

My Starkey

Updates for Your Patient's Ease

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Webinar FAQs

My Starkey

Updates for Your Patient's Ease

How to Ask a Question

Click Q & A, type your question, click Send.

Where to get the Handout

A PDF handout for this presentation may be accessed through your Pending Courses on Audiology Online or by clicking on the link in Chat within the classroom.

How to Earn CEUs

CEUs are available with a paid Audiology Online Unlimited CEU Access membership. After completing the course, go to your Pending Courses on Audiology Online and pass the multiple-choice exam.

Assistance or Tech Support

- Call Audiology Online at 800-753-2160
- customerexperience@continued.com
- Use the Q & A window



Risks and Benefits

- The applicability and accuracy of the course content may vary by the clinical, geographical, and cultural context, you should evaluate the course accordingly.
- As healthcare is rapidly evolving, new findings may change the validity of the information presented in this course. Providers should always consult the latest research and guidelines from professional associations.
- The interventions discussed in this course may be limited in generalizability, requiring practitioners to consider specific, individual and population factors.
- The course may not cover all possible risk factors, diagnostic methods, or treatment options, and complex cases may require additional considerations.
- Healthcare providers should apply cultural competence and sensitivity to ensure effective and respectful care based on their patients' diverse needs.
- Providers should always evaluate the limitations of diagnostic and screen tools, considering their potential for false results as well as any ethical implications.
- It is the responsibility of course participants to critically evaluate the evidence from multiple sources to guide professional practice.

Learning Outcomes

1

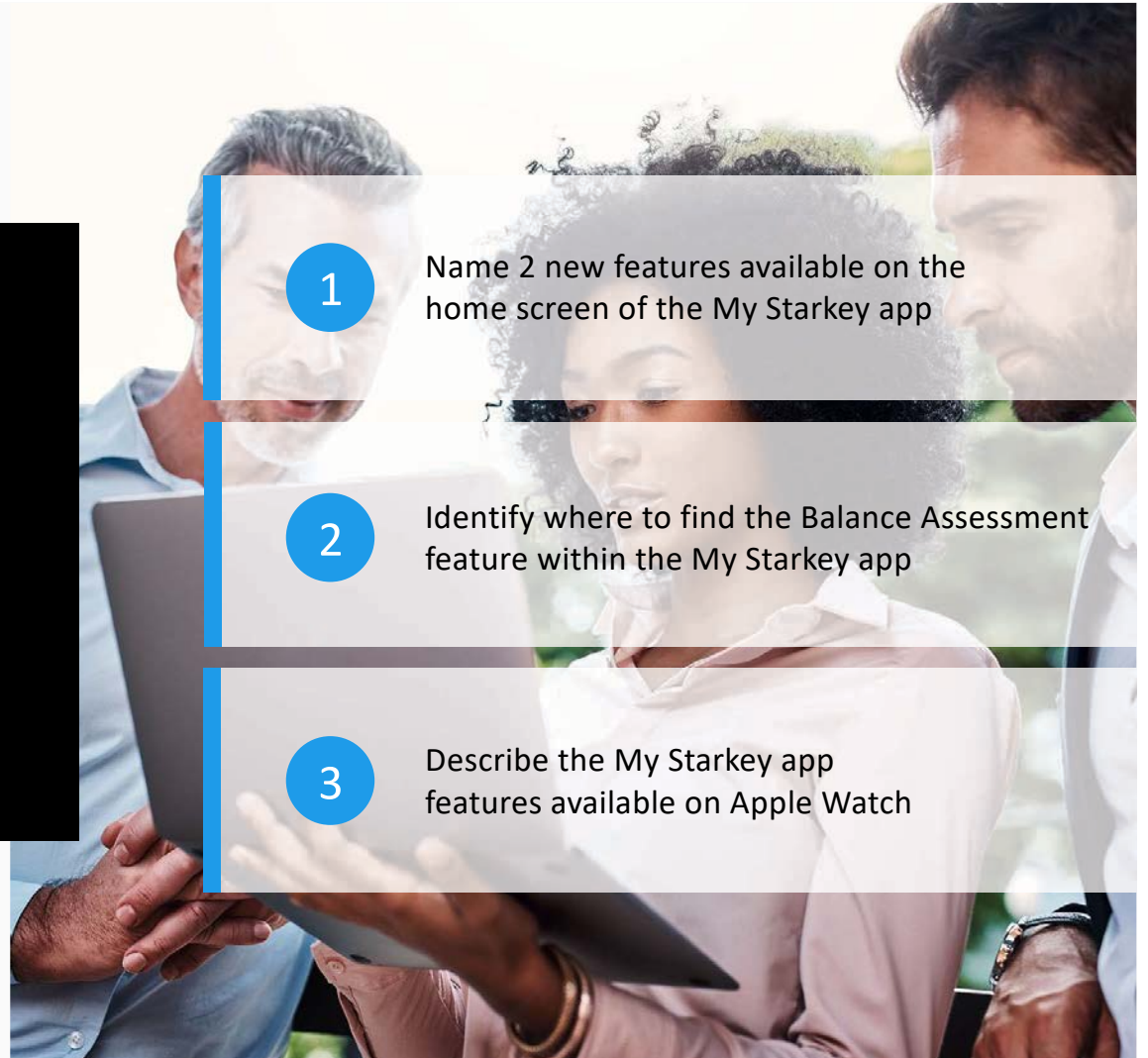
Name 2 new features available on the home screen of the My Starkey app

2

Identify where to find the Balance Assessment feature within the My Starkey app

3

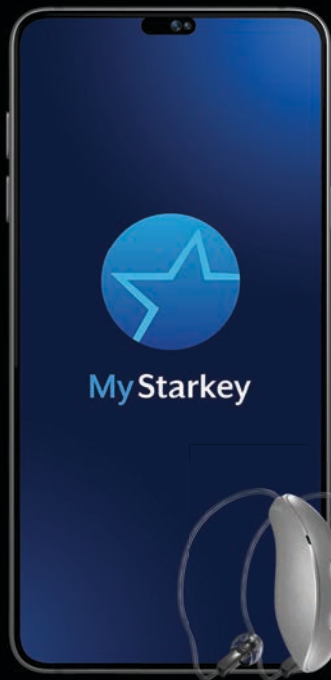
Describe the My Starkey app features available on Apple Watch





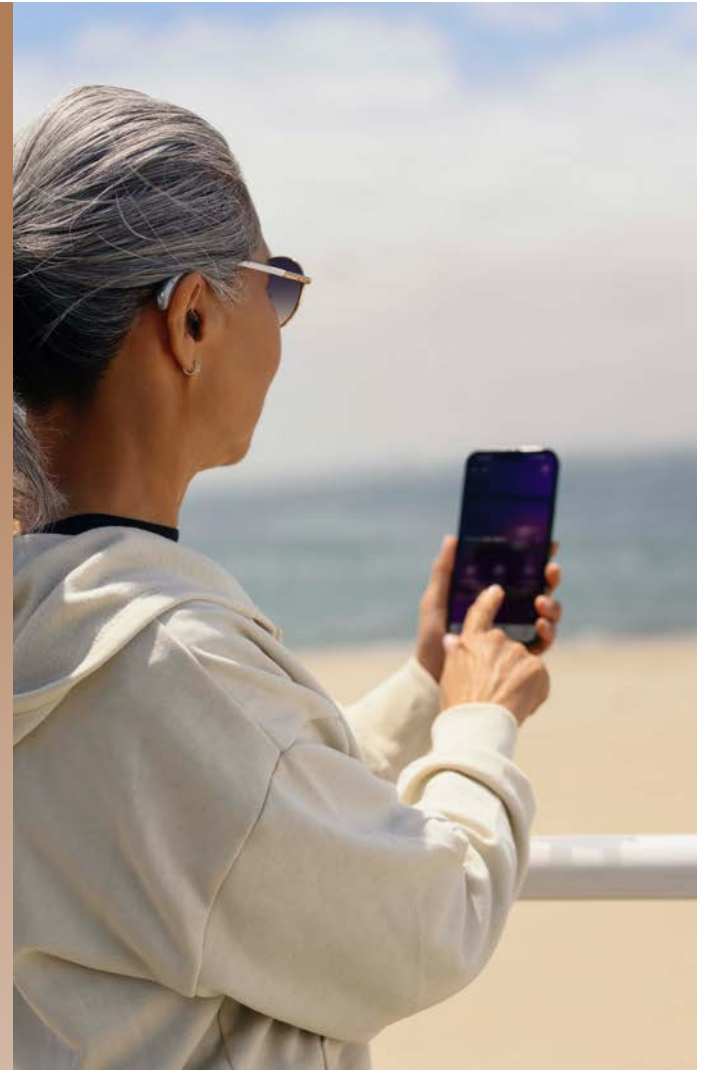
There's an **Edge** for everyone

MyStarkey + EDGE^{AI}



Bluetooth LE Audio Streaming

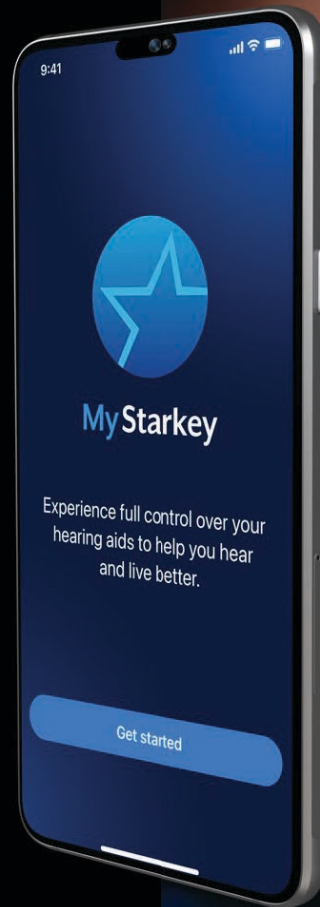
Available with all 2.4GHz styles and technology tiers
iOS and Android compatible

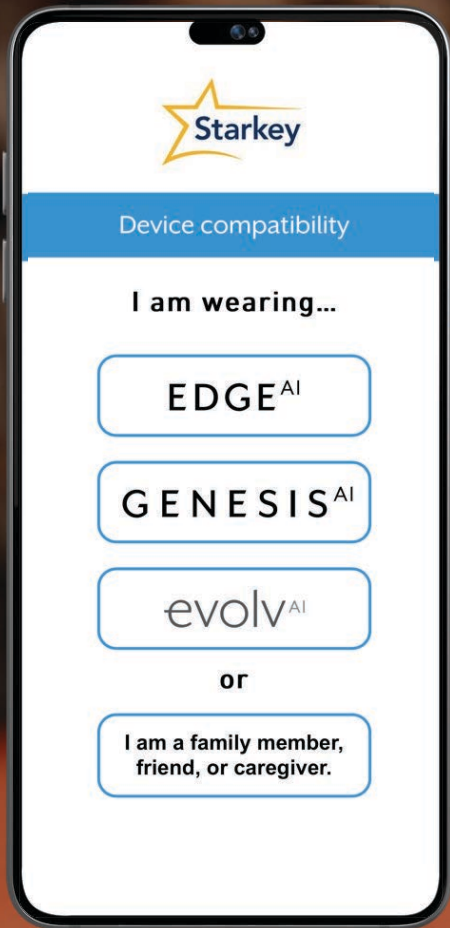




MyStarkey

A control center for
hearing aids





MyStarkey

Smartphone
Compatibility

DOWNLOADING **MyStarkey**

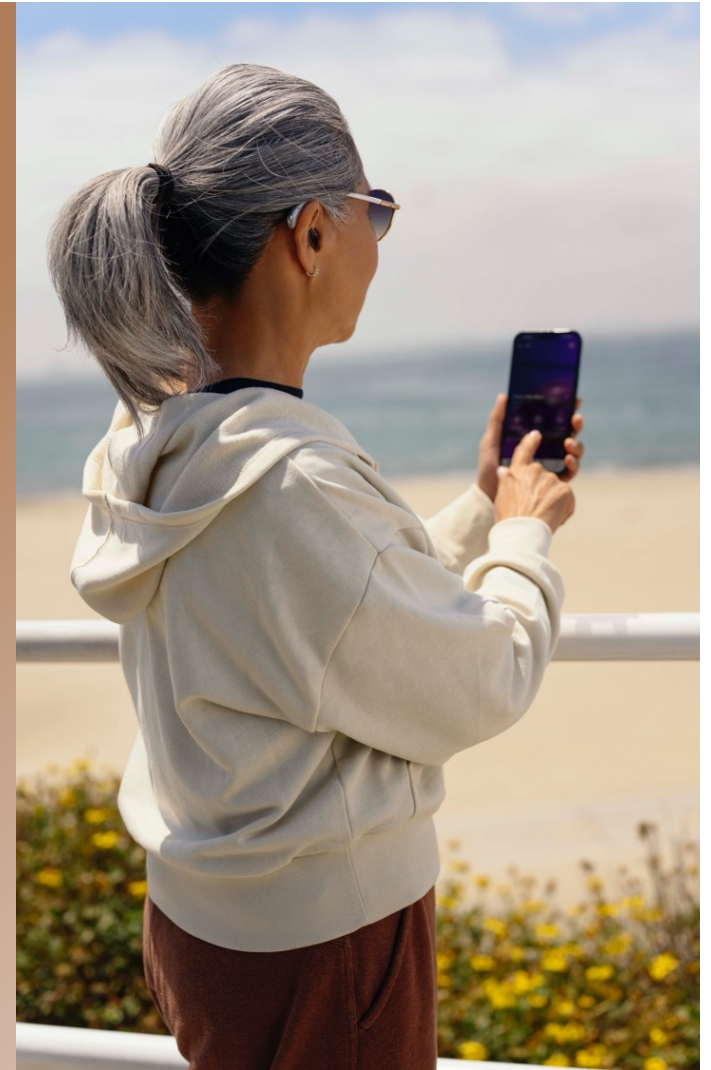
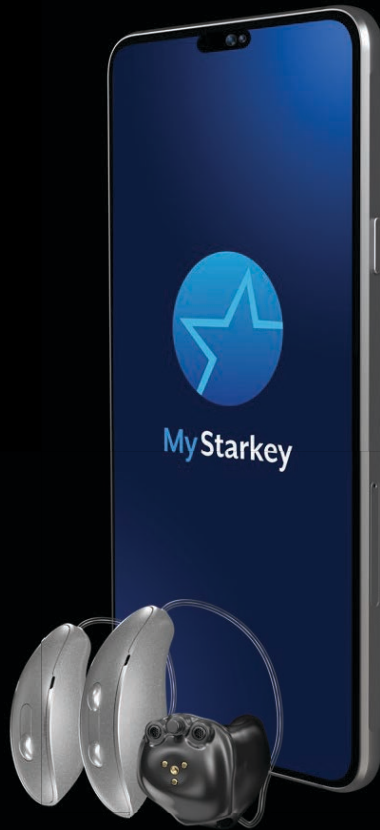


Requires iOS 16
or higher

You must have an Apple ID to
download the My Starkey 3.0 app



Requires Android
OS 8.0 or higher



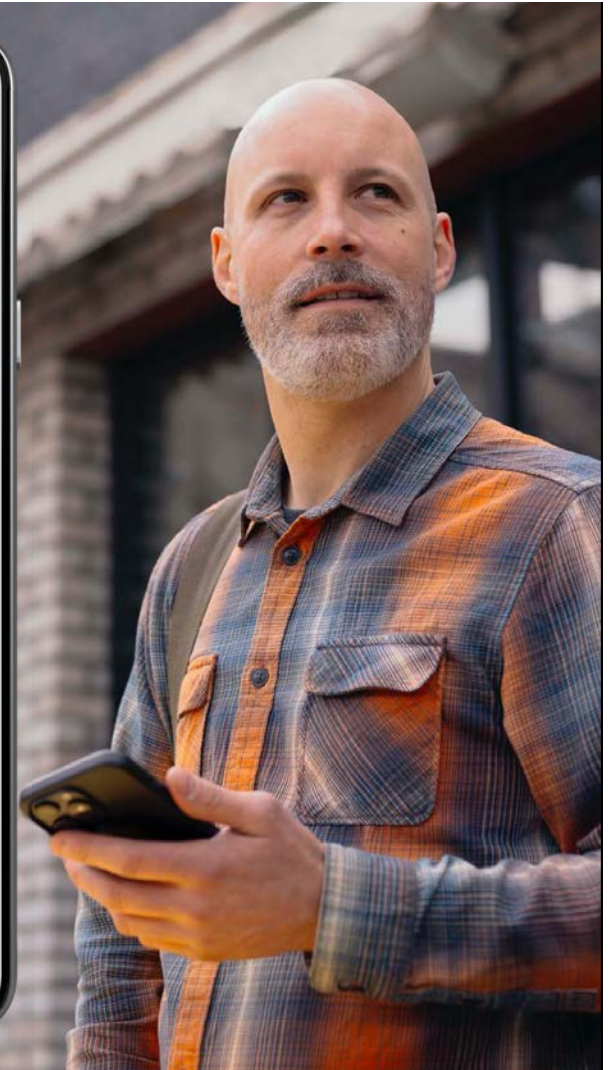
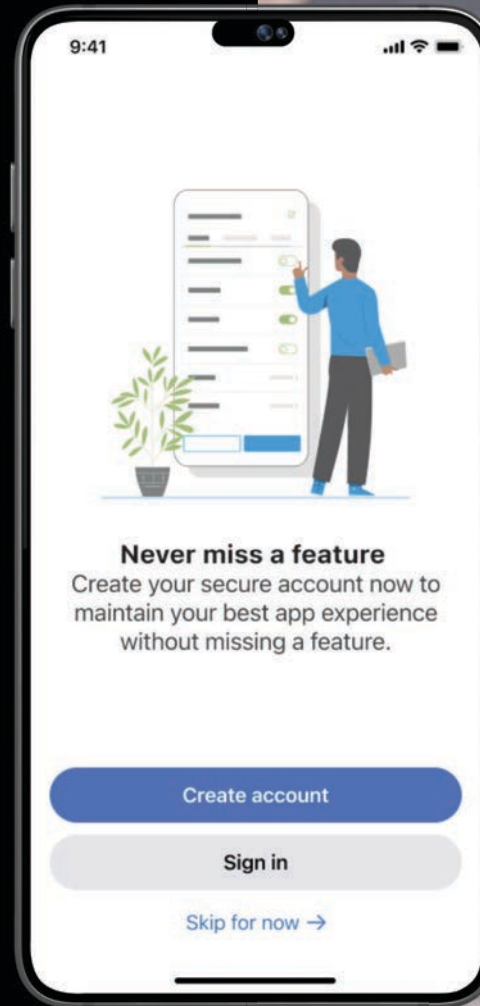
Account Deferral

Skip creating an account to
streamline the setup process

Account required for:

TeleHear
Fall Alert
HearShare App

Required to accept terms of use
and set permissions



Apple MyStarkey

Apple ID sign-in option

9:41

Create account

 Sign in with Apple

Or create account using email

A verification email will be sent to your email address.

First name

Email

Password

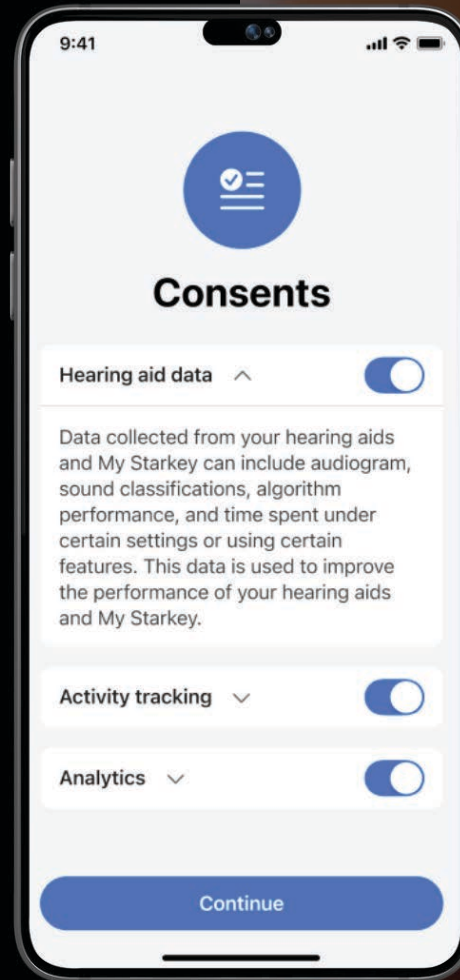
Your password must contain a minimum of eight characters with at least one of each: uppercase, lowercase, number.

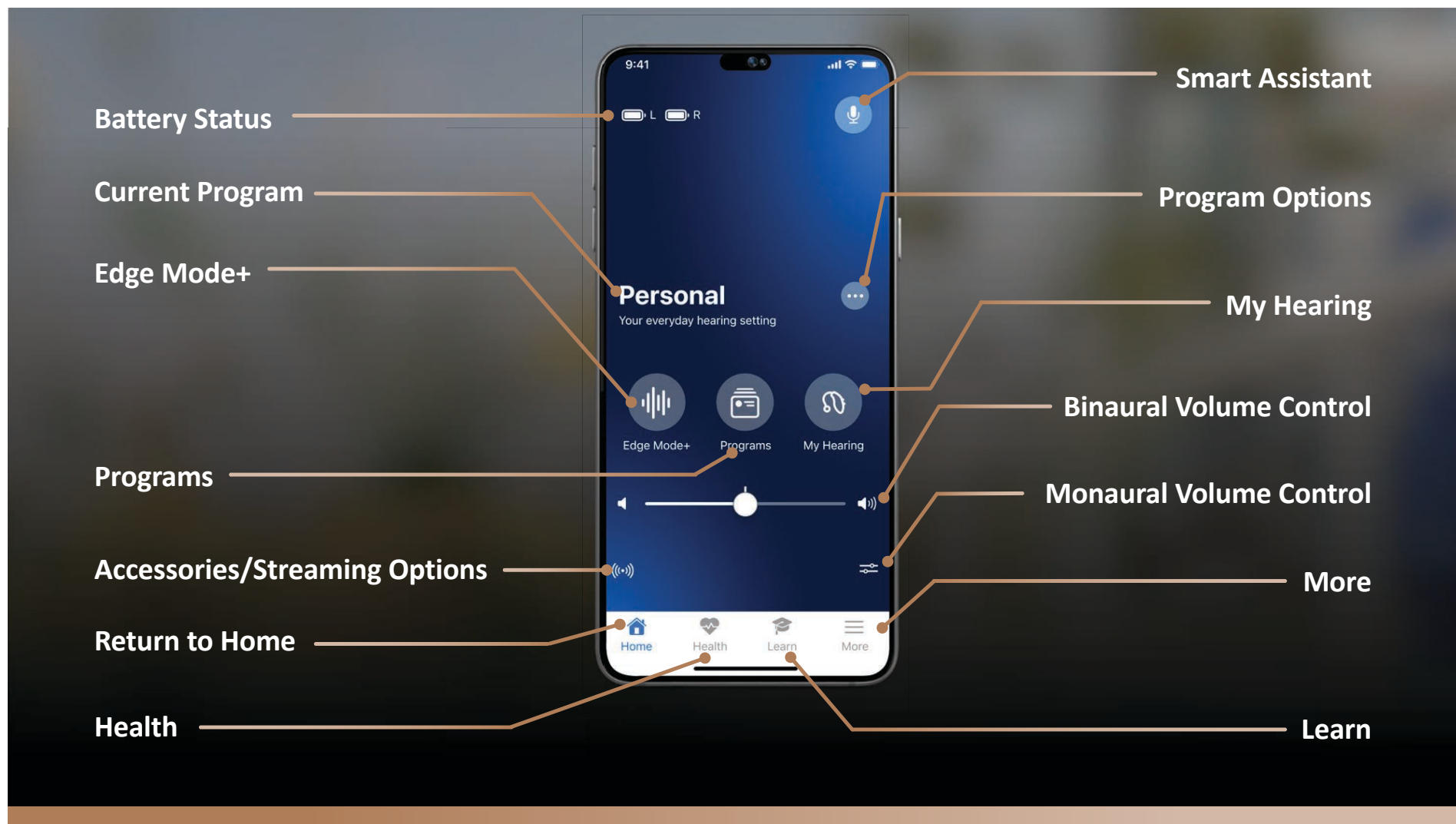
Create account

[Already have an account?](#)

My Starkey Streamlined Consents

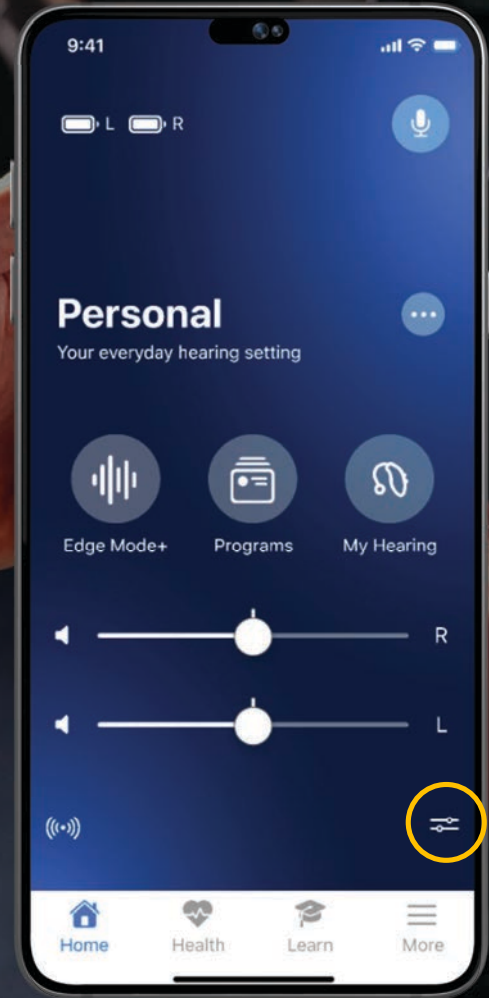
One unified screen for
improved user experience

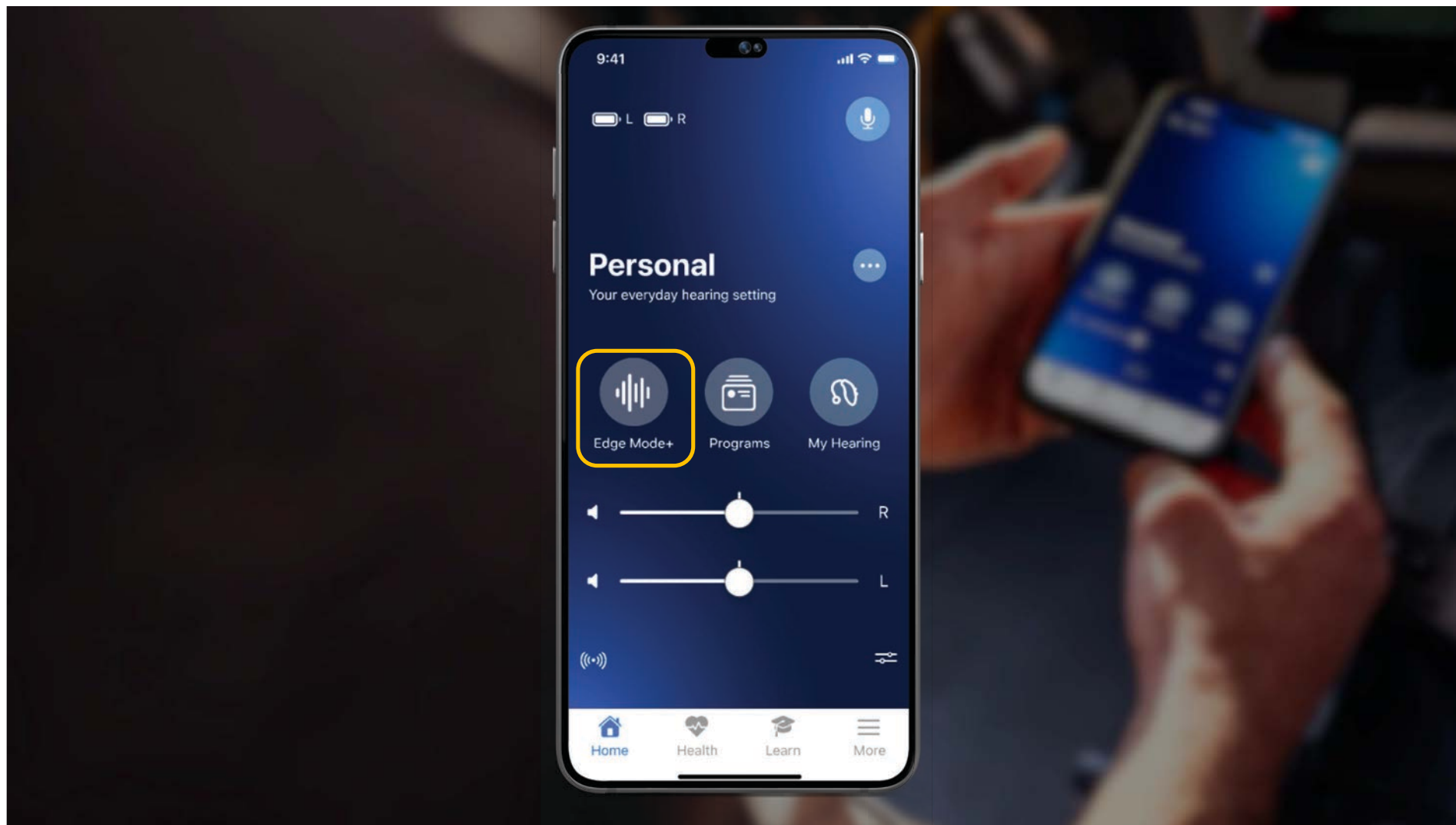




Volume Control

Tap the slider icon on bottom right of the home screen for access to bilateral volume controls





On-demand real-time analysis of
environments for advanced level
of comfort and clarity

The best adaptation for any
environment when engaged

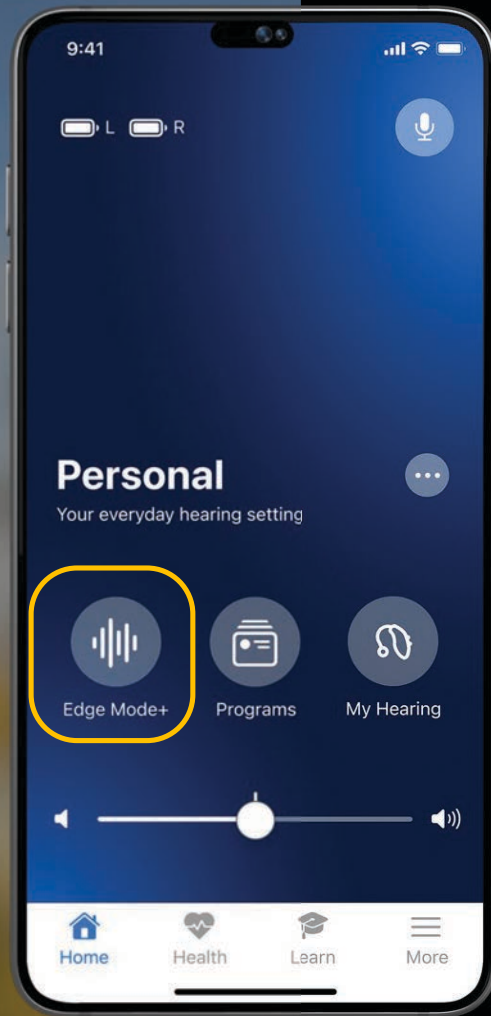
My Starkey patient-driven
controls for listening intent

Exclusive to 24 & 20 Tiers

Edge Mode+

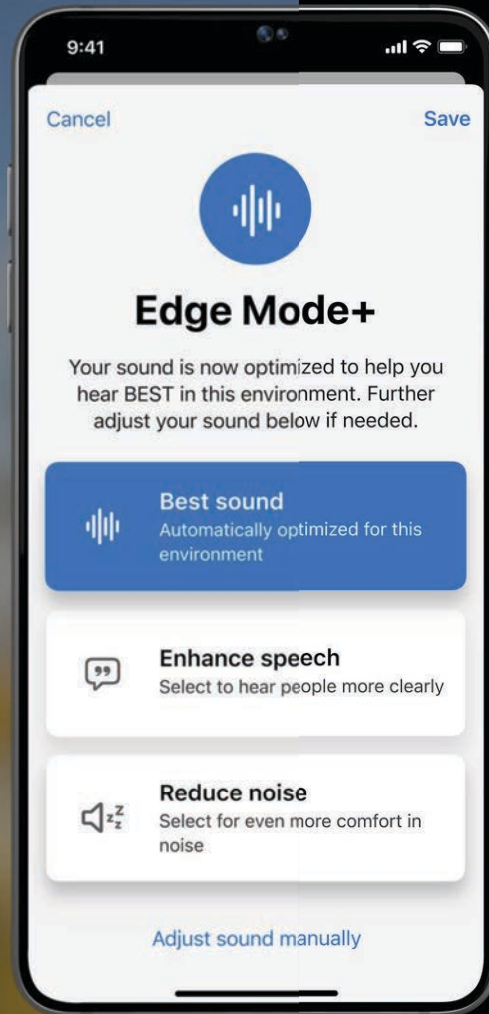
Technology Tiers

24 | 20 | 16



Automatic Edge Mode+

Continues to scan, adapt and optimize as the acoustic environment changes, ensuring the most appropriate settings are always applied in a dynamic world



Edge Mode+

Best sound

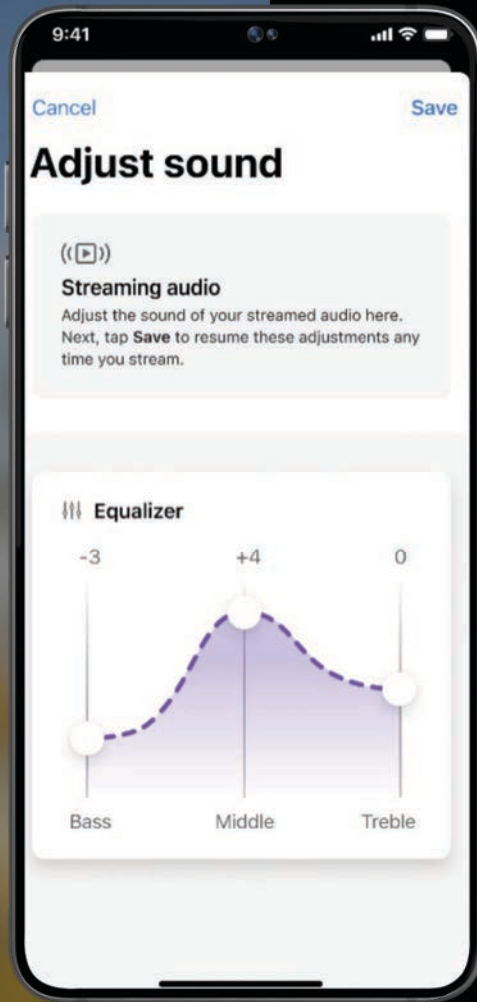
Automatically optimized settings for this environment

Enhance speech

Tap to gain more clarity and hear others more clearly

Reduce noise

Tap to get even more comfort by further reducing background noise



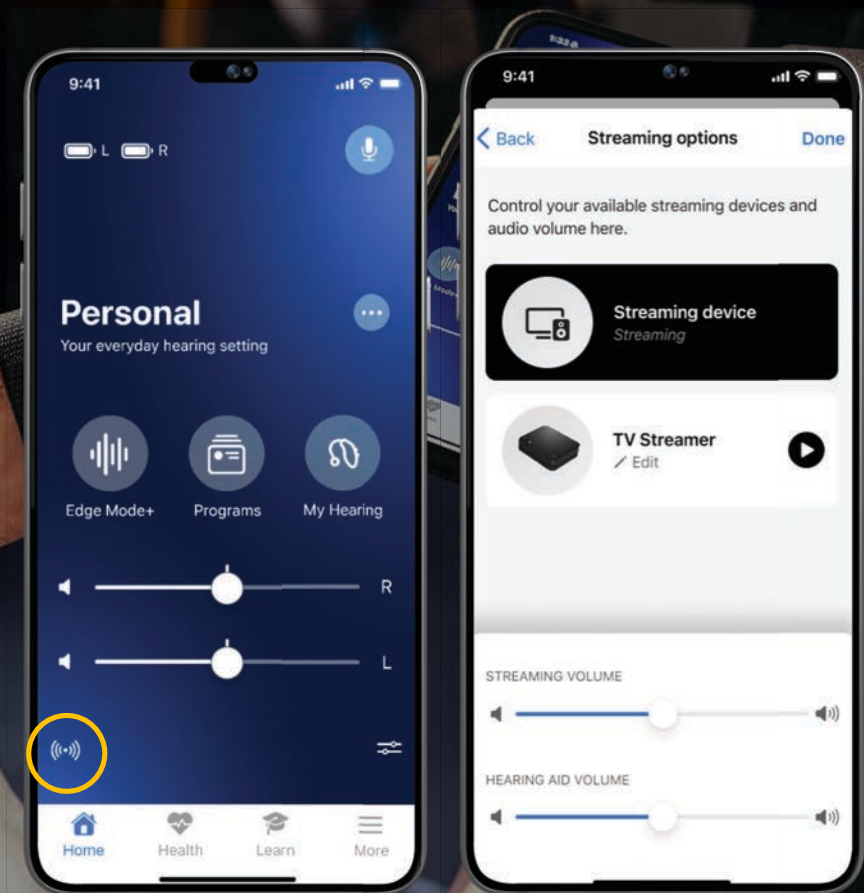
Edge AI Streaming

Automatically switches to a streaming response when streaming

Allows access to Adjust Sound, My Hearing, and hearing aid volume

Accessories

Tap the icon on the bottom left of the home screen to navigate to Accessories/Streaming Options screen

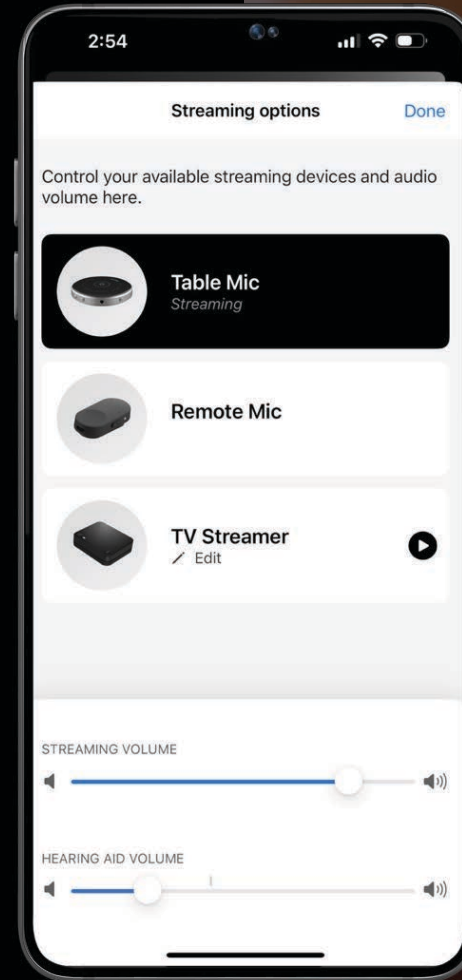


My Starkey Streaming Options

Accessories

Tap icon on bottom left to navigate to Accessories/Streaming Options screen

Manage streaming options for all paired accessories





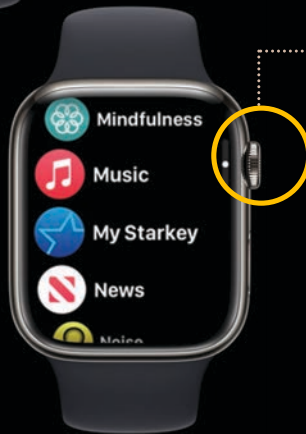
A control center for hearing aids

Change programs and adjust
volume quickly and easily
with an Apple Watch



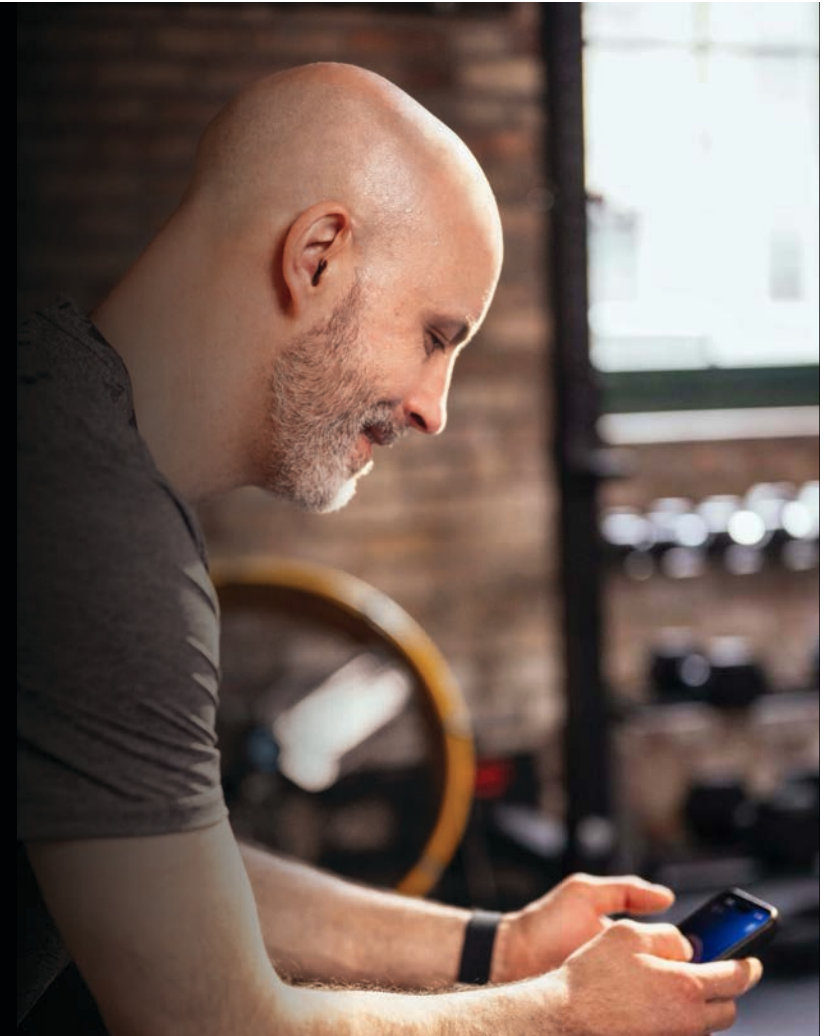
Apple Watch

Apple Watch OS 9 and higher
Works as an extension of the
My Starkey app



Click on digital crown
to get to available apps

Scroll down to the
My Starkey app and tap
it on the screen



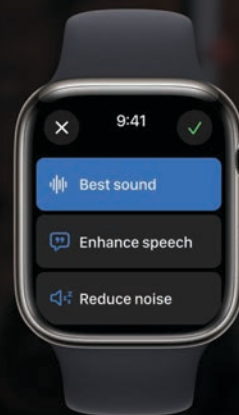
Apple Watch Functionality



Swipe screen to
see programs



Tap screen or use
digital crown for
volume adjustments



Enable Edge Mode+ and
choose best sound, enhance
speech or reduce noise





EDGE^{AI}

Benefits **beyond**
better hearing

Activity
Tracking

Social
Engagement

INDUSTRY
LEADING

Balance
Assessment

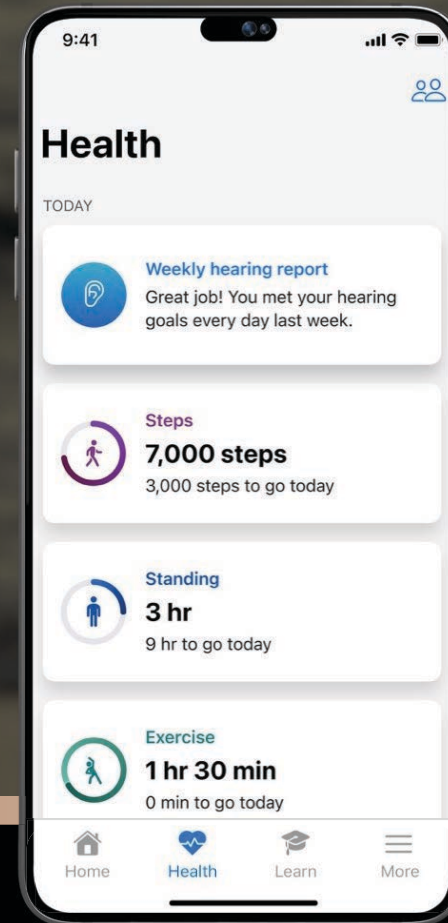
Fall
Alert

Health

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

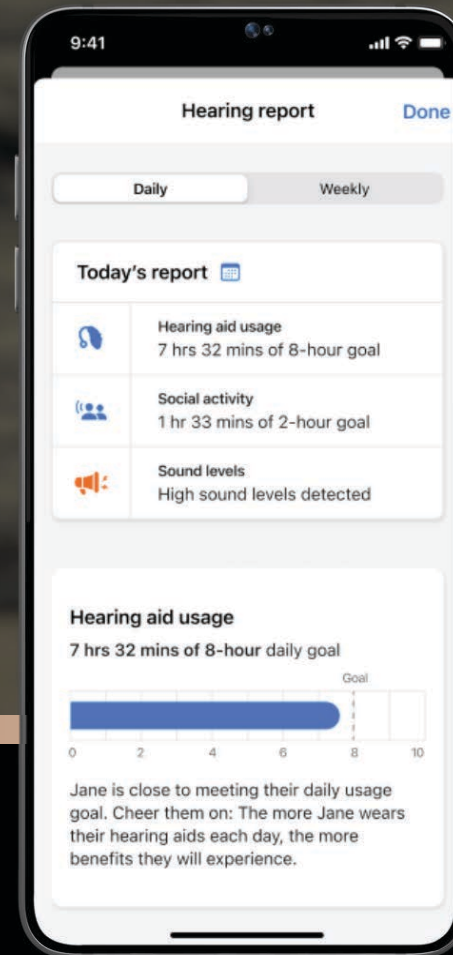
Daily Updates

View for at-a-glance updates on physical activity



My Starkey Hearing Report

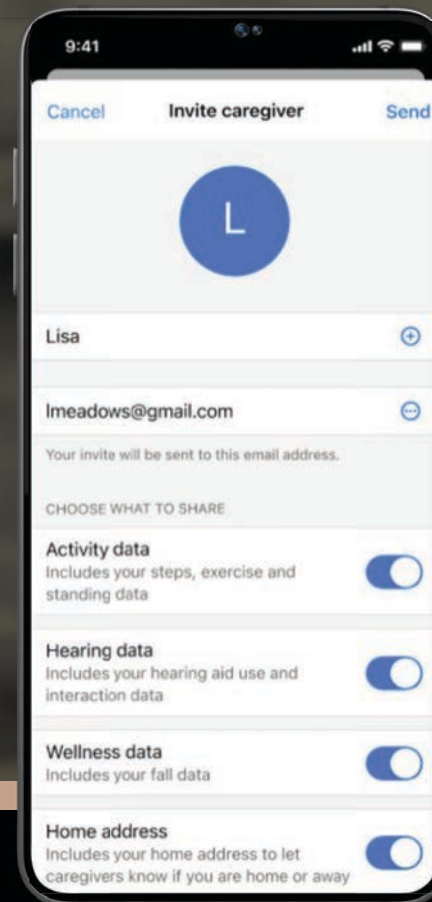
Provides a summary of daily
or weekly hearing activity

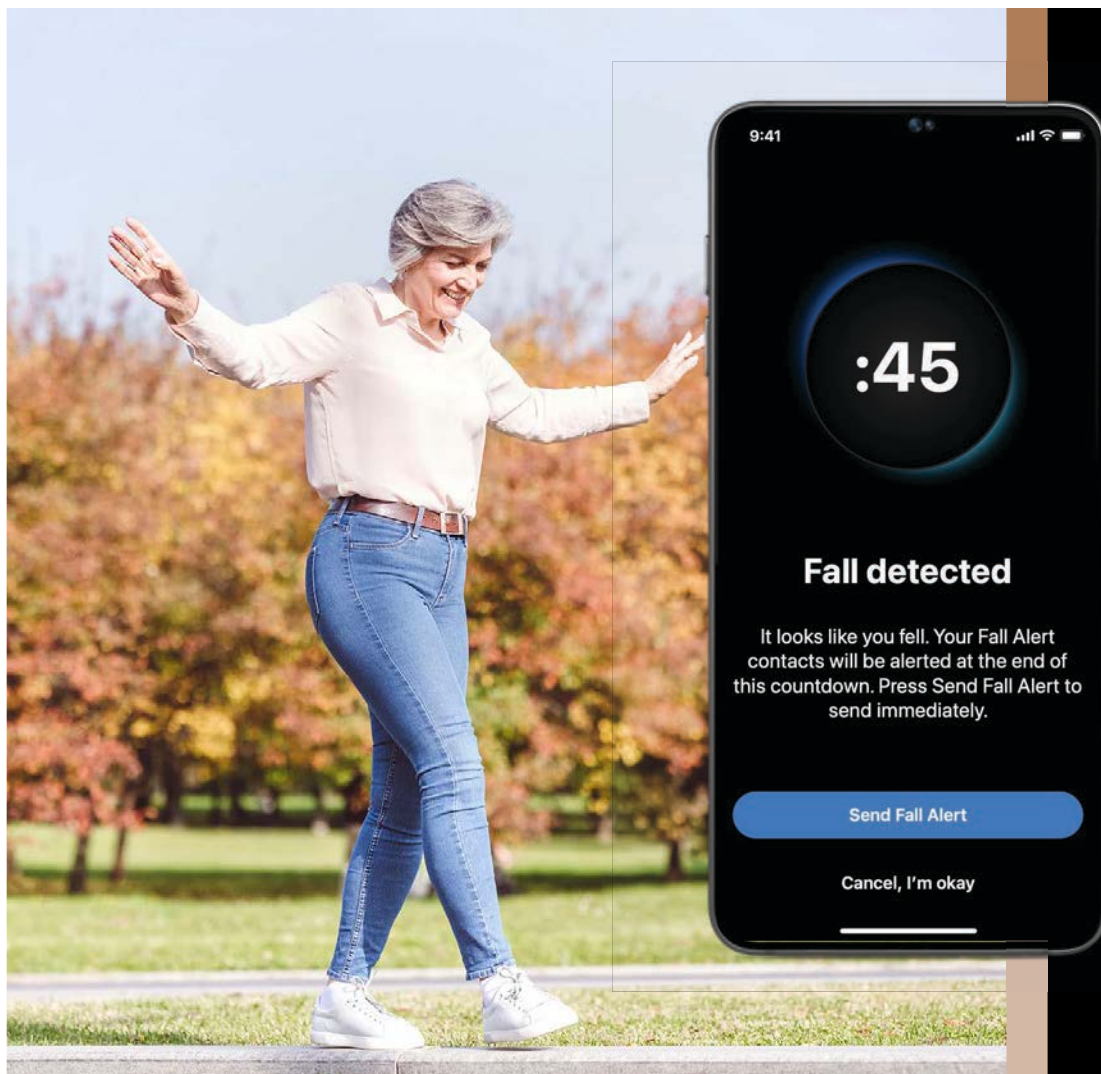




My Starkey Share Home Location

Add/share home location
with Hear Share caregiver





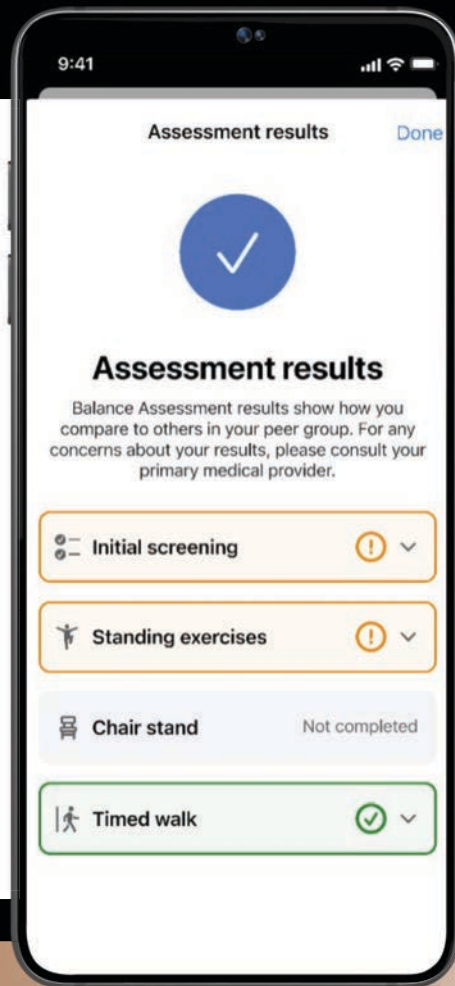
Fall Alert



Detect falls and automatically alert family and friends



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



Self-guided Balance Assessment

Patients can gain an awareness of their balance with this self-guided evaluation





Exclusive to Edge AI Balance Assessment

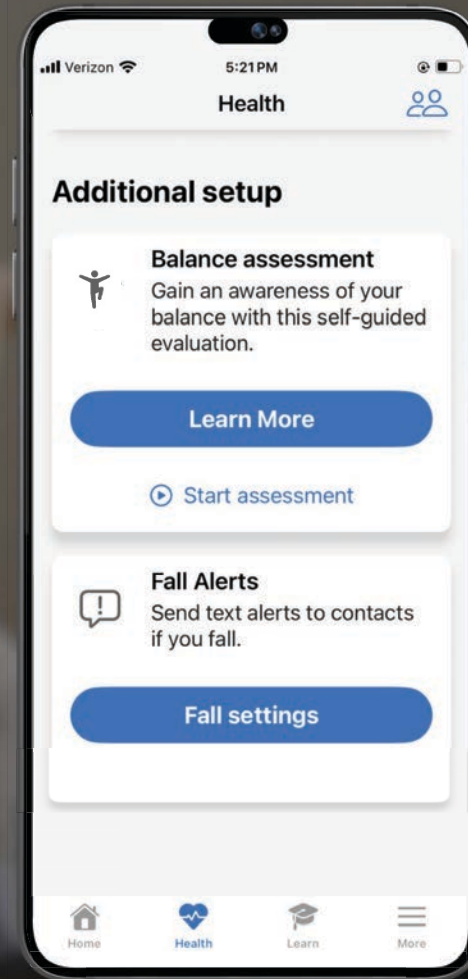


Gain an awareness of
your balance with this
self-guided evaluation

My Starkey Balance Assessment

Consists of:

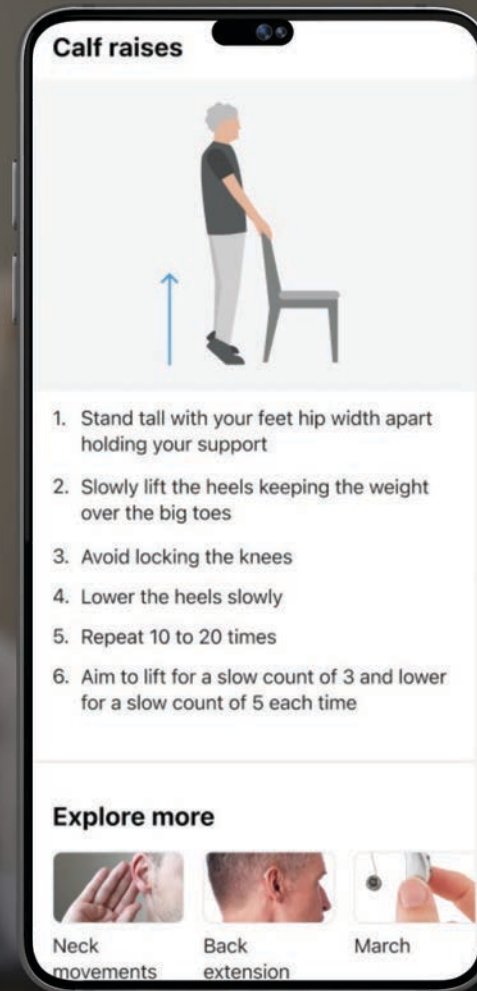
- 1 Initial Screening**
Via a validated fall risk self-assessment tool
- 2 Self-Assessment**
Utilizing common measures for evaluating gait, strength, and balance that can be completed at home
 - 4 Standing Exercises**
 - 2 Chair Exercises**



Balance and Stability Exercises

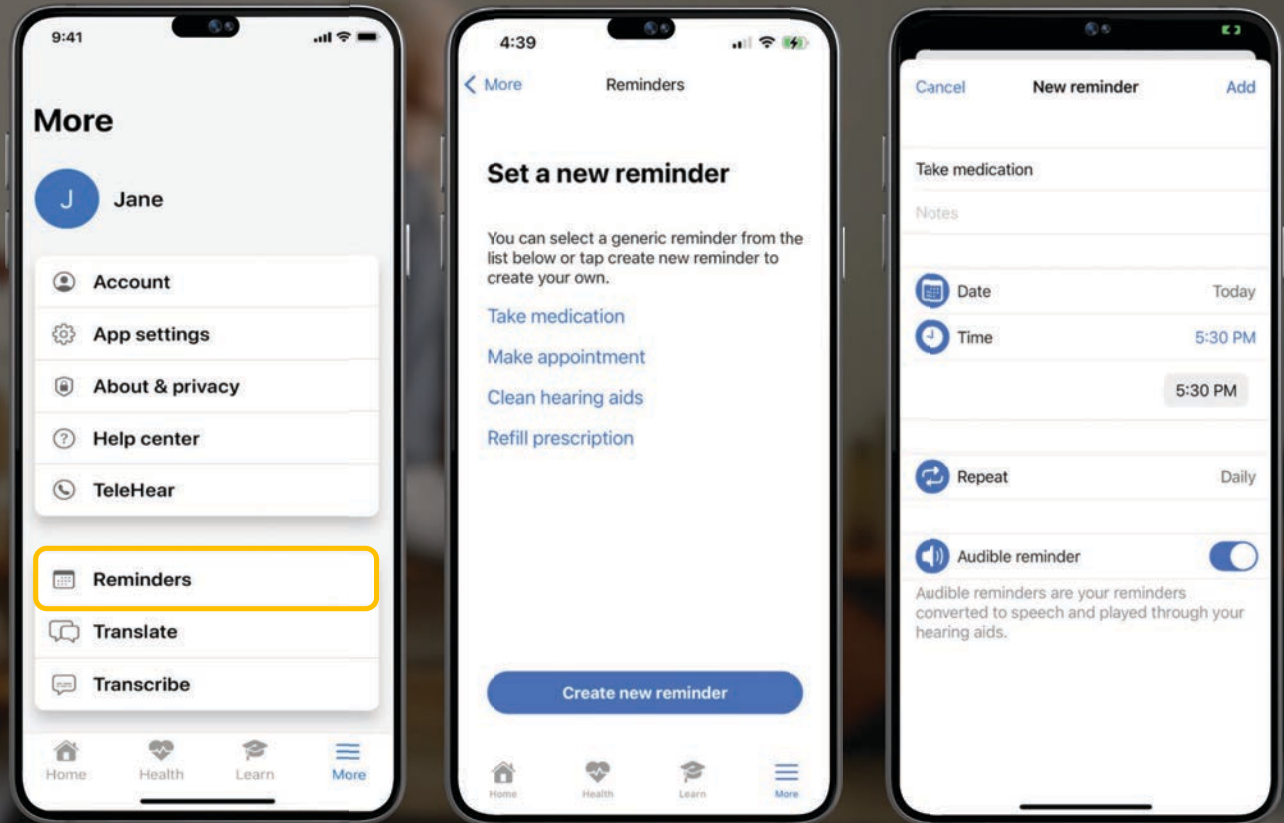
New exercises for balance and stability will be visible within the Learn Tab

For each exercise, written, audio, and animated instructions will be provided



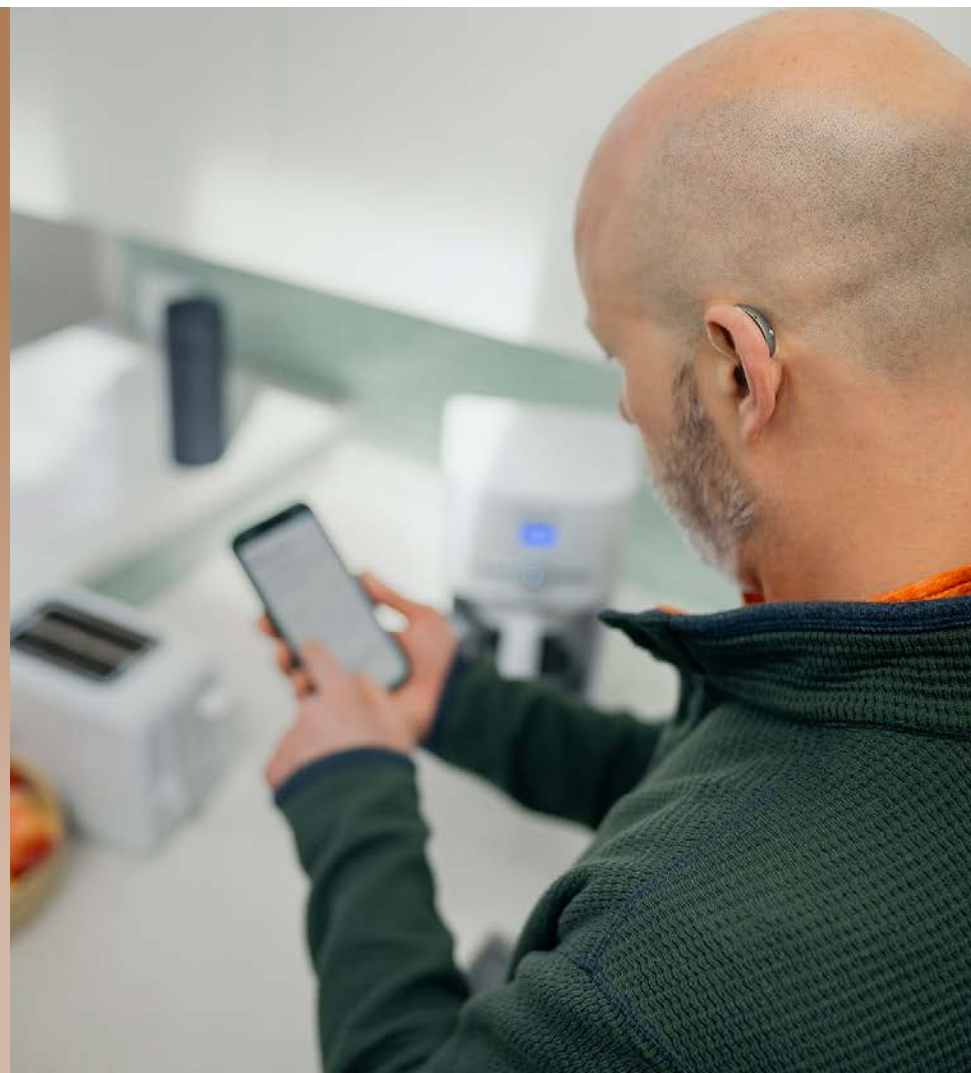
Basic Reminders

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



Intelligent Reminders

Reminders for inserting your hearing aids and hearing aid maintenance



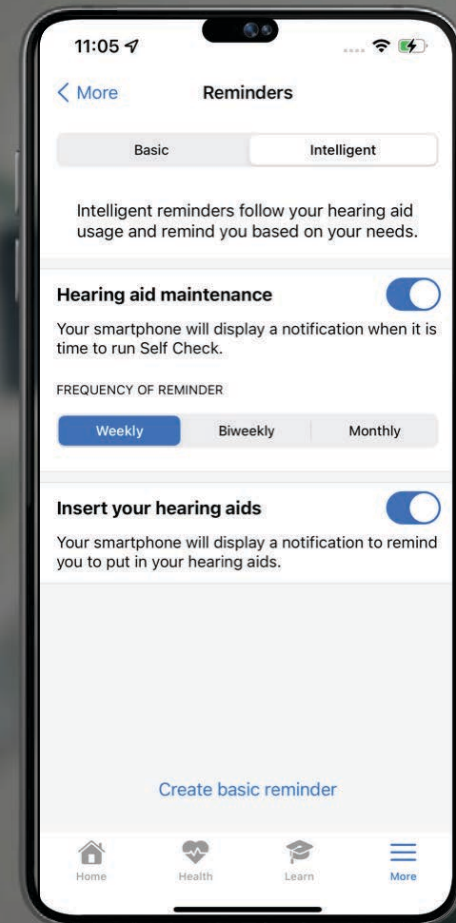
Intelligent Reminders

Hearing Aid Maintenance

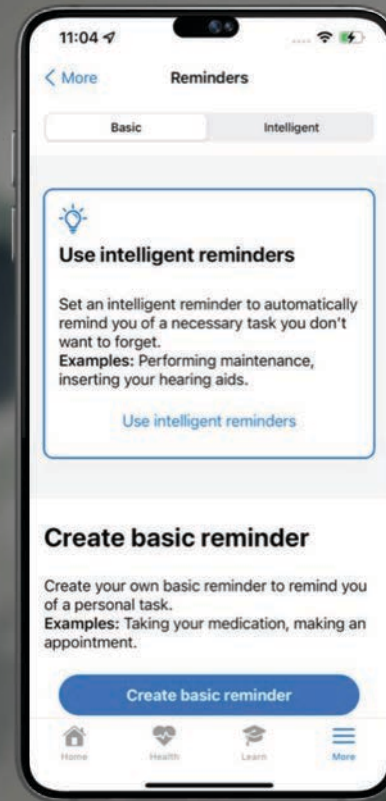
Reminds patients to perform Self Check
Frequency of Reminder can be set to:
Weekly, Biweekly, or Monthly

Insert Your Hearing Aids

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

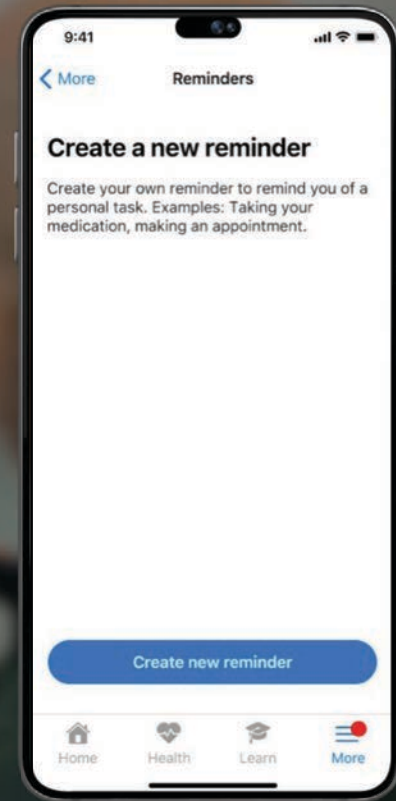


Reminders by Tech Tier



Edge AI 24 and 20

Intelligent and Basic
Reminder Options



Edge AI 16

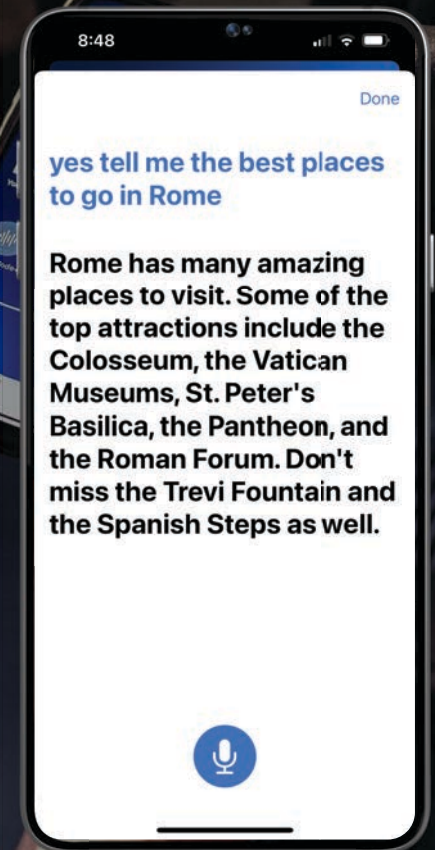
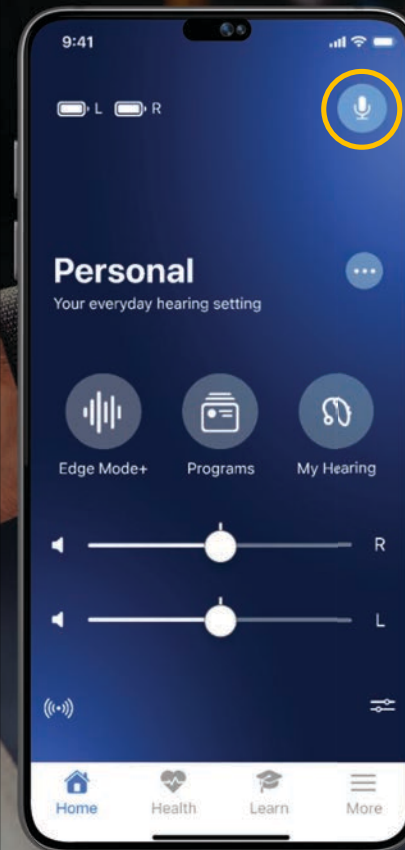
Basic Reminder
Option only

Exclusive to Edge AI 24 Smart Assistant

Chat-like interface

Improved AI voice

Phone mic required for voice pickup



MyStarkey

Hearing

Hear better with less effort
in any situation

- Support for Edge AI devices
- Edge Mode+
- Manual adjustments
- Enhanced customization
- Find My Hearing Aid
- Voice AI
- Tinnitus
- CROS Support
- Demo Stream
- Accessories Support

Health

Live healthier, track activity,
and detect falls

- Activity Monitoring with double the classifications
 - Walking
 - Running
 - Indoor biking
 - Aerobics
- Hearing data
- Activity and Hearing Insights
- Fall Alert and Balance Assessment
- Caregiver data sharing

Intelligent

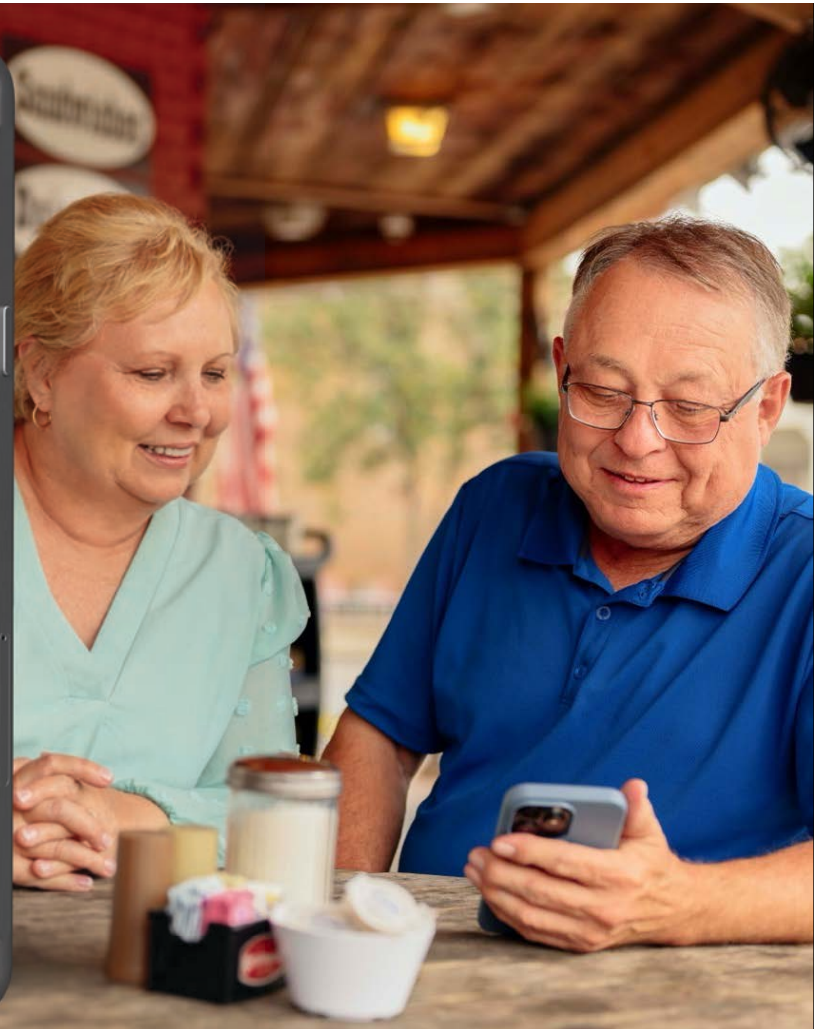
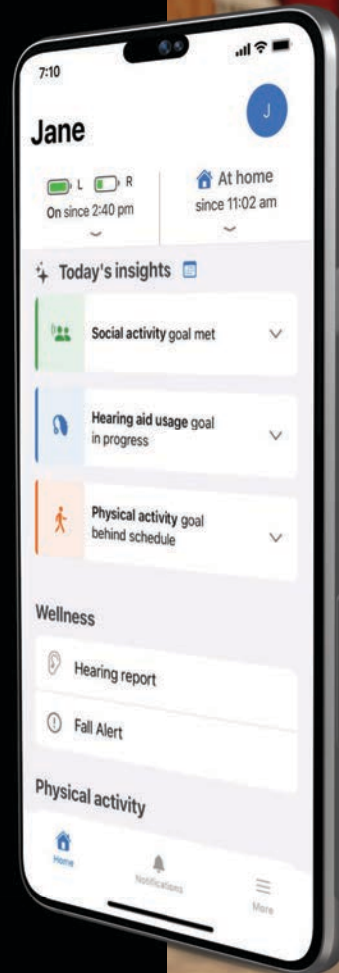
Simplify daily life with
assistive features

- Self Check
- Learn
- Robust and personalized user guide
- Voice Assistant
- TeleHear
- Field firmware updates
- Reminders
- Translate
- Transcribe
- Find My Phone



HEARShare

Provide peace of mind
for caregivers and more
independence for
hearing aid wearers



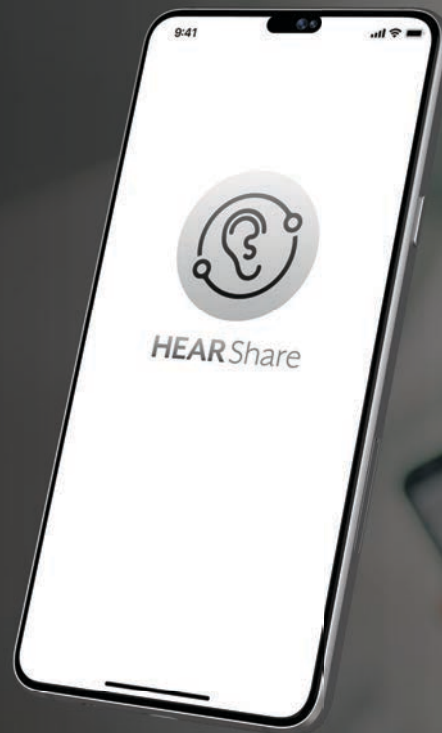
What's New Hear Share

Home screen updates

Home/away status

At-a-glance interaction

Increased actionable
status for caregiver





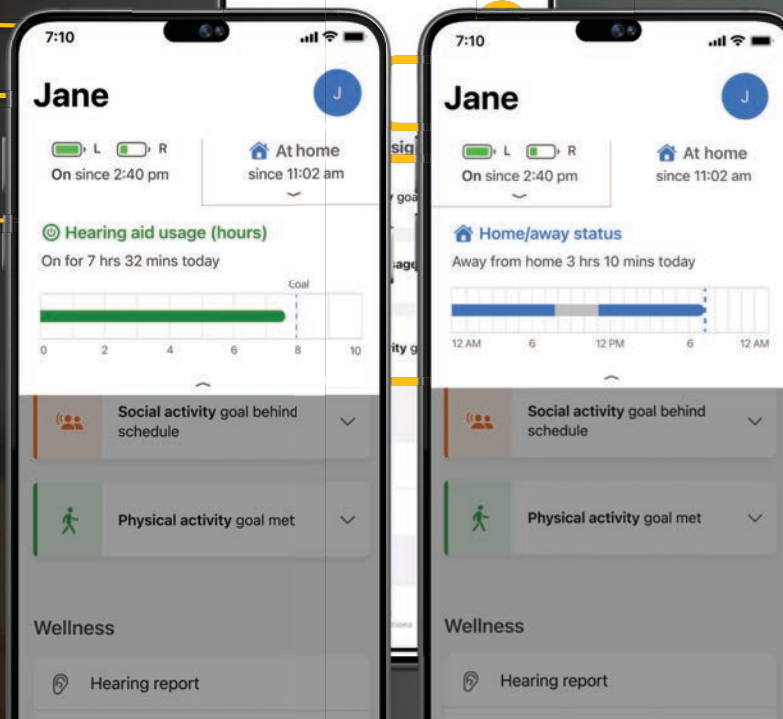
Hear Share Home Screen

Expanded view

Patient name
Battery status

Insights

Change user
me/Away status



Hear Share Home/Away Status

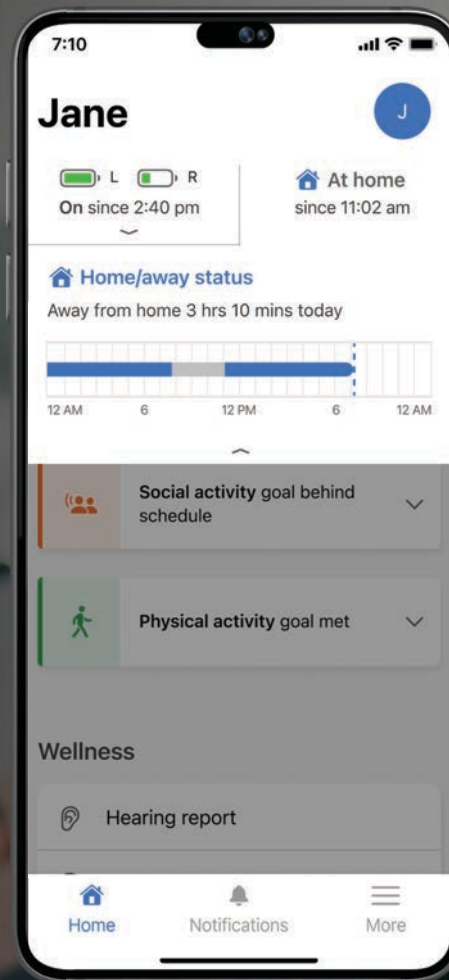
New Sharing Option-Home/Away Status

Provides Caregiver with details about patient's time spent at "Home" or "Away"

Patient location is not tracked

"Home/Away" status refreshes every 15 minutes

"Home" location for patient is established in the My Starkey app



Hear Share Home Screen Insights and Goals

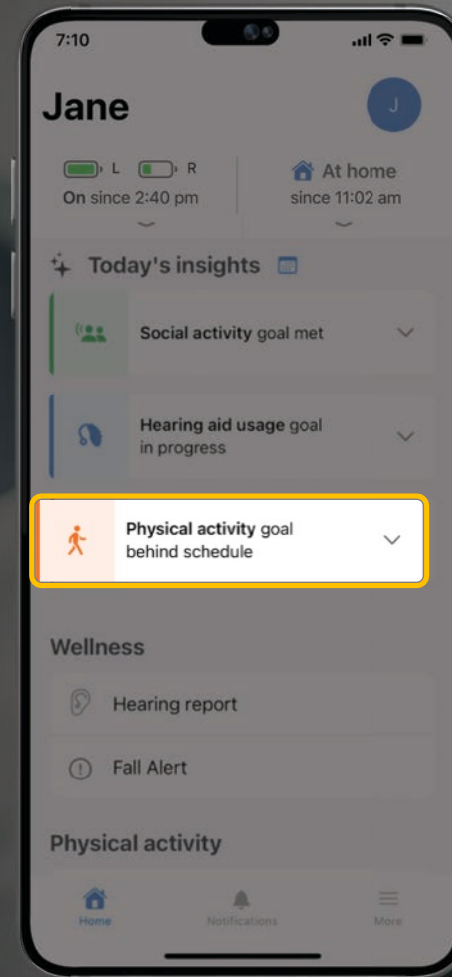
Insights share the patient's activity

Status for each activity is indicated by the color and text

● Goal Met

● On Track

● Behind



Tap to view details for selected goal

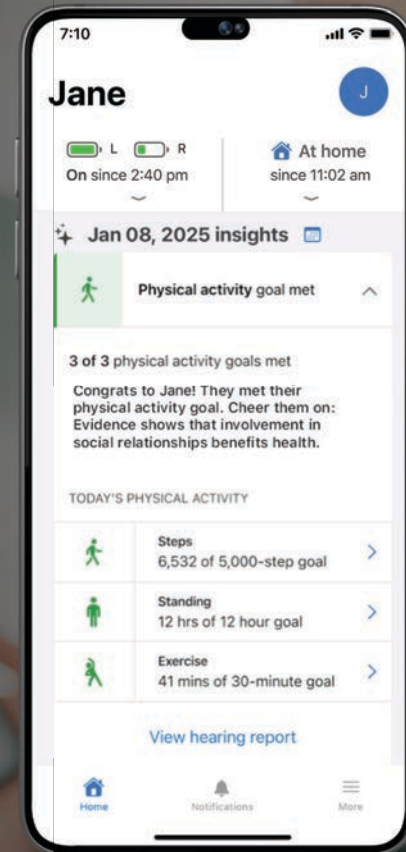
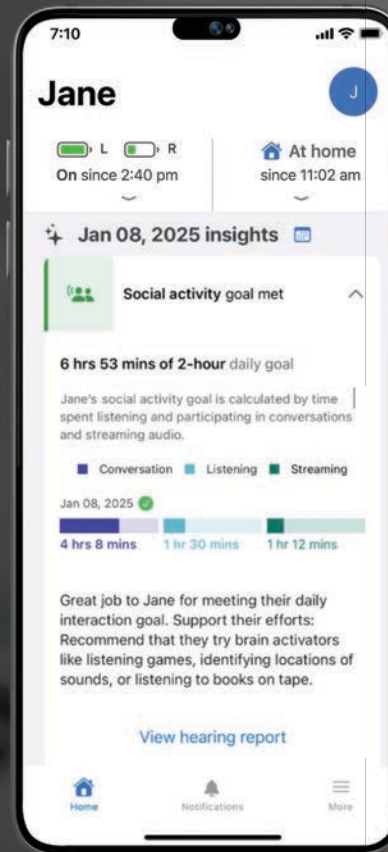
Hear Share Insights

Expanded View for Insights

Social

Physical

View the hearing report at the
bottom of each section



Hear Share Hearing Report

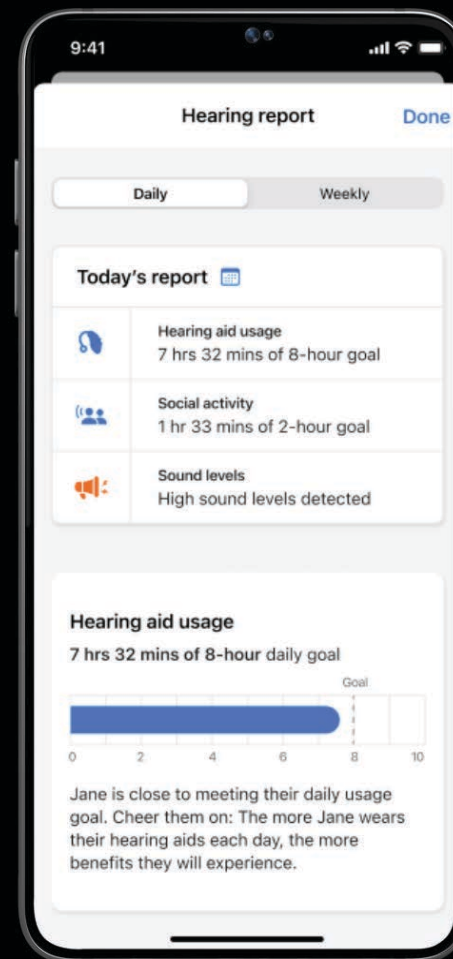
Today's report

Scroll to view detailed views for:

Hearing aid usage

Social activity

Sound levels





There's an **Edge** for everyone

