







INDUSTRY'S FIRST AND ONLY

Smart Assistant

Voice Activated Hearing Aid Controls

Increase Volume

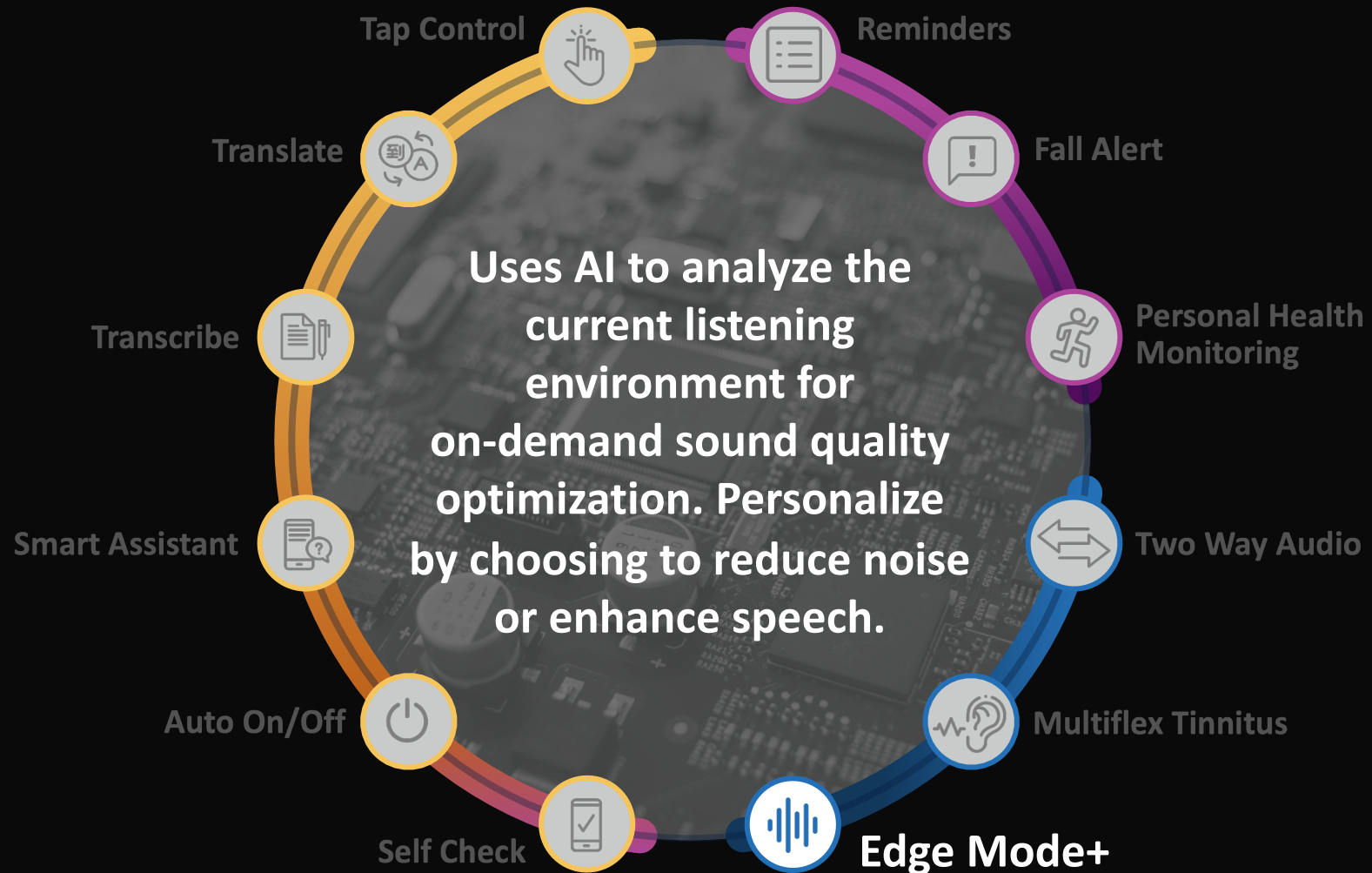
Decrease Volume

Mute

Change Programs

Change my program to **Outdoors**









Edge Mode+

Our first use of Deep Neural Network (DNN) noise reduction algorithms in the hearing aid

Better resolution for environmental classification

EXCLUSIVELY
24, 20 & 16
TECHNOLOGY

Edge Mode+

Best Sound

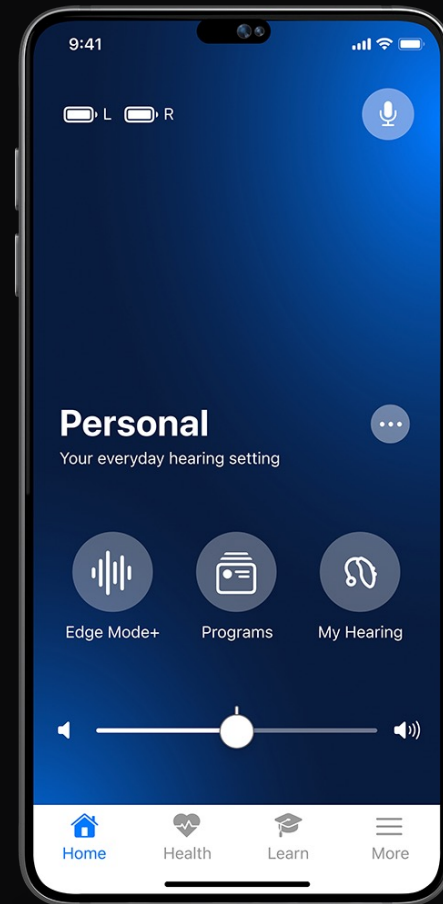
Automatically optimizes sounds for current environment

Enhance Speech

Tap to gain clarity and hear others more clearly

Reduce Noise

Tap to gain even more comfort by further reducing background noise



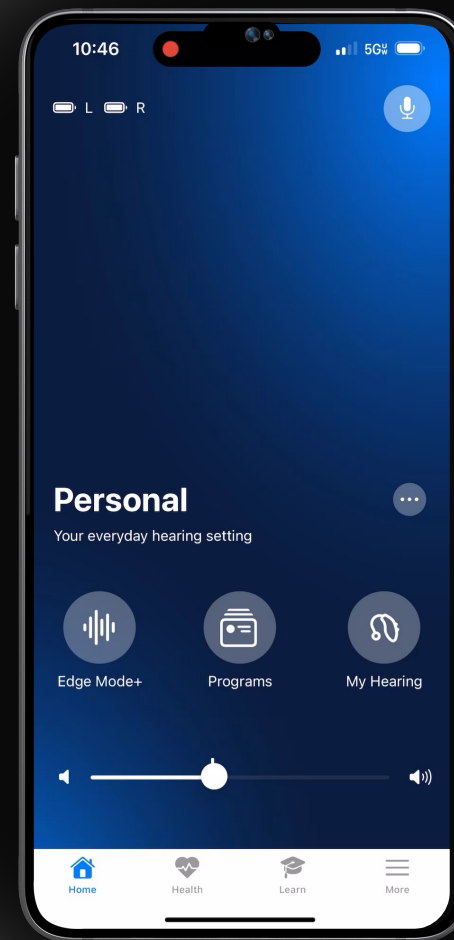
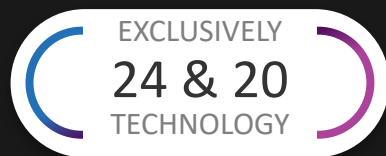


Edge Mode+ Patient Driven Controls

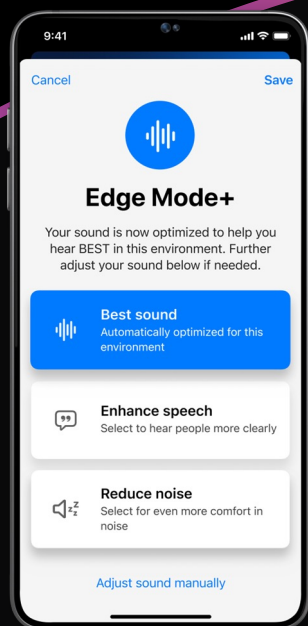
Patient-driven controls for
listening intent

Save Edge Mode+ setting as
a custom memory

Adjust settings manually

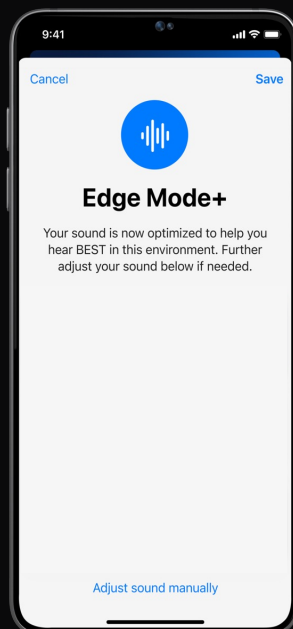


Edge Mode+ Tech Tier Differences



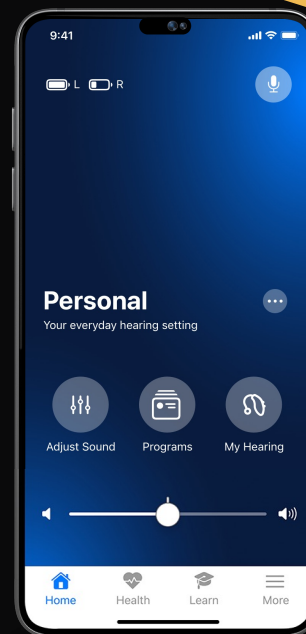
Genesis AI 24 and 20

Edge Mode+ with additional patient driven controls



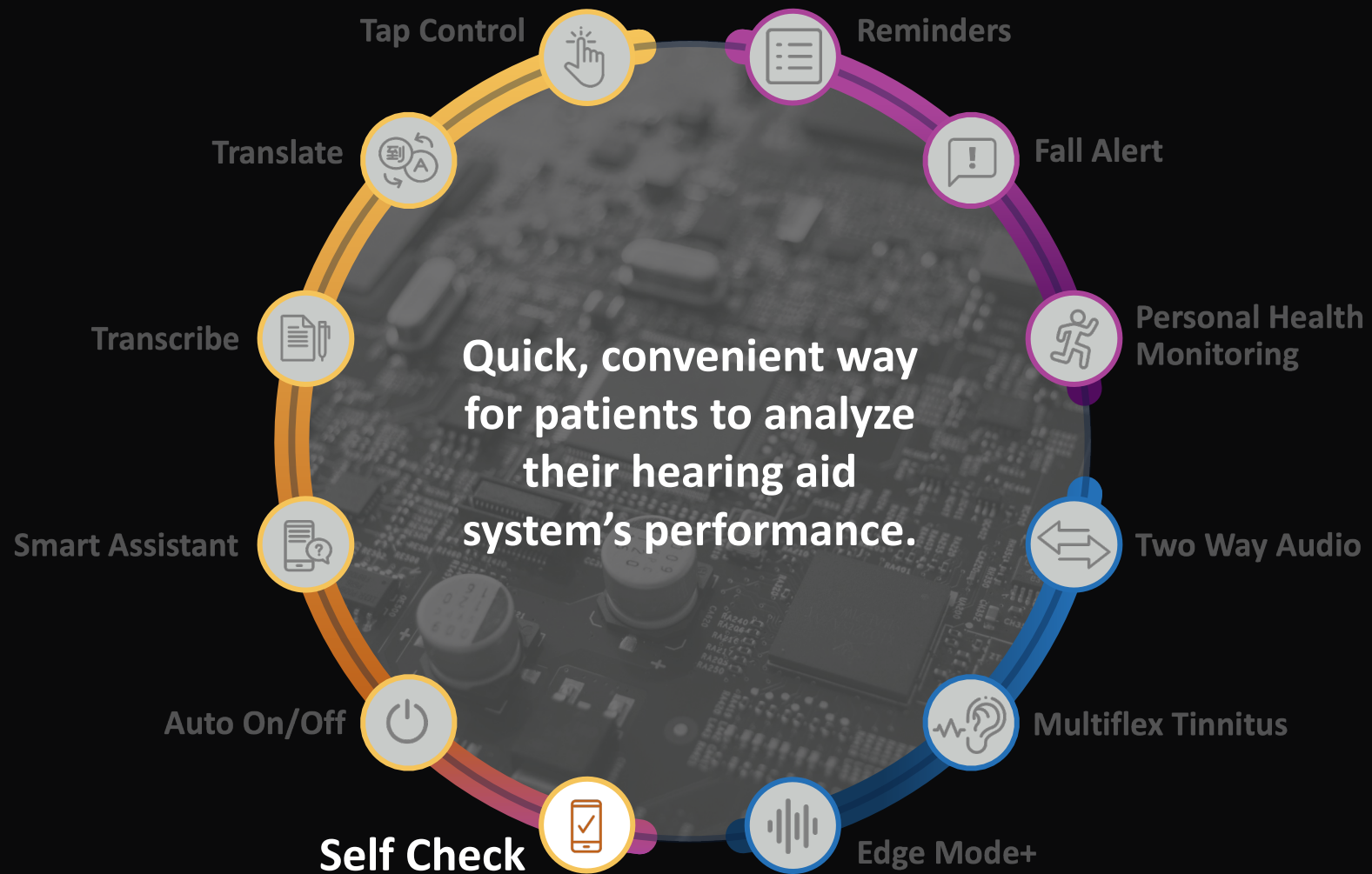
Genesis AI 16

Edge Mode+ only,
no further adjustments available



Genesis AI 12

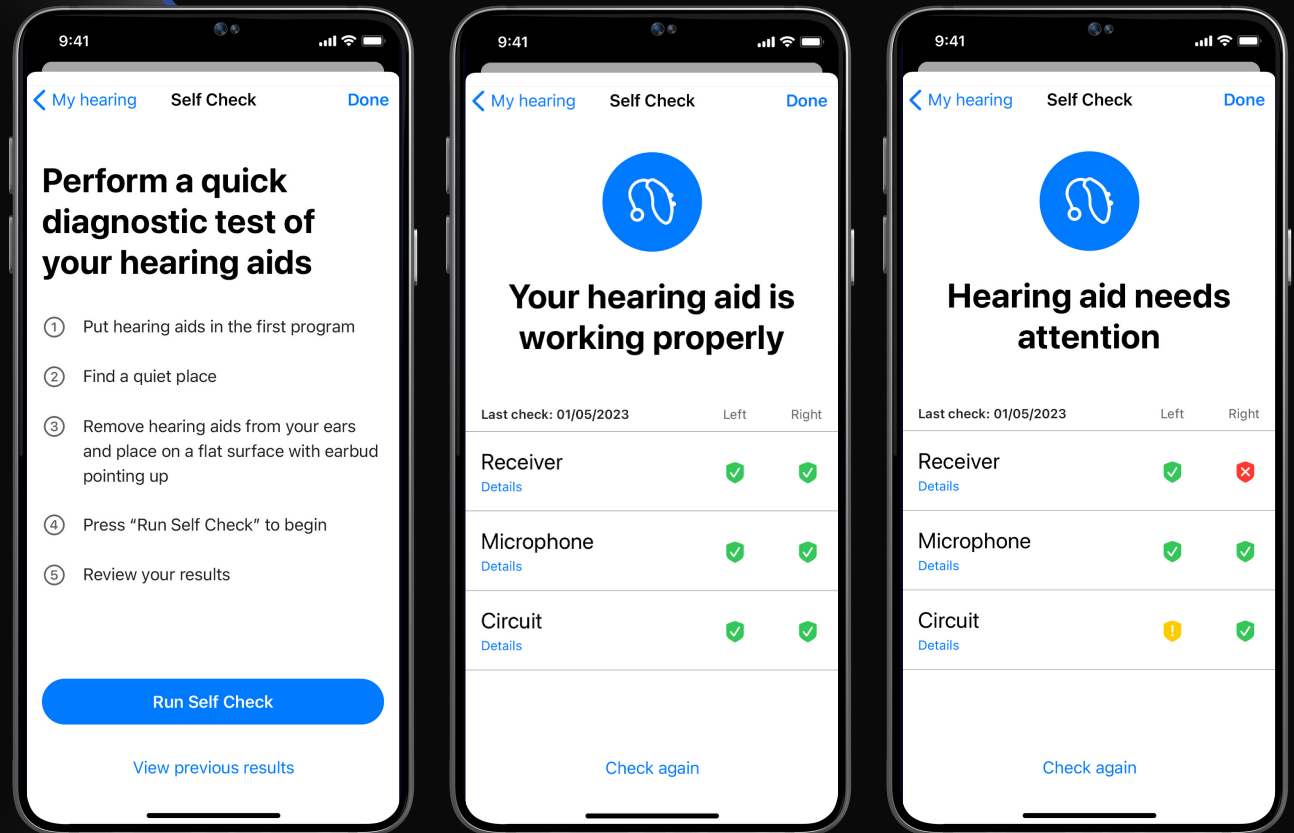
Edge Mode+ not available,
icon changes to Adjust Sound



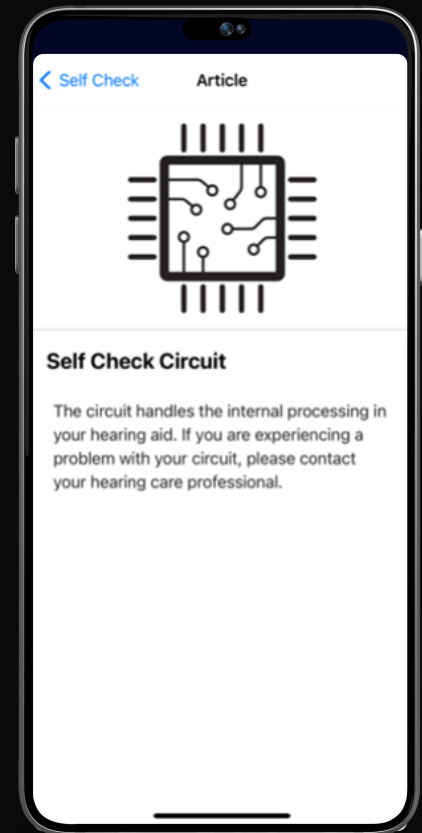
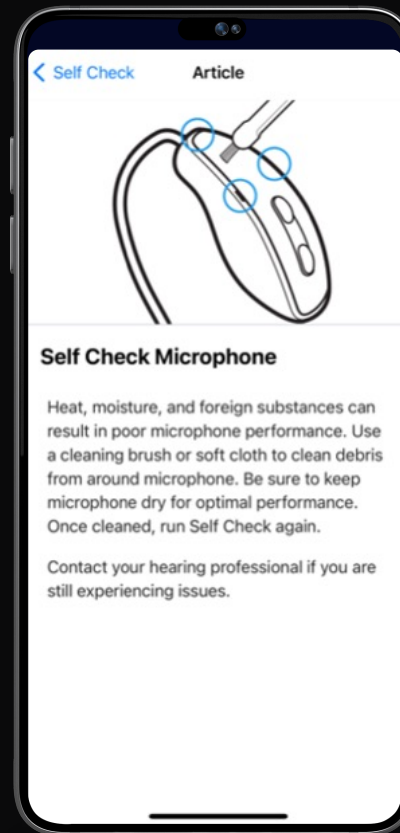
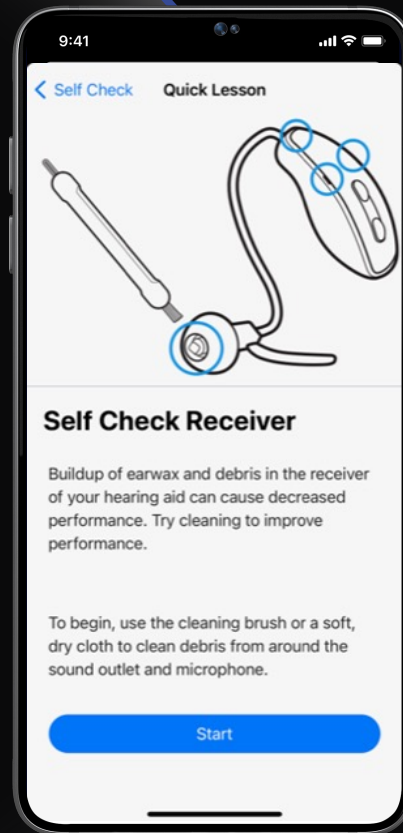
Self Check

Tap **Run Self Check** to perform an integrity check.

Tap **Details** to view further instructions on cleaning and maintenance



Self Check Details



Find My Hearing Aids

Track the last known general location of the hearing aids.

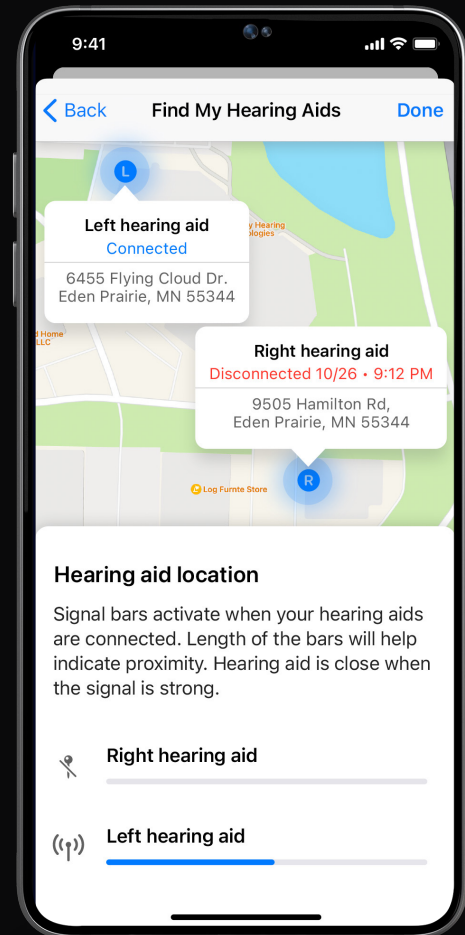
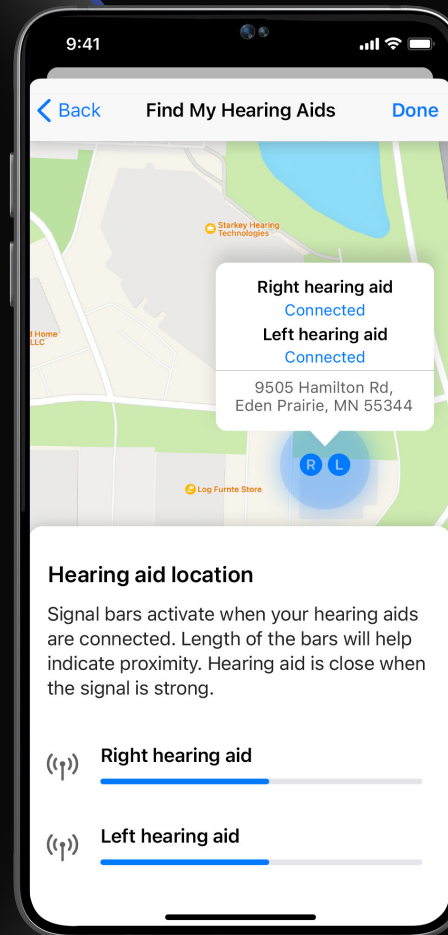
The map shows an indicator of the general location of either

Where hearing aid(s) were last connected to the smart device

OR

Where the hearing aid(s) is currently connected to the smart device

**Requires Location Services enabled in Smart Device settings*



Smart Assistant

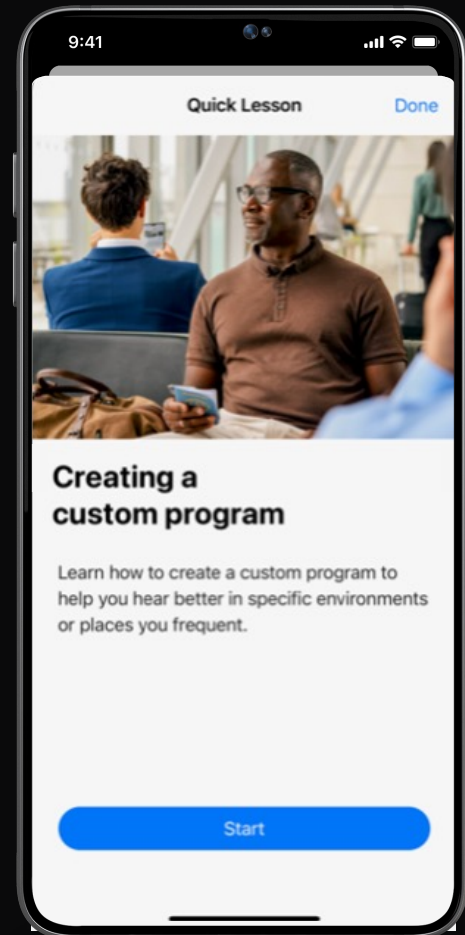
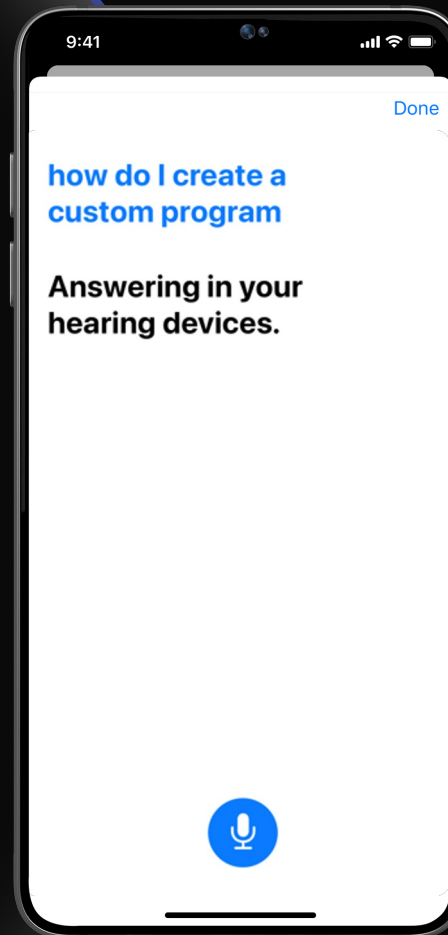
Tap the Microphone button and speak to request hands free help

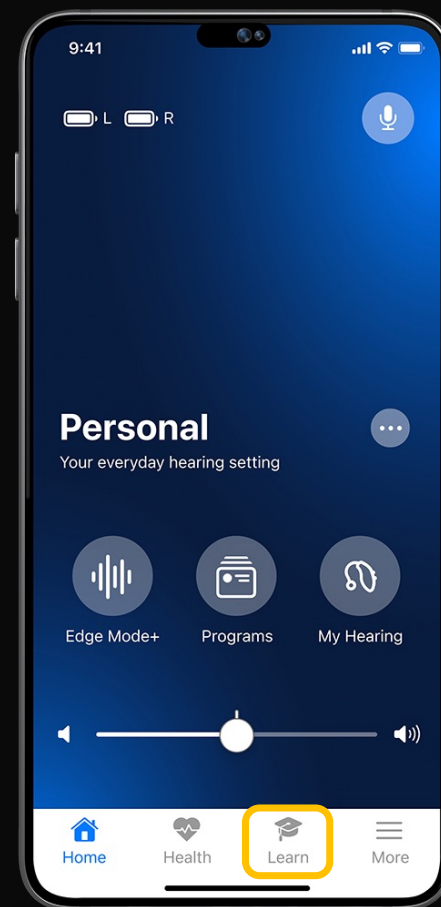
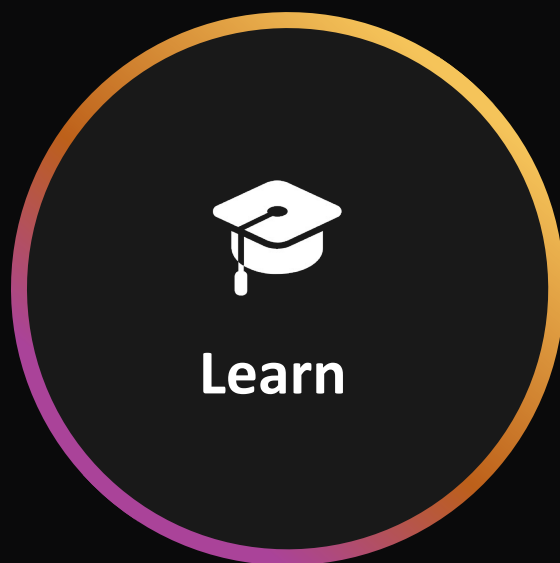
- Troubleshoot hearing aids or accessories
- Change volume, programs, reminders and more
- Find your phone

Accessible from the Smart Assistant (microphone) icon on the Home page

OR

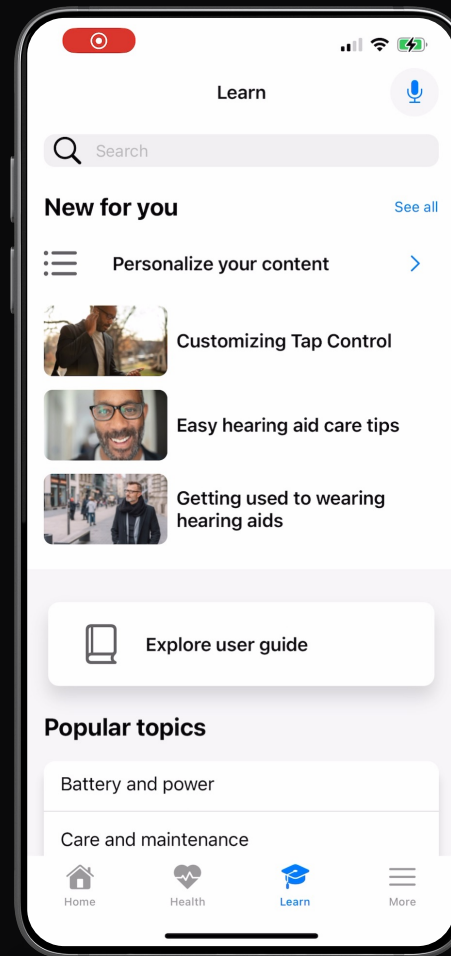
If enabled, Tap Control set to Smart Assistant







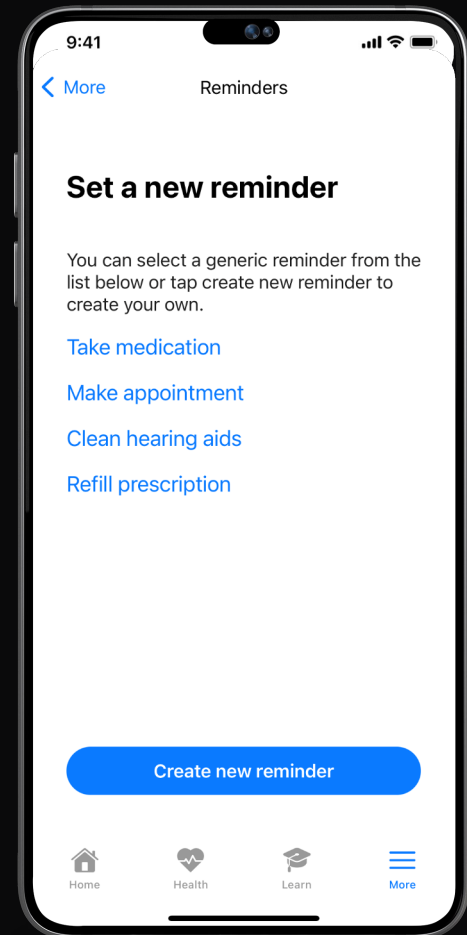
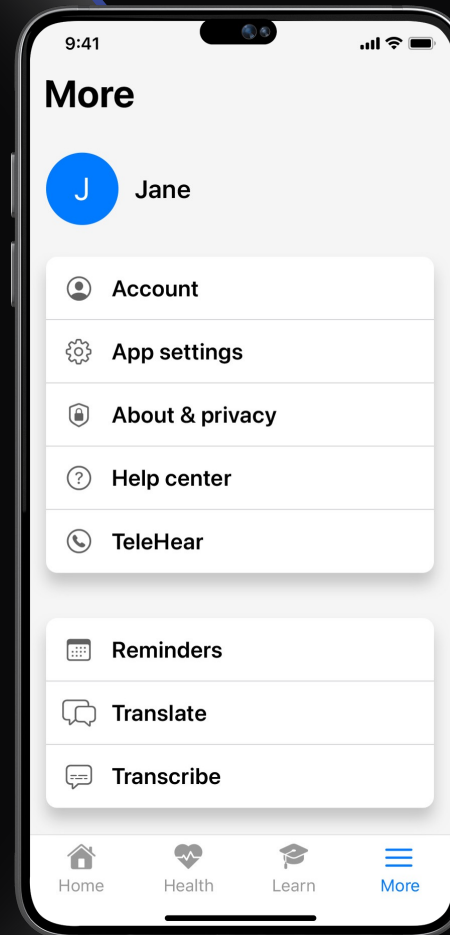
The **Learn** section delivers user-friendly content to help the wearer adjust to new hearing aids and explore key features





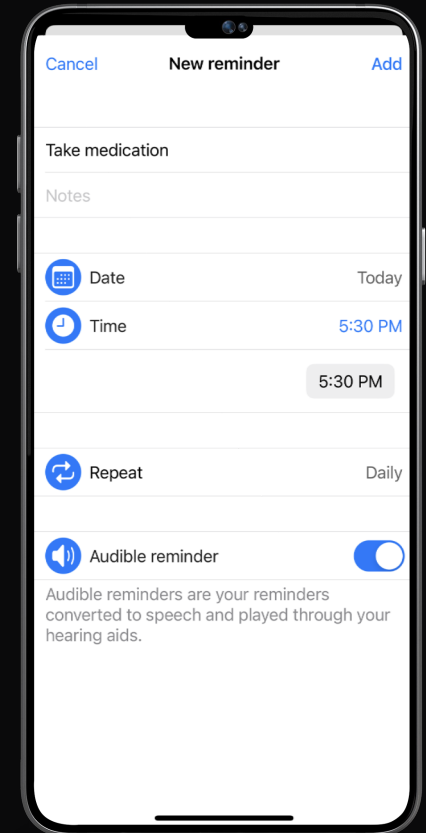
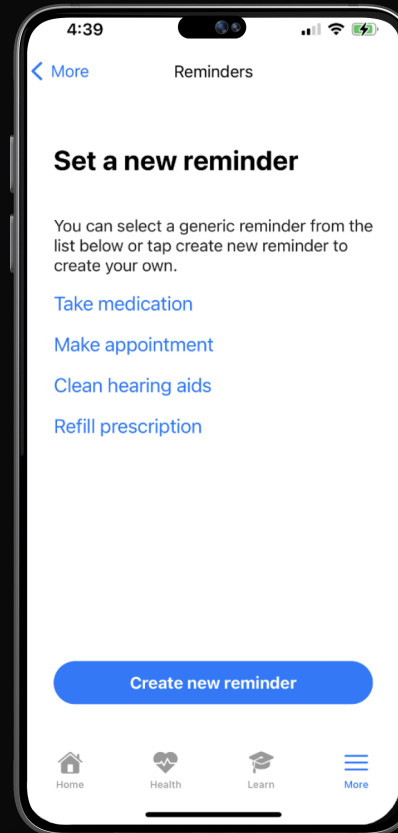
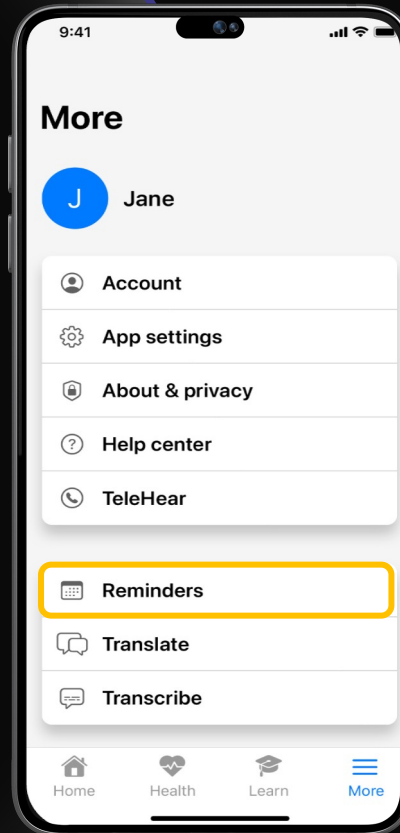
Reminders

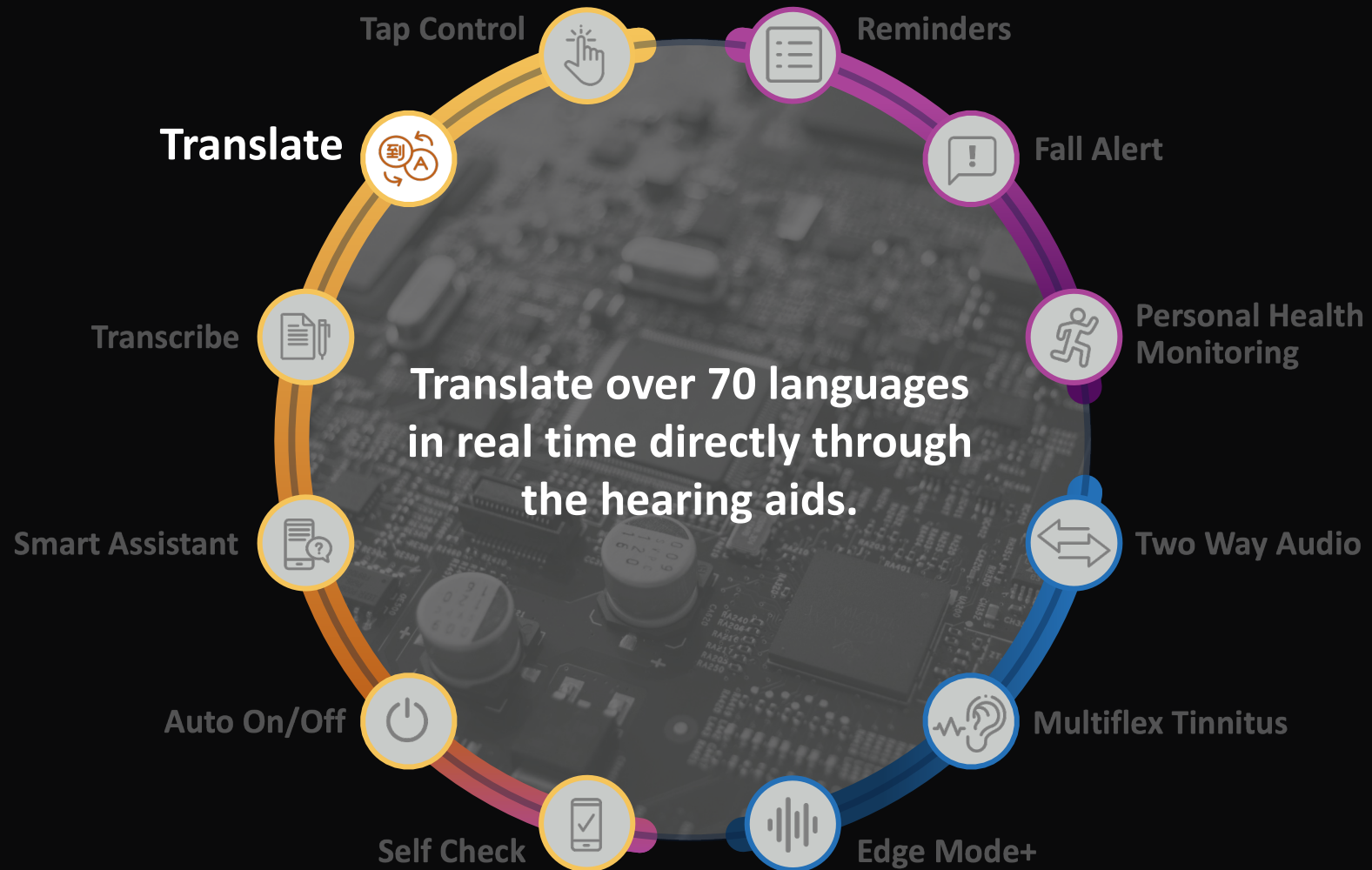
Reminders allows the wearer to create a reminder from a sample list or create a new custom reminder.



Reminders

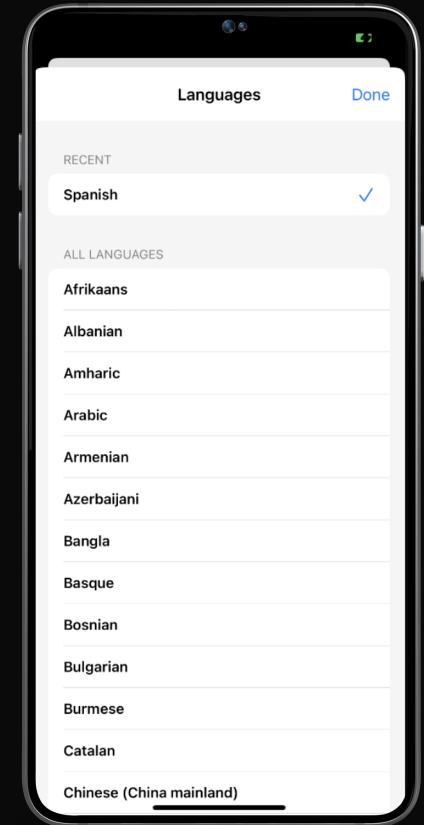
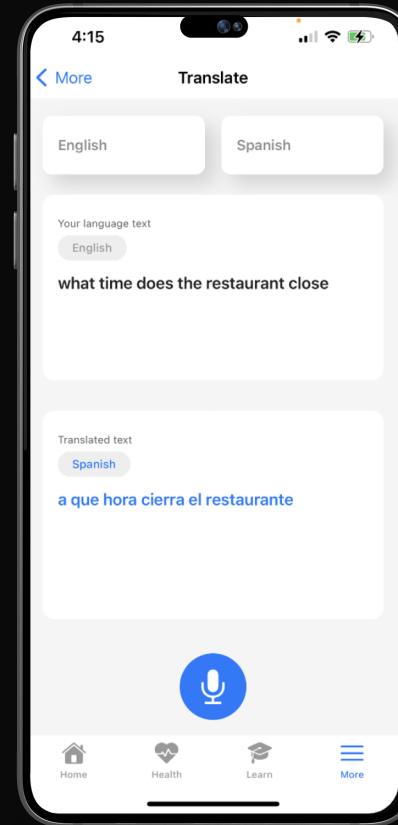
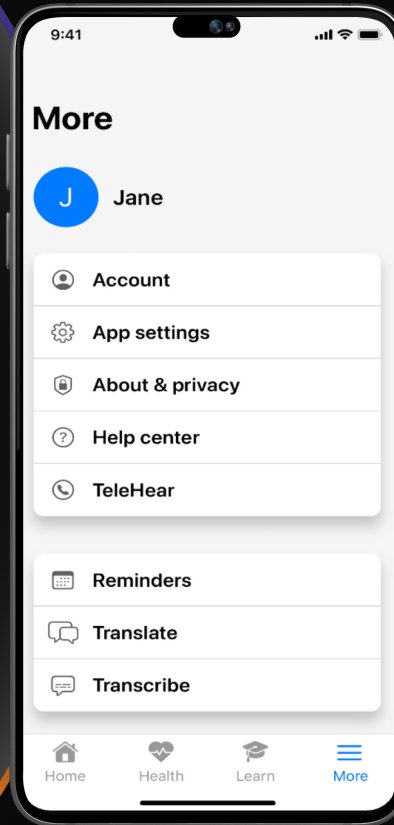
Tap **Reminders** to set a reminder from a sample list or create a customized reminder

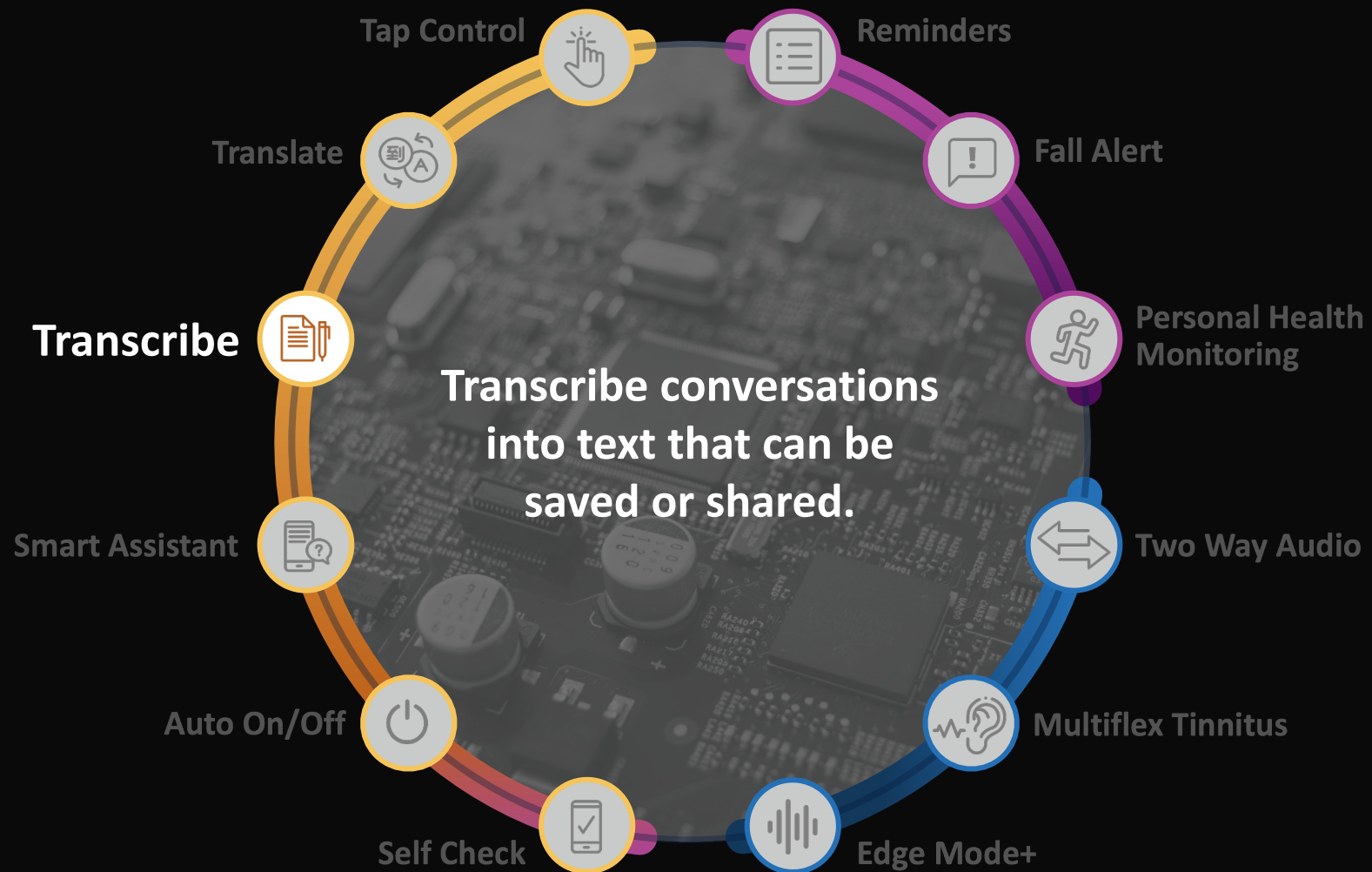




Translate

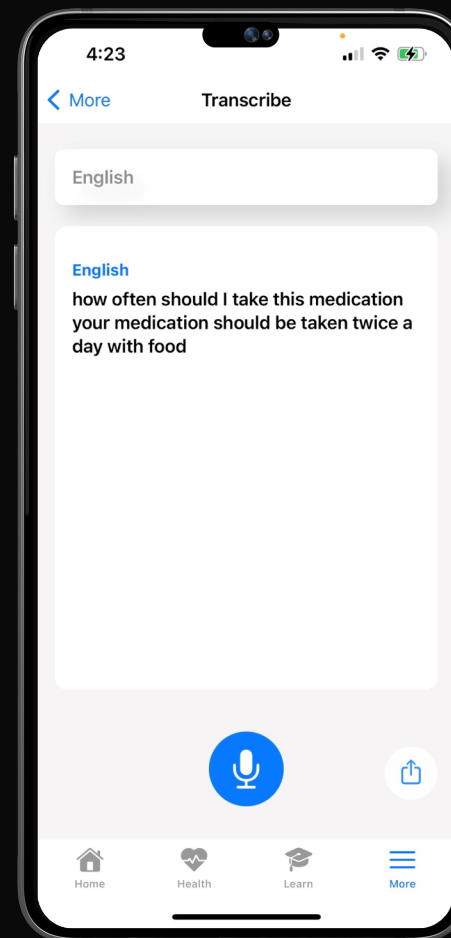
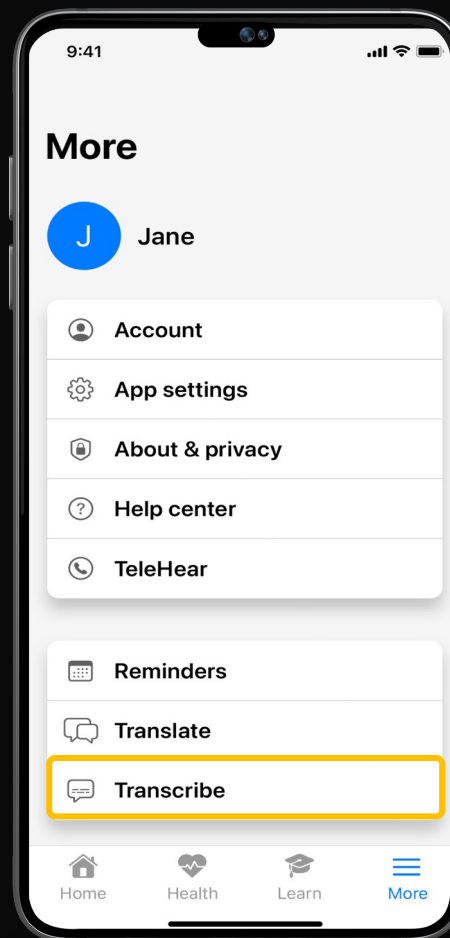
Tap Translate to easily
communicate with speakers
of other languages







Tap **Transcribe** to display
spoken word as text



Potential Patients



Need additional
assistance with
clarity or noise
reduction



Need assistance with
medication regime
Reminders of
repeating tasks



Dexterity Issues
Visual acuity is low
Low comfort level
with technology

FEATURES ON ALL TIERS

- Offline Mode
- Fall Alert
- Apple Health Kit/ Google Fit
- **Feedback Cancellation**
- Volume Control improvement
- Hear Share app support
- **Starkey Sounds Indicators**
- Mobile Field Firmware Updates
- Answer phone calls (iOS) *with User Control and User Guided Adaptive Tuning*
- 2-Way Audio
- TeleHear
- **REM Target Match**
- Find My Phone
- Self Check
- Reminders
- Hear Share
- My Starkey
- Mobile Notifications
- Custom Memory Name Stream
- Geotag
- Hearing Health Monitoring
- CROS*

24 – Premium

- **24 Channels**
- **Activity Monitoring+**
- Edge Mode+ *with User Control and User Guided Adaptive*
- **Multiflex Tinnitus Pro**
- Smart Assistant with Voice Commands
- Transcribe
- Translate
- Voice AI

20 – Advanced

- **20 Channels**
- Activity Monitoring
- Edge Mode+ *with User Guided Adaptive Tuning*
- **Multiflex Tinnitus Pro**
- Smart Assistant with Voice Commands
- Transcribe

16 – Select

- **16 Channels**
- Activity Monitoring
- Edge Mode+ *(on/off only)*
- **Multiflex Tinnitus**
- Smart Assistant with Voice Commands

12 – Basic

- **12 Channels**
- Activity Monitoring
- **Multiflex Tinnitus**

GENESIS^{AI}

Features by Tier

Non-Wireless Feature * RIC RT and RIC 312 Only ** Customs Only



Thank You

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