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Starkey Government Services: Elevating the November 2024 Contract

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Welcome everyone. I'm Dr. Andrea Hanondox, a member of the Education and Training team at Starkey, and I'm delighted you have elected to join me to learn how Starkey is elevating the November 2024 contract.

Before we get started, we've got a couple of housekeeping items to cover as far as webinar FAQs go. If you would like to ask a question during the presentation today, please click on the Q and A area, type in your question, and then click Send. I will address all questions at the end of the presentation, but feel free to enter questions as they come to mind. A PDF handout of the talk is available for you through your pending courses on AO or by clicking on the link in the chat within the classroom today. For captions, click on the CC button at the bottom of your screen and let's see, one CEU hour is available for this session if you participate in the CEU program offered by Audiology Online.

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Here are the learner outcomes for this course. Course after this presentation, you will be able to describe Starkey's innovative hearing aid technology. You'll be able to list accessory and connectivity applications for enhancing the patient journey, and you will be able to identify features for better hearing and performance.

All right, so now we're ready to jump into the contract. Updates At Starkey, the patient is at the center of everything we do. What's good for the patient is good for the professional and is good for Starkey. Today's hearing aid wearers are as individual as their hearing loss is, but the one thing they share is that they aren't going to let hearing loss hold them back from anything. They want to hear better, to be

able to easily communicate in a wide range of settings and with the people they care about.

They want hearing technology that is comfortable, convenient, and provides a seamless experience as they move through their day.

With that in mind, Starkey is excited to bring you and your patients the all new Edge AI wireless hearing aid family that pushes hearing aid technology to the edge of what's possible. Edge AI is the culmination of seven years of research and development to deliver unrivaled sound. Next generation Connectivity and benefits that go beyond better hearing. Edge AI delivers a sound quality experience rivaled only by perfect hearing and is available in seven styles to meet patients needs and preferences.

The Edge AI family is powered by the new Neuroprocessor and NeuroSound Technology 2.0, which mimics the way a normal brain processes information in a listening space. In 2023, the Starkey Neuroprocessor helped redefine what a hearing aid can do. It was smaller, faster and more powerful than every chip before it. And now Edge AI introduces the next generation of advanced technology with the most advanced integrated circuit available in any hearing aid and the industry's only neural processing unit. Fully integrated into the chip, the neural processor delivers enhanced speed, power and signal processing capabilities and as a result has pushed the Edge AI family to new dimensions of performance, connectivity, reliability and automation.

Edge AI offers 100 times more deep neural network processing than Genesis AI and has an all new 2.4 GHz radio with LE audio for next level connectivity and enhanced streaming sound quality, all delivering valuable benefits to patients.

NeuroSound Technology 2.0 was designed to deliver a best in class sound experience that makes the complex process of hearing better, simple and provide the ability to listen with ease in every environment.

NeuroSound Technology 2.0 encodes a wearer's acoustic environment, senses movement, digitizes intent, and then adapts to deliver a sound experience rivaled only by perfect hearing. Like the human brain's auditory cortex, Edge AI's neural network classifies complex soundscapes, enhances speech and reduces noise all in real time using advanced and powerful artificial intelligence.

The same innovation that makes our proprietary Edge Mode plus feature so impactful is now integrated into NeuroSound Technology 2.0, making it our smartest, most precise noise management system ever. Edge AI is 30% more accurate at identifying speech across complex listening environments and appropriately classifies multi talker babble as noise for a cleaner, purer signal. This family also provides patients with 6dB of additional low level noise reduction for quieter hearing aids and up to a 13dB improvement in signal to noise ratio in noisy environments. It's absolutely remarkable.

Edge AI's NeuroSound Technology 2.0 incorporates acoustic information, motion and listening intent and then processes it in three distinct capacities, sensory, subconscious and conscious. Like the way a normal brain processes information, the sensory processing aspect of NeuroSound Technology 2.0 involves mapping inputs to create a perceptual topology of the listener's environment. Using the advanced AI embedded in the neural processor it knows if the listener is in a quiet or noisy environment, if there are multiple speakers present, or if the listener is in motion and needs a different signal processing strategy altogether.

EDGE AI uses several features to provide optimal sound quality for patients, including our additive compression system, an incredible dynamic range, Our E stat 2.0 fitting formula, innovative sensor technology and advancements using deep neural network processing.

The application of DNN in an integrated neural processor in Edge AI allows DNN to run in parallel with our sound management system for better results and more efficient processing both in speed and

battery life. Patients can continue to receive up to 51 hours of battery life even with 100 times more DNN processing than in previous technology. Hats off to the engineers at Starkey.

Edge AI introduces the industry's first speech probability predictor which can quickly and accurately determine speech signals of interest versus those that need to be ignored like Multi Talk or Babbel. Thanks to the power of the second generation neural processor and the dedicated neural processing unit, edge AI is 30% more accurate at identifying speech than in previous technology.

Starkey's conventional noise management system used our patented signal to noise ratio analysis and voice identification together with spectral noise control to instantly track and filter noise between the syllables of speech. The speech and noise system adapted on a channel by channel basis to ensure that not only channels affected by noise were reduced but with the ability to maintain the signals of interest with the goal of preserving speech intelligibility. With Edge AI we have integrated deep learning into the main audio path with our speech probability predictor to more quickly and accurately determine speech signals of interest. The use of DNN to identify speech versus complex noises, again like Multi Talk or Babble makes Starkey's sound management system more accurate and provides the patient with an easier listening experience.

Subconscious signal processing happens automatically to provide feature adaptations without the hearing aid user having to think about it. Examples include the sound manager features directionality and our feedback canceler, making millions of adjustments every hour to ensure the listener is hearing their best in every listening situation.

Creating maximum benefit and ease of use for patients is what drives our innovation and motivates us to always think future forward. When it comes to streaming, patients demand a best in class experience. Starkey's additive compression lends itself to this by being able to manage streaming characteristics independently of acoustic signals. With Edge AI we are introducing a brand new

streaming configuration with separate targets for stream signals based on the patient's audiogram and acoustic coupling. Streaming targets can be adjusted by professionals in the PROFIT software and patients can further customize their streamed input through the My Starkey app without impacting the frequency responses for acoustic inputs.

Patient needs differ and listening intent can't yet be 100% determined by algorithms. The conscious aspect of Edge AI includes features and tools that provide hearing aid users with additional control and flexibility to manage their unique needs.

For example, our exclusive Self Check feature provides a quick, convenient way to run a diagnostic check on the hearing aid microphone, receiver and circuit with the ability to provide troubleshooting steps if necessary. It's available through Profit for the professional or the MyStarkey app, which empowers patients to remedy certain issues themselves. They get back to better hearing sooner and professionals don't have additional visitors to the walk in clinic.

Find My Hearing Aids is a feature that will estimate the last place the hearing aids were connected to the phone and display the results on a map. This feature is also equipped with signal bar indicators to show how close powered on hearing aids are to the phone and I Love Reminders Basic reminders can be set to alert the patient to any number of tasks or events through their phone, home screen with a notification and even audibly through their hearing aids. They can be one time or reoccurring and really are wonderful tools for patients who are busy or have memory challenges. Intelligent reminders can also be set to remind patients of hearing aid related topics like inserting their hearing aids and regular hearing aid maintenance. We all know hearing aids aren't helpful if they aren't being worn or aren't functioning properly.

The last of these features I'd like to mention is Edge Mode Plus. It's a first of its kind, intelligent, on demand feature for optimizing speech clarity and reducing noise in environments where patients need

additional support. Edge Mode plus automatically adjusts hearing aid settings beyond what is needed for everyday settings to give the hearing aid user more help whenever they need it.

Edge Mode plus uses the integrated neural processing unit for fast and efficient management of any environment and uses AI to select ideal settings for each sound scene. From there, the patient can further clarify their intent to enhance speech or reduce noise if needed. I'm showing some data now on how Edge Mode plus can improve word recognition and decrease listening effort, both being big wins for hearing aid users. We're even seeing Edge Mode plus replace the need for multiple programs in the hearing aids when it comes to form factors. The discrete ergonomic design of the Edge AI Rick Styles ensure they rest comfortably behind the ear and are barely noticeable to others.

The V shape case design moves the thickest portion of the hearing aid case to the top of the ear, which allows the hearing aids to sit more comfortably on the ear while removing additional touch points.

Genesis AI introduced the industry to the smallest rechargeable hearing aid with a sensor, and Edge AI carries that accolade forward because the size of the hearing aid matters to some individuals. With all the signal processing capabilities and access to advanced features, it's easier to see why the Edge AI Microric is a favorite of both professionals and patients, but the excitement doesn't stop there. All rechargeable Edge AI hearing aids are waterproof and sweat proof, so water, moisture and humidity aren't issues, thanks to the Pro 8 hydroshield coating and engineering that allows these devices to surpass the IP68 standard in the hearing aid industry today. SnapFit 2.0 receivers feature a 10 pin connector for a secure connection to the hearing aids and are easy to attach and remove. They also have a reduced cable diameter for a more discreet and comfortable fit, and they're also Kevlar reinforced for superior durability.

Here you can see how easy it is to remove and insert the snapfit receivers.

Several strengths are available to accommodate a wide range of hearing losses from 4D up through 70 gain. Custom cased embedded receivers may be ordered for any strength receiver to support comfort, retention and dexterity and will be required for the up, minus and up strengths consistent with 65 and 70dB of gain respectively.

Another characteristic of Edge AI that will delight patients is the industry's longest lasting battery life.

With both rechargeable and zinc air battery options available. All patients are covered and with rechargeable devices growing in popularity, Edge AI will not disappoint. The ric RT offers 51 hours of battery life on a single charge and 29 hours for the Cross Bicros application. That's more than a full day. The Microrix Style provides 41 hours of battery life and the custom rechargeables offer a remarkable 42 hours on a single charge.

Battery life will not be an issue with Edge AI if we take a closer look at the standard products in the Edge AI portfolio. Wireless RIC hearing aids are available in three the micro RIC rechargeable, the RIC RT and a RIC312 and all have an all new 2.4 GHz radio with Le audio for enhanced sound quality and next generation connectivity. The ric RT and RIC312 styles are cross compatible and a telecoil is available in the RIC RT if needed. There are seven color options to match skin tones and as I mentioned earlier. All rechargeable styles are waterproof.

I should add though, that waterproof extends to an incredible 1 meter depth which equates to a little over 3ft. Edge AI wireless custom hearing aids are available in four styles CIC, ITC, half shell and ITE. They all also include the new Bluetooth Low Energy 2.4 GHz radio with LE Audio for enhanced sound quality and connectivity capabilities. There are six faceplate and seven shell color options for providing the best match to skin tones and a range of matrices spanning 40 through 70 gain. All rechargeable Edge AI hearing aids are compatible with the Starlink 2.0 chargers that our customers have come to

know and love.

The premium charger featuring an onboard battery for portable on the go charging is the default charger for all orders. Patients can enjoy up to three full charges from a fully charged case. Intuitive LED lights inside the charger indicate the charge status of both the charger and the hearing aids. The lights blink while charging is in progress and turn solid when charging is complete. The time to charge from 0% to 100% is fast, approximately 3 1/2 hours, and the turbo charge feature can provide approximately 3 hours of use time with just 10 minutes of charging.

The Starlink Charger 2.0 without the onboard battery remains orderable if preferred for a patient.

All rechargeable technology is delivered in ship mode to conserve battery life prior to first use, the Starlink chargers must be plugged into a power source and both RIC and custom Edge AI hearing aids must be placed in the charger for three seconds and then removed to exit ship mode in order to streamline and simplify fitting across styles. Edge AI custom devices have been configured to no longer require the need to be shipped with a tab on the push button to avoid unintentional button presses during shipping. In addition, the push button cannot be used to exit ship mode. RIC and custom devices will follow the same procedures for exiting ship mode.

One of the biggest reasons people seek out hearing help is to stay connected to family, friends and the world around them. Our new 2.4 GHz radio with Le audio makes that more intuitive, universal and reliable than ever before.

Incredible advancements in the use of wireless technology and hearing aids have occurred over the last century, with exponential growth over the last two decades. Telecoils were introduced in the late 1930s and proved to be a game changer for providing access to phone calls, followed by induction loop Systems in the 1960s to help improve hearing in public meeting places. Over the last 20 years we've

seen the Leah and Asha streaming protocols change what's possible with streaming from smartphones and tablets to hearing aids. We've also seen the introduction of the Ellie audio protocol in AuraCast by the Bluetooth Special Interest Group, making remarkable gains in streaming sound quality and universal connectivity. Starkey is delighted to have these capabilities in Edge AI with the new 2.4 GHz radio featuring LE audio available in all styles.

This new radio is capable of streaming to more devices than ever with reduced drop rates, easier pairing, quicker connections and robust streaming to multiple devices. It even doubles the streaming range for two way audio with hands free communication.

LE Audio is the next generation of Bluetooth audio. Transmitters can be smartphones, laptops, TVs or even a public address or sound system. Edge AI hearing aids are built to receive LE audio transmissions like from the new Starlink Edge TV streamer that we'll talk about in a few minutes.

There are several benefits of LE Audio richer sound quality, lower power consumption for greater efficiency, universal connectivity, negating the need for proprietary audio streaming protocols, the ability to connect to multiple devices simultaneously and the ability to connect to personal and public broadcasts in places like airports, theaters and museums. Industry analysts are predicting that 2.5 million locations will offer AuraCast broadcast audio by 2030.

Edge AI hearing aids are ready to connect to the wireless world as new avenues like AuraCast become available, certainly a feature that will delight patients.

They also want control and convenience.

Edge AI combined with the My Starkey app gives them all that and more. The improved My Starkey app provides an easy control center for patients hearing aids. They can change programs and adjust

volume quickly and easily from the My Starkey dashboard on their smartphone and now on the Apple watch.

My Starkey 3.0 is compatible with Edge AI and Genesis AI wireless hearing aids and users of Apple devices now have an additional option for setting up the My Starkey mobile app. They can create an account using their Apple id. Sign in for another level of convenience and I'm excited to tell you that coming soon is a big win for patients and professionals. The ability to skip creating an account. This shortens up the setup process by several screens and allows the installation and setup of the app to be done prior to the hearing aid fitting.

There are certain features that will continue to require an account, including our TeleHear remote programming feature, Fall Alert and use of the Hear Share app. If the patient attempts to use one of those features, they will be prompted to create an account first and all individuals using My Starkey will still be required to accept terms of use and set up permissions.

Another exciting update to My Starkey is the new monorail volume icon located on the bottom right corner of the home screen. Once you tap on the monaural volume icon, the binaural volume slider is split into right and left sliders and each hearing aid can be adjusted individually. To go back to binaural volume control, simply tap on the volume control icon again. If the monaural volume control is open when the patient leaves My Starkey, it will remain open when they return to the app. If they force close the app, it will return to the default binaural volume control when restarted.

The new monorail volume control icon is available for both Edge AI and Genesis AI hearing aids.

We've also added an icon to the bottom left corner of the My Starkey home screen for easier access to accessories and streaming devices. The icon will always be visible for Edge AI hearing aids whether accessories are paired or not. It's available for patients wearing Genesis AI as well, but only if an

accessory has been paired to the hearing aids.

Coming soon is an exciting upgrade to the capabilities of our Smart Assistant tool. Smart Assistant allows patients to do a number of things, adjust their hearing aids with voice commands, set up a reminder for any number of things, access how to information about their hearing AIDS and the MyStarKey app, and if they're connected to the Internet, ask any number of questions to receive information through the hearing aids. We're enhancing the capabilities with a chat like interface to make exchanges more helpful and meaningful, along with the integration of an improved AI voice that will be available when patients are connected to the Internet. Edge AI hearing aids do not support voice pickup through the hearing aid microphones for Smart Assistant, so the microphone on the smartphone or tablet will need to be used.

New with this contract is the ability for Apple Watch users to change their programs or adjust their volume from the Watch.

Using the Apple Watch requires an Apple Watch Series 4 or newer with operating system 9 or higher. It's important to know that Edge AI hearing aids do not pair directly to the Apple Watch. Apple Watch functionality is an extension of the My Starkey app. So in other words, the Watch serves as a remote control extension of My Starkey. Even if cellular service is activated on the Apple Watch, phone calls will not stream from the Watch directly to the hearing aids.

To navigate to the My Starkey Apple Watch app, simply press on the Digital Crown to see all available apps and scroll until you see My Starkey. You can press the Digital Crown to select it or tap on the My Starkey icon. Once in the My Starkey app on the Apple Watch, the home screen will be visible. The current program, battery status, volume control and the option to select Edge Mode plus will be visible for volume control changes. Tap the plus or minus on the home screen and the Digital Crown can also be used to adjust volume. Swipe the screen to see professional programs and any custom programs

that the patient may have created in My Starkey.

Simply tap on the desired program to select it.

Control and convenience were also in mind with two wireless accessories for all Edge AI hearing the all new Starlink Edge TV streamer that is Ellie Audio capable and the Starlink Remote Control 2.0. The new TV streamer is over 60% smaller than its predecessor, providing a wireless range up to 50ft. It provides intuitive controls and can be used by an unlimited number of hearing aid users.

Let's take a quick look at the anatomy of the new Starlink Edge TV streamer compatible again with all Edge AI hearing aids. On the top of the device is the power button, indicator light and pairing button. The power supply jack and both the analog and recommended optical toslink connections are found on the back of the TV streamer. When streaming sound will be automatically optimized for both monaural and binaural hearing aid use laser etching on the base or bottom of the TV streamer will display the unique broadcast name and broadcast code for connecting the TV streamer with other LE audio enabled hearing aids.

The Starlink Edge TV streamer may be paired to Edge AI hearing aids during an active profit programming session. Place the hearing aids within 6 inches or 15 centimeters of the TV streamer but not on top of it. Press the pair button on the TV streamer to place it into pairing mode. The LED will blink green. Click the plus sign on the Accessories page in the software to put the hearing aids in pairing mode.

The hearing aids will pair one at a time. The green LED will Turn solid for 2 seconds for each device and the TV streamer image will appear in profit when pairing is successful.

Here's a video showing how easy it is to do outside of profit as well.

Turn the TV streamer on.

Remove the hearing aids from the charger. In this instance the Bluetooth button we see flashing green light and again we'll get a solid green light when we've got a successful pairing. There's one and there's two.

Very simple and easy to do.

After pairing is complete. Streaming can be initiated in several ways. Simply plug the TV streamer into a power source as well as the desired audio source and then manually Start Stop streaming using the hearing aid user controls, the My Starkey app or the StarLink remote control 2.0 favorite button. If configured in that manner, when streaming is initiated, the home screen in the My Starkey app will automatically become the streaming audio screen. Customization of the stream signal is then available through the Adjust Sound button that appears or through the My Hearing button as well.

When this screen is active, the volume control sliders change the hearing aid volume, not the streaming volume. This is a great tool for allowing patients to manage the level of inputs to the hearing aid microphones while they're streaming.

The StarLink Remote Control 2.0 is the other accessory compatible with Edge AI hearing aids and previous technologies as well. It allows the patient to manage volume adjustments, change programs, and quickly access one of several features through the Favorite button. The Lock unlock switch on the side of the remote can be used to prevent unintentional changes and preserve remote control battery life. When not in use, the remote uses a field replaceable CR2032 battery and comes with a pre attached lanyard.

With the November contract and the introduction of the Edge AI family, the Broadcast Start Stop terminology has been added for the Favorite button. This button can be programmed within the fitting software for a function most helpful to the patient. Options include Edge Mode plus Tinnitus on off and Jump to Program four, which may be configured for a specific environment among other options. The default Favorite button selection is Home, which restores the hearing aids to the personal program. The default volume setting and new to Home will now be the ability to stop a stream if currently streaming.

New and exclusive to Edge AI is the addition of a long press to the Program button returning the hearing aids to home settings, personal program, default volume and the ability to stop a stream. A long press of the Program button will function just like the Favorite button being assigned to home. This opens up the ability to program the Favorite button for other functions.

Now let's talk about some exciting benefits beyond better hearing in 2018, Starkey was the first hearing aid technology company to put sensors in our hearing aids, providing patients with benefits that truly help them hear and live better. As a result, patients can improve their overall health and wellness by setting physical activity and social engagement goals and stay safer with automatic fall alerts.

With the November contract, we're moving beyond fall detection to helping preventing falls in the first place with an all new self guided balance assessment in the MyStarKey app. This feature allows Edge AI users to gain an awareness of their balance with a self guided at home evaluation.

Balance assessment provides a way for users to be proactive about their balance function using their smartphones or tablets from the convenience of their own homes. It's a tool for promoting wellness for all ages. It's great for someone who has some early concerns but maybe isn't ready to speak to a professional yet, or for someone who has already seen a professional and wants to periodically reassess themselves.

The My Starkey balance assessment feature consists of a validated fall risk assessment tool and a self assessment protocol that is comprised of four standing exercises and two chair exercises to evaluate gait strength and balance. It's based on portions of the center for Disease Control Steady initiative, which provides a streamlined approach to assist healthcare providers in implementing the American and British Geriatric societies clinical practice guidelines for fall prevention among older patients.

The hearing aid user is guided and appropriately cautioned throughout the assessment. They can exit at any time, attempt every exercise, skip any exercise and repeat any exercise if they want to, or if the hearing aids detect unsteadiness. Upon completion, the user is provided with the balance assessment results that are broken into four sections initial screening, standing exercises, the chair stand, and the timed walk. Results are given in broad wellness terms and results are saved in the My Starkey app the Profit Fitting software brings a best in class fitting experience for hearing professionals. It was designed from the ground up based on input from hearing professionals around the globe to ensure that it has the features and functionality that matter most.

We've organized the user interface so things are right where you expect them to be, making it easy to use with more first fit efficiency than ever.

With the November contract, we've made a number of updates to the Pro fit fitting software to complement our new Edge AI product family. The accessory screen layout has been updated, we've added five new tinnitus masking options, and we've made it possible to adjust a live stream signal from the patient's phone in support of the mission to serve our customers better than anyone else and be the easiest company to work with. Starkey's proprietary 2.4 GHz programmer will no longer be compatible for programming any wireless hearing aid with the updated version of Profit, customers should use the no Link Wireless one or two programmers for wireless devices, which will include Starkey's Signature Series and Genesis AI wireless hearing aids. Non wireless hearing aids will remain

compatible with the wired programmers that you see listed here with our purple cables and orange flex strips.

If Starkey's dedicated 2.4 GHz programmer is plugged into the computer when opening the profit software for the first time since the update, there will be a message that appears on the screen which will inform the hearing professional that the 2.4 GHz programmer is detected but is no longer supported. The Inspire software for use with legacy products will, however, remain compatible with Starkey's dedicated 2.4 GHz programming unit.

We've also made accessing hearing aid firmware updates easier. These updates will continue to be available from the Connect screen, but may now also be accessed when retrieving a session in Profit and through the Alert icon bell once the hearing aids are connected to the software.

Additionally, with the future Forward technology of Ellie Audio and Aura Chaos compatibility, phone program options for Edge AI will not support the Autophone or Autocoil programs. If a phone program is desired, the manual programs for telephone and telecoil will remain available on supported styles. In addition, the accessory Start Stop nomenclature on the User Control screen has been updated to broadcast Start Stop while remaining available as a push and hold or double tap option for the patient.

Another improvement made through popular demand is to have the default volume indicator default on rather than the professional needing to activate it on a patient by patient basis. This improvement is for all Profit program devices. Hearing aids Fit prior to this update will continue to follow their current indicator configuration status for hearing professionals to have a seamless experience Using the Profit fitting software, we've relocated the buttons for toggling between quick fit and fine tuning to above the controls above the individual channel controls to make them easier to see and find.

The accessory screen in Profit also features a new layout. There is now a section for broadcast devices which includes the new TV streamer. The section for Bluetooth devices is where providers can control settings for tablets, phones and other Bluetooth enabled devices. When a TV streamer is paired within Profit, a pop up will suggest that the professional program a user control to start Stop Broadcast to make these functions easily accessible to the hearing aid user and The Remote Control 2.0 Favorite Button Menu has been updated with the new broadcast terminology as well.

Another incredibly exciting update with this contract is the addition of five new tinnitus stimulus options to choose from in the software for every style of Edge AI to help your patients achieve personalized relief from their tinnitus.

Ocean Noise, Pink Noise and Red Noise are three new low frequency weighted masking options. Ocean Noise is designed to mimic the sound of ocean waves. Pink Noise has less high frequency energy than White noise and delivers signals consistent with environmental sounds like a light rain, a river or wind. The Red Noise signal contains even less high frequency energy, resulting in sounds similar to rumbling thunder, a waterfall or heavy rain.

There are also two new high frequency weighted options as well, Blue Noise and Purple noise, providing additional sound therapy options. Patients may find valuable signal correlates here for these two are along the lines of, you know, the sound of steam to water spray to a hiss or even the sound of a dentist drill. These five new sounds complement the three existing tools that have been offered with the Multiflex Tinnitus Pro feature to provide comprehensive, helpful options for patients who suffer from tinnitus.

The new Edge AI hearing aid family offers a best in class streaming experience which includes a new streaming configuration with separate targets for streaming based on the patient's audiogram and acoustic coupling. Streaming targets can be adjusted by audiologists in the Profit software and then

patients can further customize their streamed inputs through the My Starkey app.

In Profit there is a new audio streaming option on the flyout menu. This screen allows professionals to use quick fit and fine tuning tools to adjust the streaming response in Edge AI devices and even to do so while the patient is live stream to their hearing aids. Professionals can also target match the streaming configuration from this screen to reset the streaming response to initial default settings. Any adjustments made to the streaming response in Profit will clear any equalizer settings the patient may have configured through the My Starkey app.

The patient can stream live from their paired mobile phone or paired TV streamer while the professional makes adjustments. Here's a quick video to show how this is done. On the bottom left corner of the screen, the professional clicks start Demo mode and then patients begin streaming from their device. When streaming starts, there's going to be a green bar that runs underneath the fitting graphs. I hope you can see that in the video and that's going to indicate that streaming is active.

Adjustments can then be made to the streaming sound based on patient input. While streaming is active, there's a mute button that becomes available in the bottom left corner to allow conversation with the patient. This is a unique dystarkey tool and is truly incredible for personalizing hearing aid responses.

The last update with the November contract is an important one for those working in facilities that contain sensitive, confidential and top secret information belonging to the United States. All Edge AI hearing aid styles can be made SCIF compliant if needed.

Placing a device into SCIF mode disables all audio inputs to smartphones or tablets. As a result, this will disable the two way audio smart assistant, translate and transcribe features that Starkey has available to patients. They will be able to stream and use the My Starkey app when using a SCIF

device and SCIF Mode importantly can be turned on and off by providers in profit as patient needs change to place a device into SCIF mode, access tools in the top menu bar of profit and then select SCIF Mode. When activated, a pop up message explaining what SCIF mode is will appear. The professional will also be informed that turning off or on for that matter.

SCIF mode will clear pairing information, so previously paired smart devices and accessories would need to be repaired to the hearing aids if being used.

When a device is in SCIF mode, the left menu bar will show SCIF with a lock icon. If you click on the icon you will have the ability to toggle SCIF mode off if needed. Skiff mode compliance letters may also be printed in English and Spanish.

I hope you've enjoyed learning about the November contract enhancements and are excited to begin fitting Edge AI.

It's technology that is built to last, allows patients to listen with ease and provides more than meets the ear with tools to support better hearing and overall health and wellness as well.

We have several helpful resources available for you at our Dedicated Government Pro site. Simply go to StarkeyPro.com and click on the Government tab at the top of the site. There you can find a wealth of information for Edge AI and the new accessories including white papers, quick tips, informational videos, and even learn about additional training opportunities as well.

We love opportunities to come alongside you and your patients to provide support whenever it's needed. Please use the resources shown here and don't hesitate to reach out to your account representatives with any questions or needs. They are incredibly knowledgeable and wonderful professionals. Clinician resources listed here include the customer and audiology support, phone

number and references to again, the Dedicated Government Services Pro site where you can get information about the Edge AI product family, the accessories, and even access lots of other information or additional information for other products, materials, and again as I mentioned, learning opportunities as well. On the right side of this slide you see a few patient resources as well.

I've got the veteran technical support phone number listed. We've also got wonderful help for the mystarky app setup and user support as well so so be sure to check that out or direct patients to those tools and then a number of veteran resources as well.

And then please know we'd love to see you in person at one of our upcoming dynamic national symposiums being held in a number of wonderful locations in November. We will be headed to Branson, Missouri, which I'm told is a holiday wonderland at that time of year. We will be in Park City, Utah in December, Scottsdale, Arizona in February and Cape Coral, Florida next April. Please come join us. You can use the QR code that I have here on the slide to visit the to register or you can visit the Government Services Pro site to register for the meetings for any of these locations and I will look forward to seeing you there.

With that, I want to thank you again for taking the time to learn about the November contract updates. I hope you have a wonderful day.

All right, let me go ahead and navigate to see if we have any questions. Give me one moment to head up or to the Q and A area.

All right. I am not seeing any active questions. Let me just make sure that I don't have. Oh, let me hang on one second. Let me just double check there.

Okay. Yes, I do not see any active question questions. So thank you all again for joining me today.

Have a wonderful rest of the day.