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4. Social Workers: For additional information regarding standards and indicators for cultural competence, please review the NASW resource: [Standards and Indicators for Cultural Competence in Social Work Practice](#)
5. Need Help? Select the “Help” option in the member dashboard to access FAQs or contact us.

How to print Handouts

On a Mac

- Open PDF in Preview
- Click File
- Click Print
- Click dropdown menu on the right “preview”
- Click layout
- Choose # of pages per sheet from dropdown menu
- Checkmark Black & White if wanted.

On a PC

- Open PDF
- Click Print
- Choose # of pages per sheet from dropdown menu
- Choose Black and White from “Color” dropdown

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A solid red square is located in the bottom left corner of the page.

The background of the slide features a photograph of two individuals smiling. On the right, a woman with short blonde hair, wearing a yellow sleeveless top and large hoop earrings, is laughing and holding a small yellow object. On the left, a man in a green polo shirt is smiling. They appear to be outdoors in a bright, sunny setting.

EDGE^{AI}

May 2025

Starkey Government Services

Excellence without Exception

Michele Hurley, Au.D.

Sr. Education and Training Audiologist



Webinar FAQs

May 2025

Starkey Government Services

Excellence without Exception

How to Ask a Question

Click Q & A, type your question, and 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

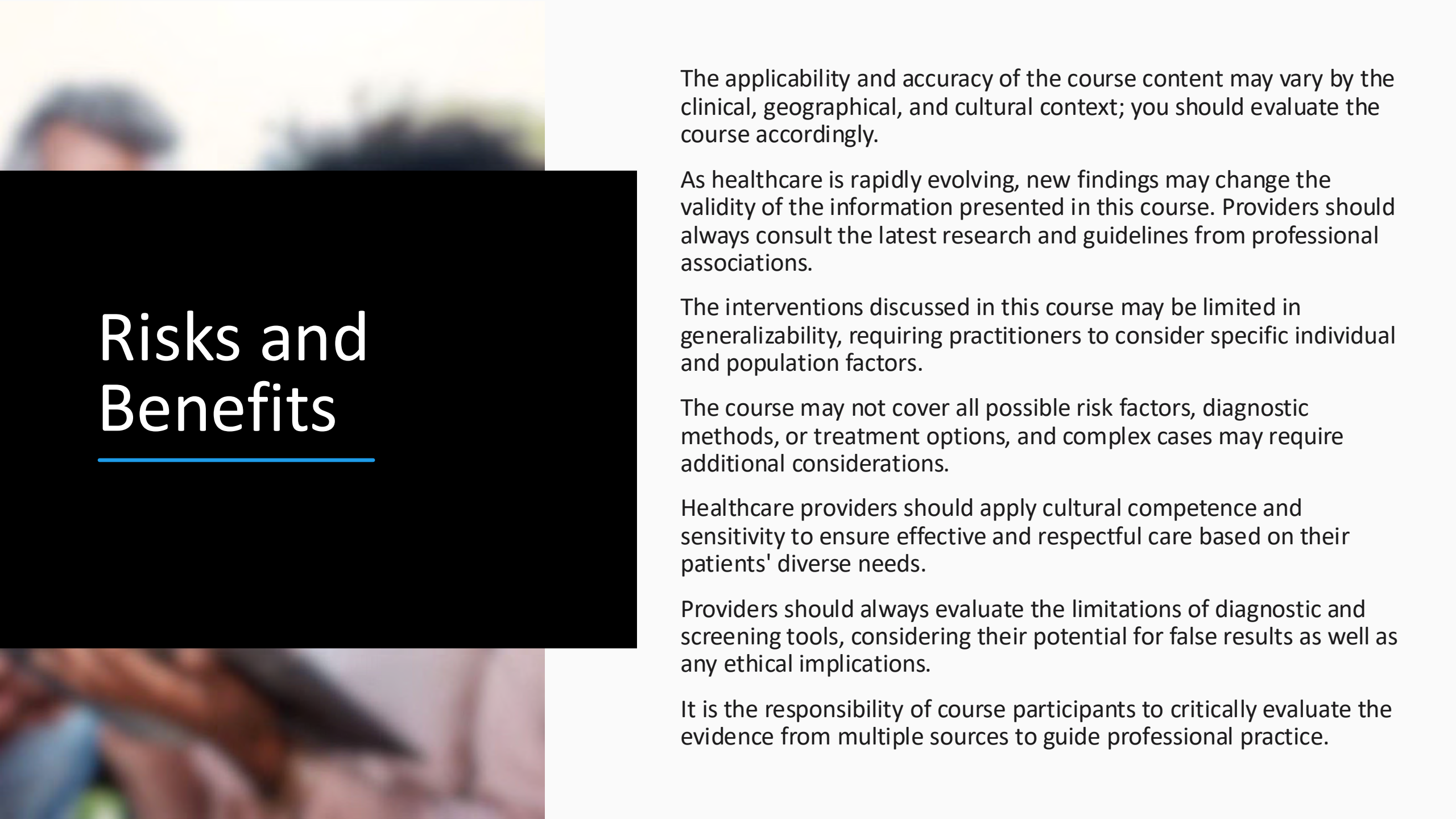
After completing the course, go to your Pending Courses on Audiology Online and pass the multiple-choice exam

Assistance or Tech Support

Call 800-753-2160

customerexperience@continued.com

Use the Q&A window

A blurred background image showing people in a clinical or educational setting. The image is out of focus, with various colors and shapes suggesting a group of people in a room.

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 screening 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

Identify at least three benefits of Neuro Sound Technology 2.0

2

Describe Edge AI wireless accessories

3

List valuable tools and resources for patients and professionals



There's an **Edge** for everyone



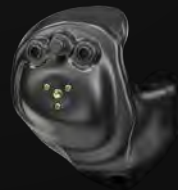
EDGE^{AI}



CIC



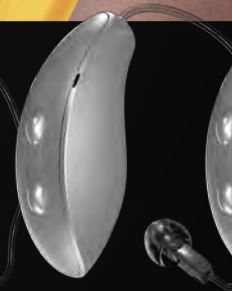
ITC/HS R



ITE R



mRIC R

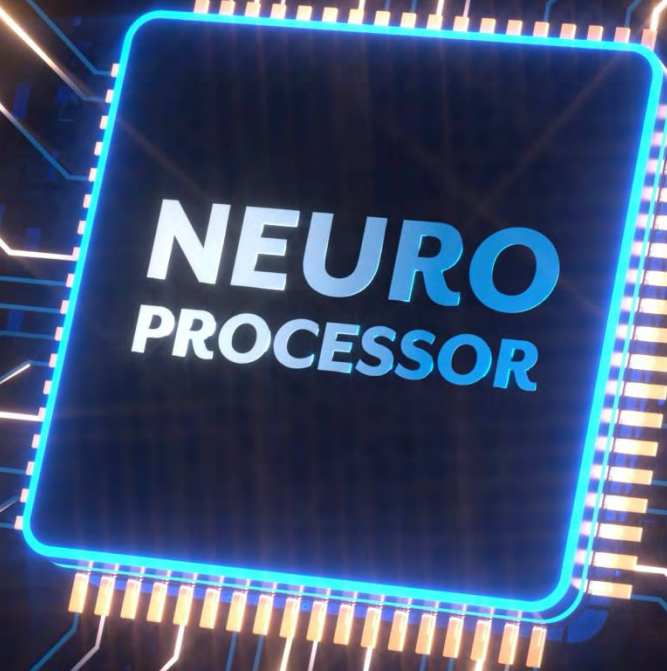


RIC RT



RIC 312

2.4 GHz Radio
with *LE Audio*



Superpower-full

Built for efficiency, speed, and growth
with advanced and powerful AI

100x

MORE DNN PROCESSING
THAN GENESIS AI

30%

MORE ACCURATE
AT IDENTIFYING SPEECH

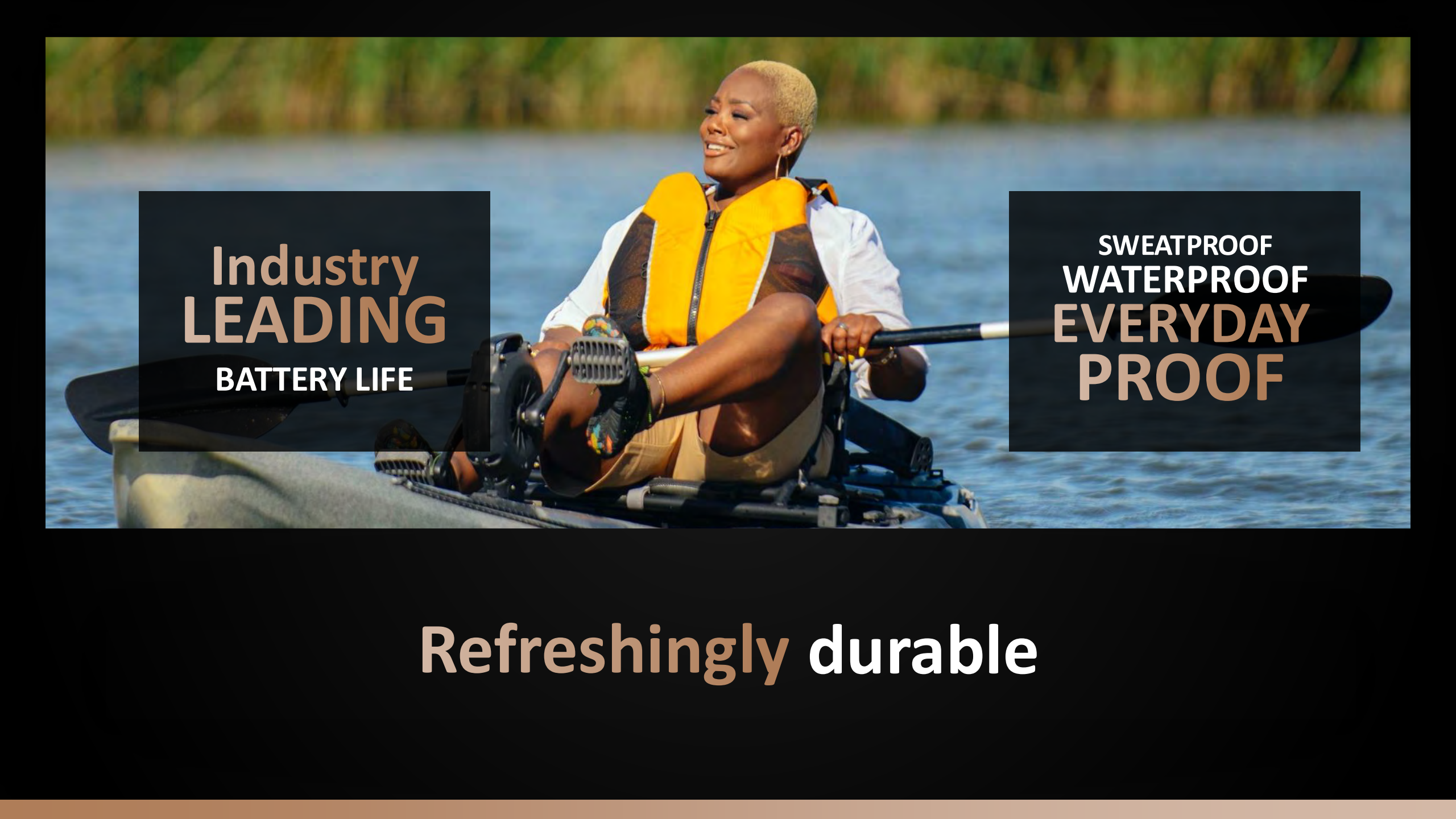
6dB

ADDITIONAL REDUCTION
IN LOW-LEVEL NOISE

Neuro Sound
Technology 2.0



It's science that
speaks volumes



Industry
LEADING
BATTERY LIFE

SWEATPROOF
WATERPROOF
EVERYDAY
PROOF

Refreshingly durable



Future-proof connectivity

2.4 GHz Radio with LE Audio



Benefits **beyond** better hearing

**Activity
Tracking**

**Social
Engagement**



**Fall
Alert**

**Balance
Assessment**



Every patient can benefit from **Edge AI**

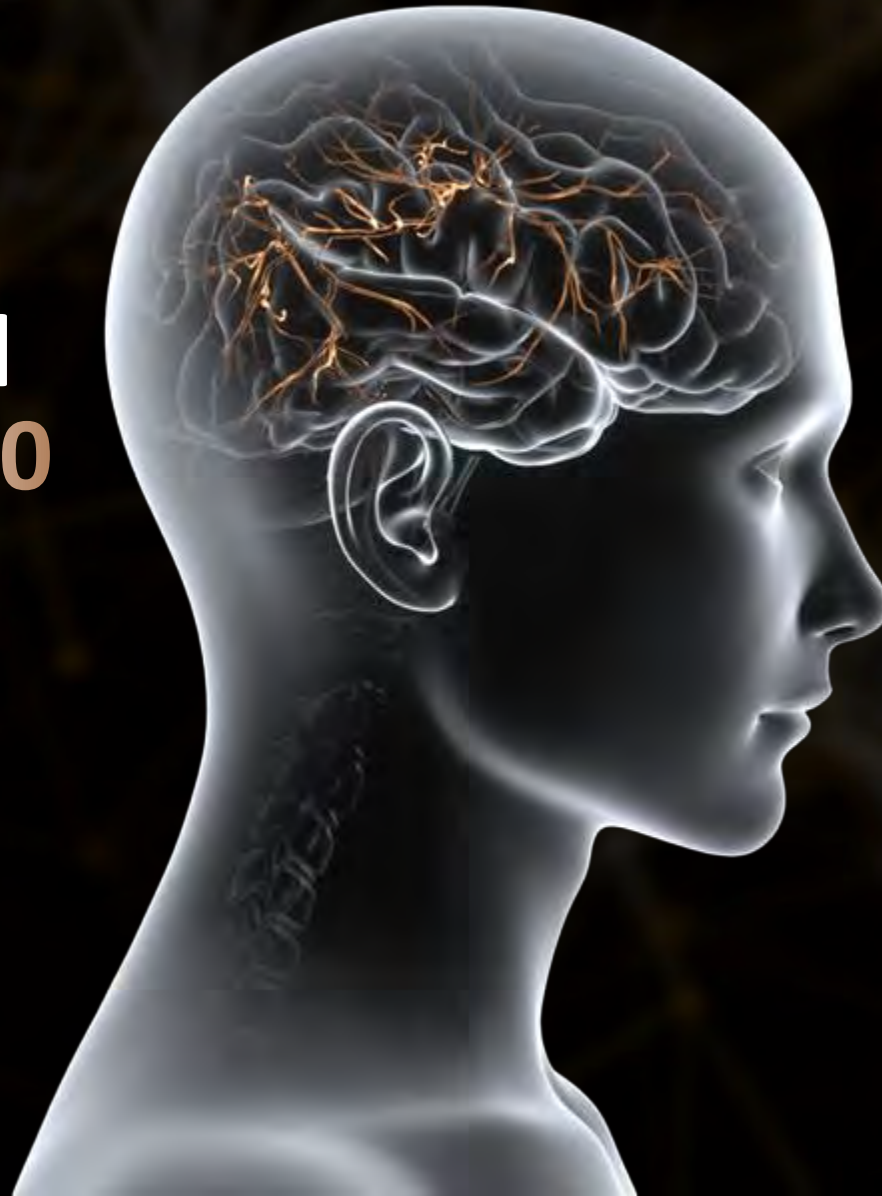


Fit excellence on every patient

Neuro Sound Technology 2.0

featuring

**Deep Neural
Network (DNN)**



An unrivaled **sound experience**

Edge AI classifies complex soundscapes, enhances speech, and reduces noise all in real time with advanced and powerful AI

Artificial Intelligence (AI)

A program that can *learn* and *reason*

Machine Learning (ML)

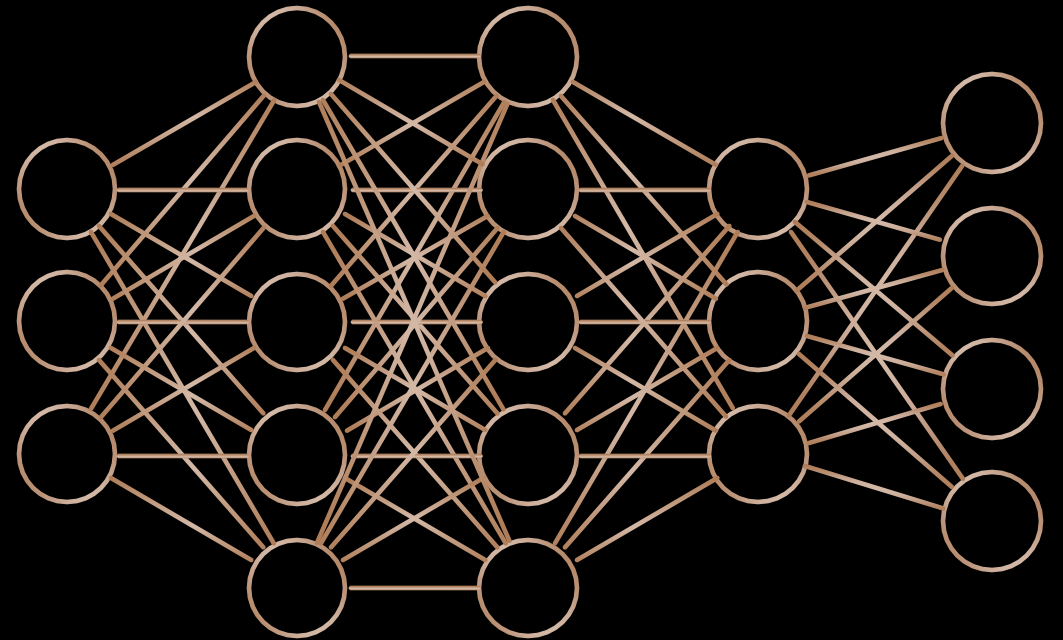
Algorithms that **improve** given rules and **data** and **make predictions** without being explicitly programmed to do so

Deep Neural Network (DNN)

Subset of machine learning algorithms that **can learn by itself** based on vast amounts of data

Starkey's Deep Neural Network

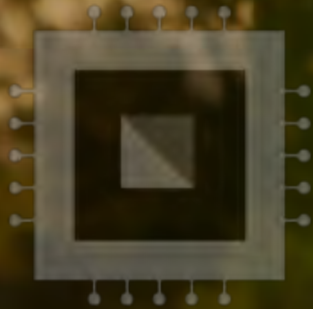
Operates on the **industry's only fully integrated Neural Processing Unit (NPU)** embedded in the chip that is dedicated to DNN processing





G2

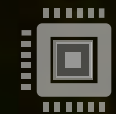
Competitor A



Competitor B and C



NPU

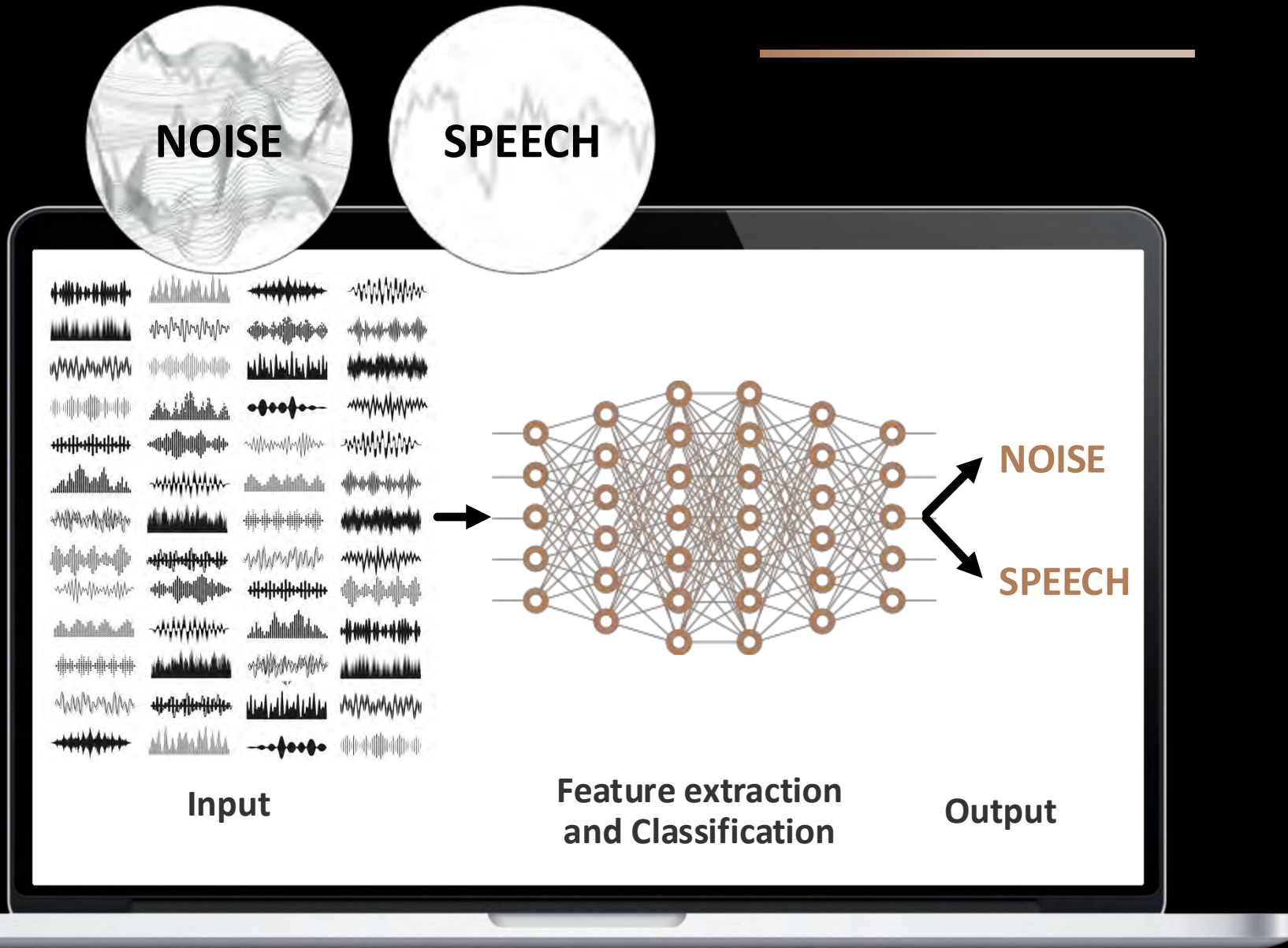


Embedded DNN

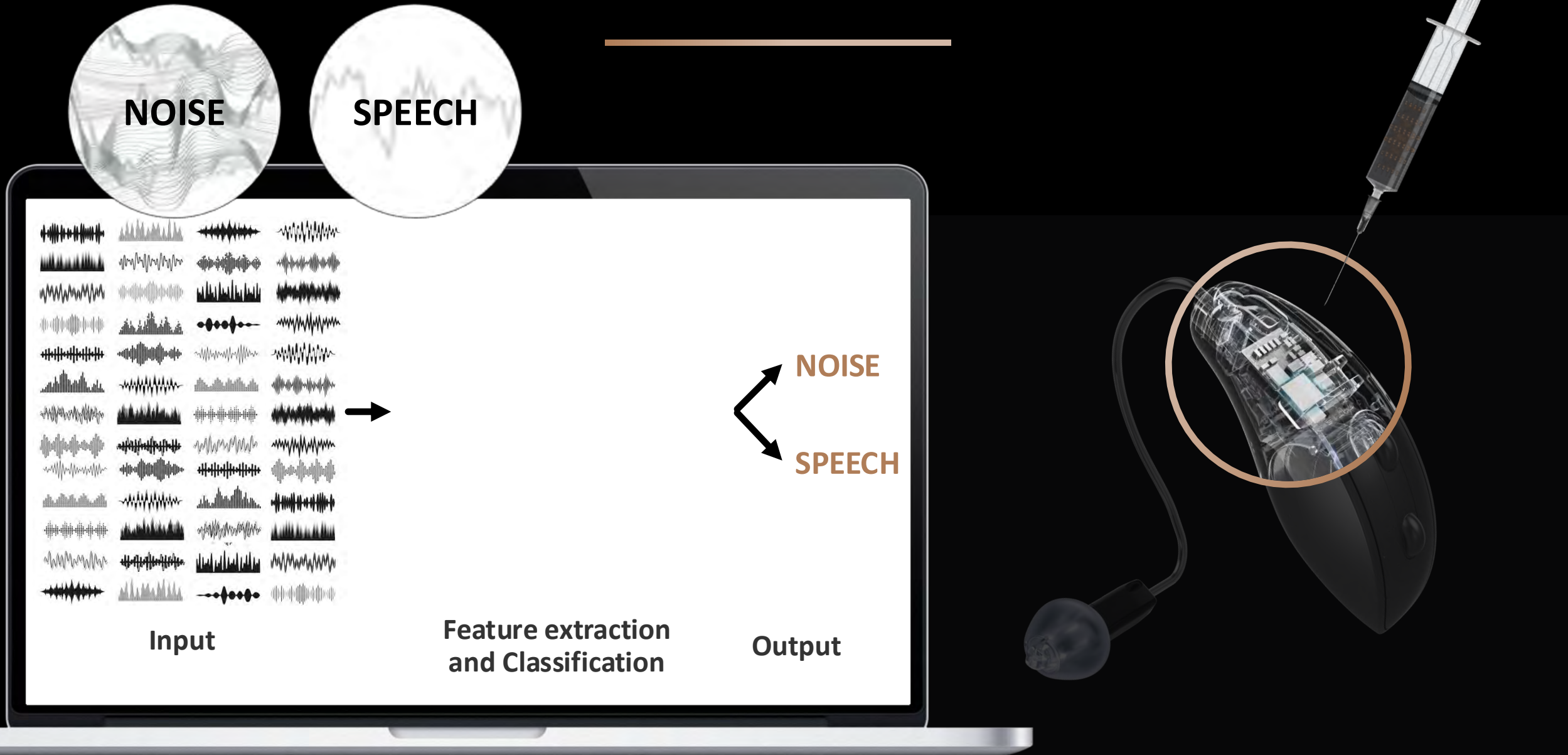
Integrated Neural Processing Unit (NPU)
dedicated to DNN processing, runs in
parallel with our G2 Neuro Processor

Dedicated AI chip

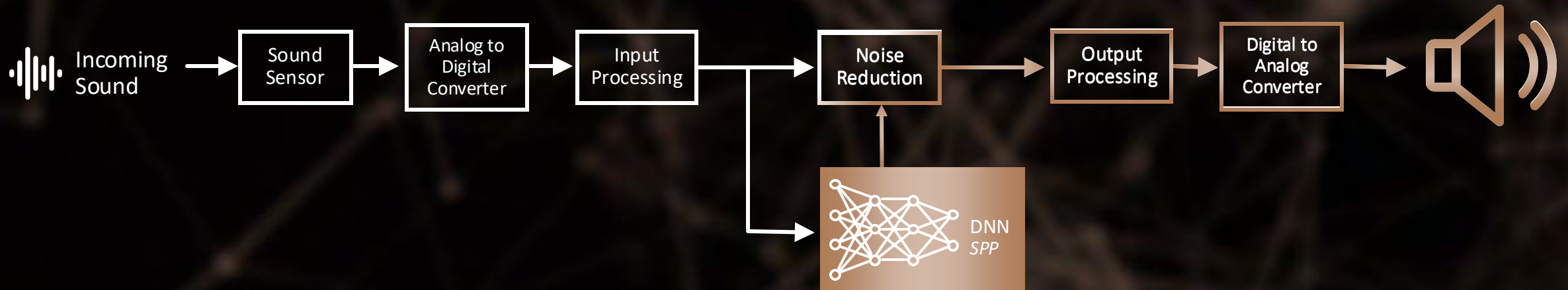
How DNN Works

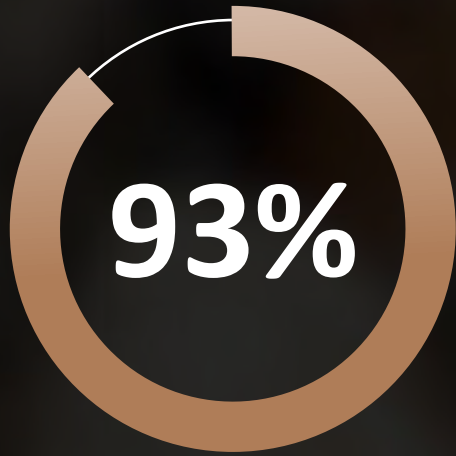


How DNN Works



Conventional Edge AI Noise Reduction





Edge AI patients
saw **significant positive
benefit scores** after a
6-week field trial

Olson, M. et al. (2024)

**Better for
speech in noise**



**DNN Noise Reduction
preferred 3:1** over previous
technology when listening to
speech in noise

Betlehem, T. et al. (2024)



In

NEURO
PROCESSOR

Out





DNN processing runs parallel with the sound management system for more efficient processing — both in speed and battery life

Louder, more
challenging
listening
environment

Quieter, easier
listening
environment

Sound Manager



A man and a woman with grey hair are shown from the back, looking out over a beach. The man is on the left, wearing a dark blue hoodie and sunglasses. The woman is on the right, wearing a light-colored hoodie and sunglasses, and holding a smartphone. The background shows a sandy beach and the ocean under a clear sky.

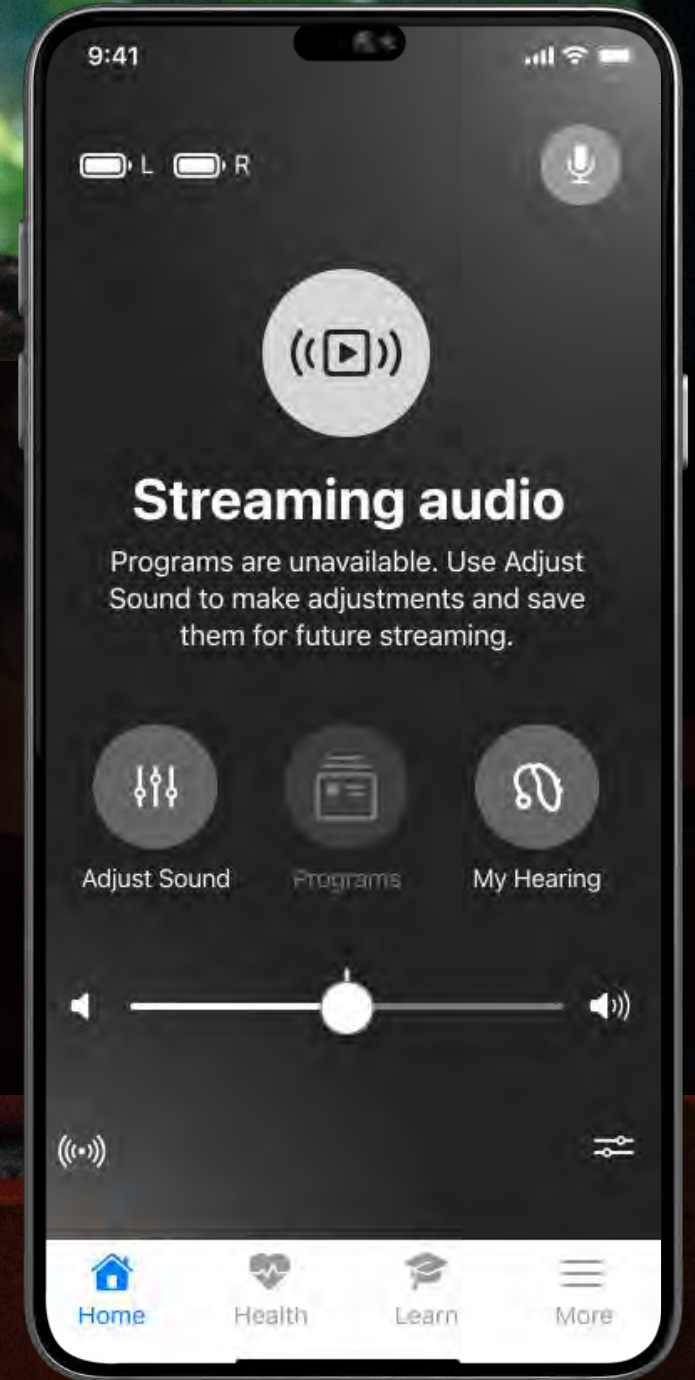
EDGE^{AI}



Our **fastest**
wind noise detection
and adaptation yet

Best-in-class streaming sound for music, movies, and more

Uses a separate streaming configuration to automatically process streamed inputs with full frequency response adjustment capabilities to ensure that every patient enjoys their streaming experience



A photograph of two women sitting at a table in a restaurant. The woman on the right is smiling and looking towards the woman on the left. She has grey hair and is wearing a white t-shirt with an orange apron. The woman on the left is seen from the side, wearing a pearl earring. The table is set with plates of food, glasses of water, and a small vase with yellow flowers. A semi-transparent dark box with white text is overlaid on the left side of the image.

Edge Mode+

On-demand ability to zero-in on
speech in challenging environments

9:41



[Cancel](#)

[Save](#)



Edge Mode+

Your sound is now optimized to help you hear BEST in this environment. Further adjust your sound below if needed.



Best sound

Automatically optimized for this environment



Enhance speech

Select to hear people more clearly



Reduce noise

Select for even more comfort in noise

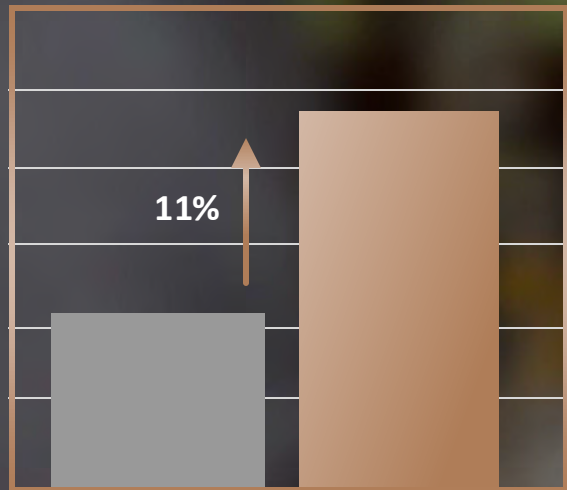
[Adjust sound manually](#)

Edge Mode+

Edge Mode+ has been shown to improve speech recognition and decrease listening effort

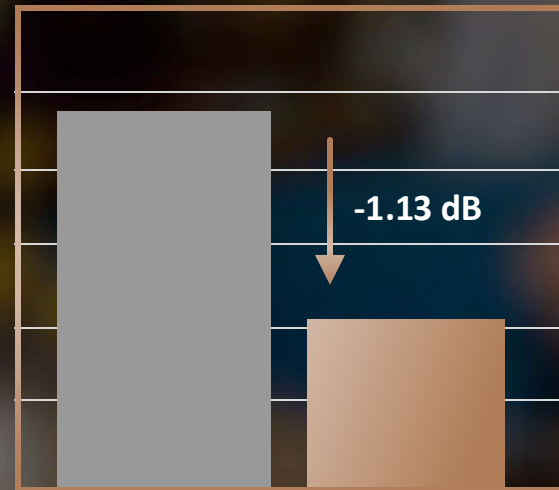
Edge Mode+ provides better signal-to-noise ratio by up to 13dB

Word Recognition Score

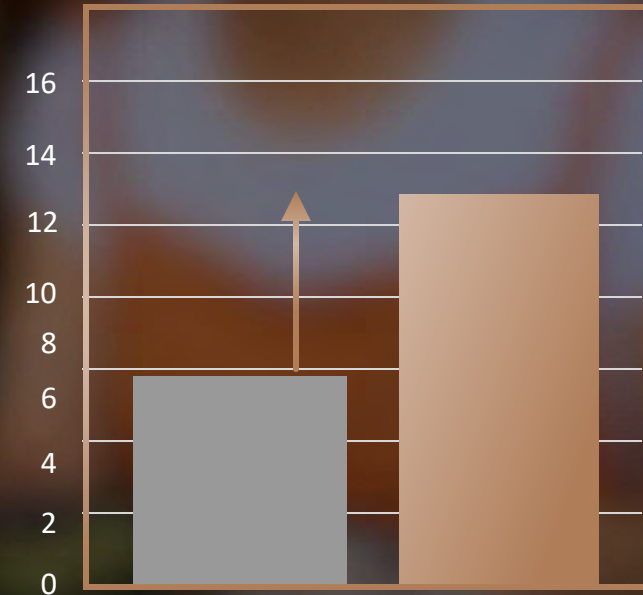


Default Settings Edge Mode+ Enhance Speech

Listening Effort SNR



Default Settings Edge Mode+ Enhance Speech



Default Settings Edge Mode+ Reduce Noise



EDGE^{AI}

We've got better hearing
down to *a science*

More than
300 patents worldwide
related to sound quality
and noise management

85 patent applications
since Genesis AI



Improves Speech
Understanding in Noise



Reduces
Listening Effort



Automatically
Adapts



EDGE^{AI}

Easy on the ears

SnapFit 2.0 Receiver

featuring FlexForm™ Receiver Cable

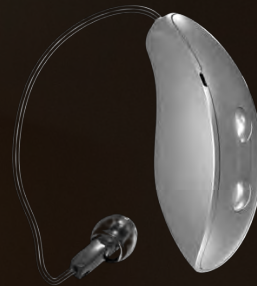
10-pin connector

Reduction in cable diameter,
increased pliability, and Kevlar-
reinforcement for a discrete,
comfortable fit that's built to last





**Industry -
Leading
Battery Life**



RIC RT up to
51 hours

CROS up to
29 hours



mRIC up to
41 hours



RIC 312 up to
6 days



CIC 312 up to
8 days



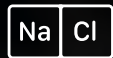
Custom R up to
42 hours



Engineered from
the inside out to be
WATERPROOF



Humidity
Test



Salt Mist
Test



Rain Spray
Test



Targeted Sweat
Drip Test



Extended
Reliability Testing



Salt Brine
Immersion Test

IP68+

EDGE^{AI}

BTLE 2.4 GHz Radio with LE Audio

CROS: RIC RT and RIC 312

Telecoil: RIC RT



mRIC R

RIC RT

RIC 312

L | M | P | UP-* | UP*

**Custom Cased Required*

Compatible with

SnapFit 2.0 Receivers

StarLink Edge Accessories



Colors



Rechargeable styles are waterproof

Wireless CROS System



CROS
BiCROS

RIC RT

Up to
29 hours
on a single charge

RIC 312

Up to
4 days
Zinc Air 312

Battery life estimates based on 50 gain receivers

Transmitter and Receiver styles must match

EDGE^{AI}

BTLE 2.4 GHz Radio with LE Audio

Telecoil: ITE

CIC: 312 battery



CIC

ITC/HS R

ITE R

CIC/ITC/HS L | M | P | UP- | UP
ITE M | P | UP- | UP

Compatible with
StarLink Edge Accessories



Faceplate Colors



Shell Colors



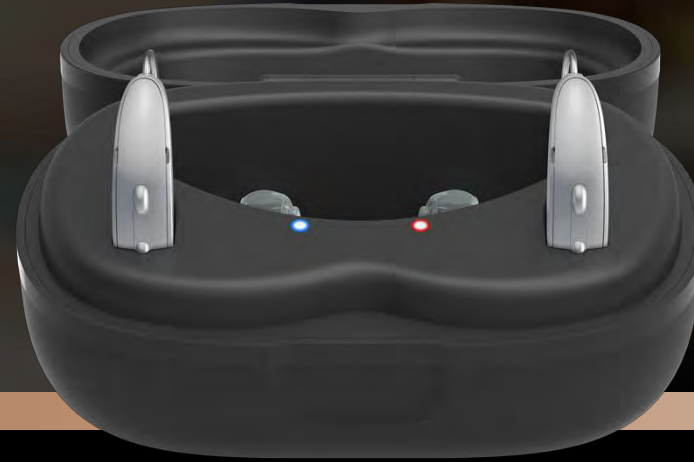
Custom Solutions

Rechargeable styles are waterproof

StarLink Charger 2.0



StarLink Premium Charger 2.0
with on-board battery
Default



StarLink Charger 2.0
Orderable

StarLink Edge Accessories

Compatible with the Edge AI family
Streaming accessories feature Auto Stream Recovery

ALL
NEW

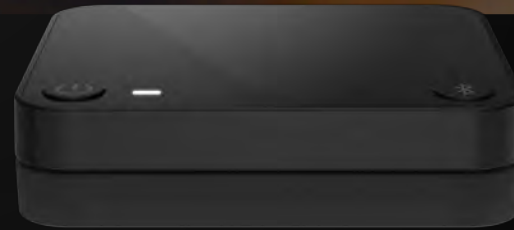


StarLink Edge
Table Microphone

ALL
NEW



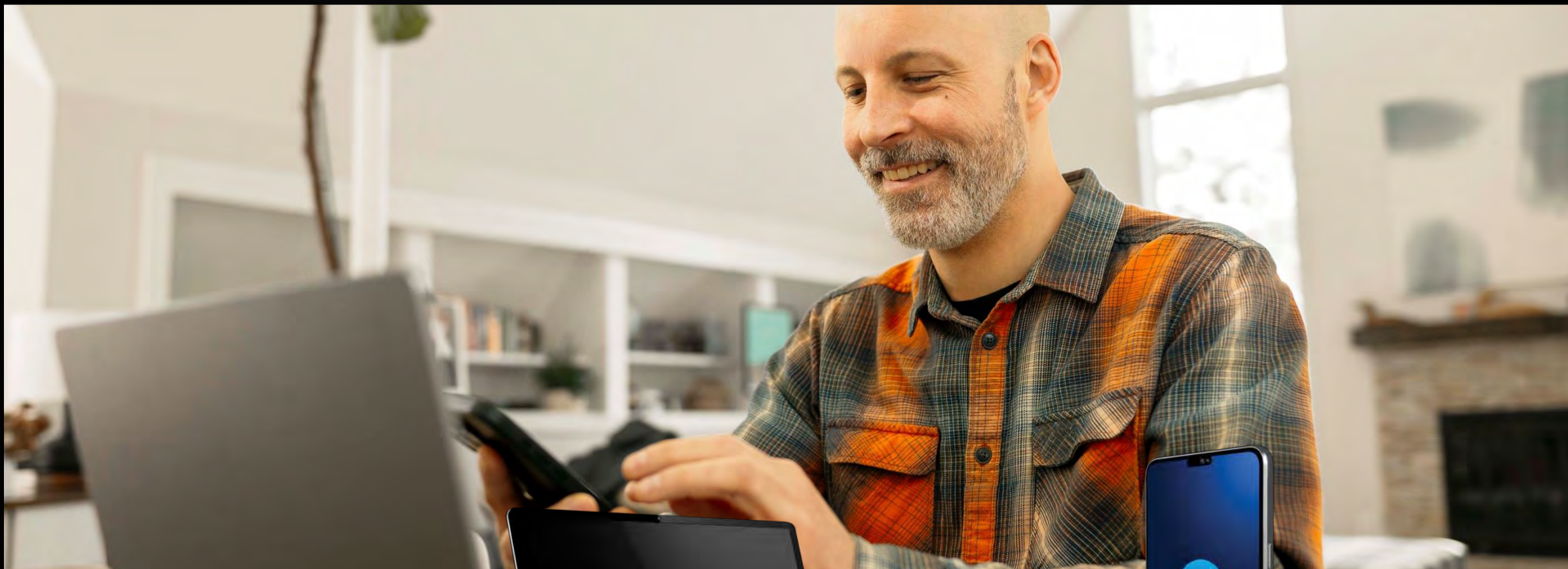
StarLink Edge
Remote Microphone



StarLink Edge
TV Streamer



StarLink
Remote Control 2.0



EDGE^{AI}

Hear there,
hear *anywhere*





EDGE^{AI}

Featuring 2.4 GHz Radio
with LE Audio

2X IMPROVEMENT
IN 2-WAY AUDIO
STREAMING RANGE



**MULTI DEVICE
CONNECTIVITY**



**BEST-IN-CLASS
STREAMING
SOUND QUALITY**

Benefits of using LE Audio



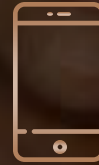
Improved audio quality

clearer sound with enhanced listening experience and better range



More efficient

radio has low power consumption



Universal connectivity

one protocol for all devices



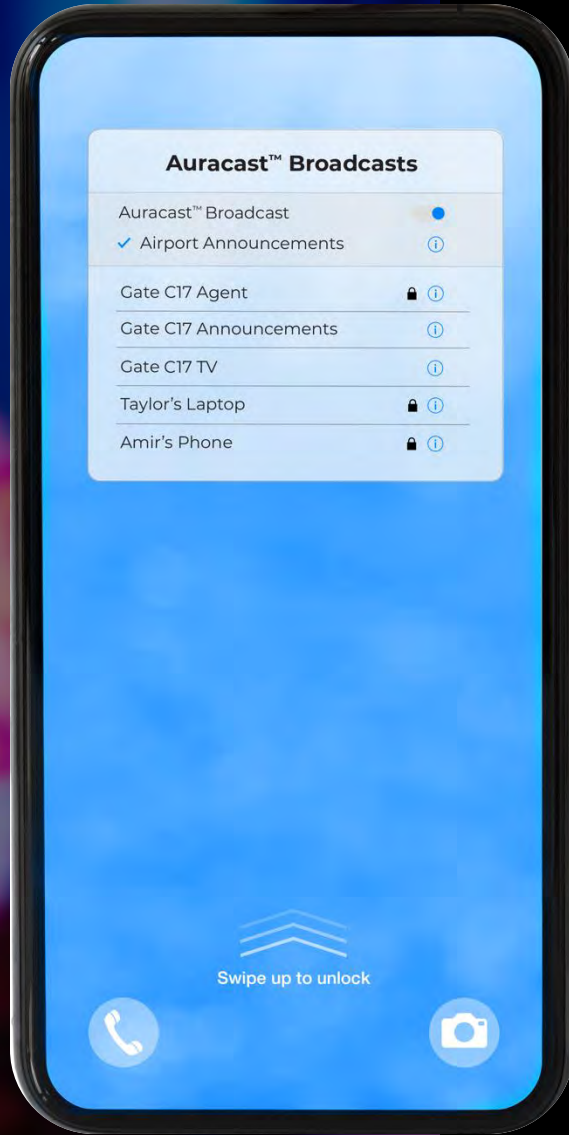
Multiple connections

connect hearing aids to multiple devices at once



Auracast™

connection to audio sources in public places
improving accessibility and participation



LE Audio Auracast™

Enables direct streaming from a variety of broadcast sources using a native user interface on a smartphone for discovering and joining broadcasts

LE Audio Unicast

Enables direct streaming from a variety of device types including smartphones, tablets, and personal computers



Edge AI Streaming Options

Apple's LEA2 streaming protocol

For both iPhone and compatible Mac computers

Android's ASHA streaming protocol

For compatible Android phones

Bluetooth LE Audio streaming

Streaming from LE Audio-compatible devices

- e.g. compatible Windows 11 PCs, iPhone and Android phones (when released)

Enhanced 2-way Audio and handsfree operation are supported with compatible products

Auracast™ enabled broadcast devices

Starlink Edge TV Streamer; public broadcast system

Expected to be commercially available in 2025

StarLink Edge Accessories

Compatible with the Edge AI family
Streaming accessories feature Auto Stream Recovery

ALL
NEW

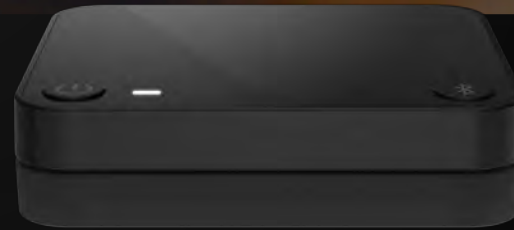


StarLink Edge
Table Microphone

ALL
NEW



StarLink Edge
Remote Microphone



StarLink Edge
TV Streamer



StarLink
Remote Control 2.0

StarLink Edge Accessories

ALL
NEW



StarLink Edge
Table Microphone

ALL
NEW



StarLink Edge
Remote Microphone



StarLink Edge

Table Microphone



Our rechargeable table microphone features eight built-in microphones and multiple listening modes, automatically focusing on speech signals of interest in multi-speaker environments for clear, effortless listening

A photograph of a man in a plaid shirt sitting at a wooden table in a meeting room, with two other people in the background. A StarLink Edge Table Microphone is shown floating above the table. The microphone is a circular device with a black top and a silver base, featuring concentric blue circles on its top surface.

StarLink Edge Table Microphone

Key Features



Battery charge time

2 hours



Streaming time up to

10 hours

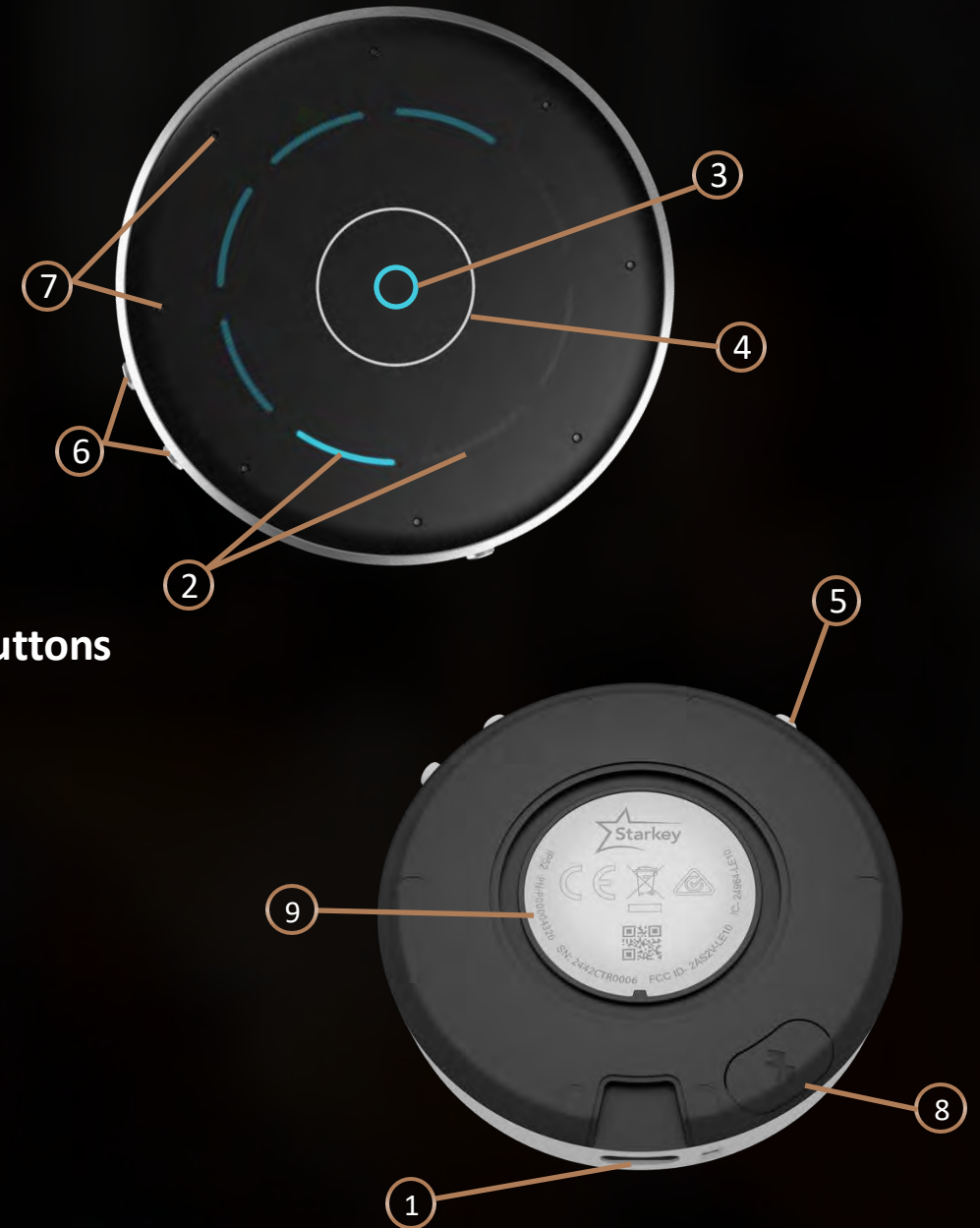


Operating range (*15 meters*)

up to 50 feet*

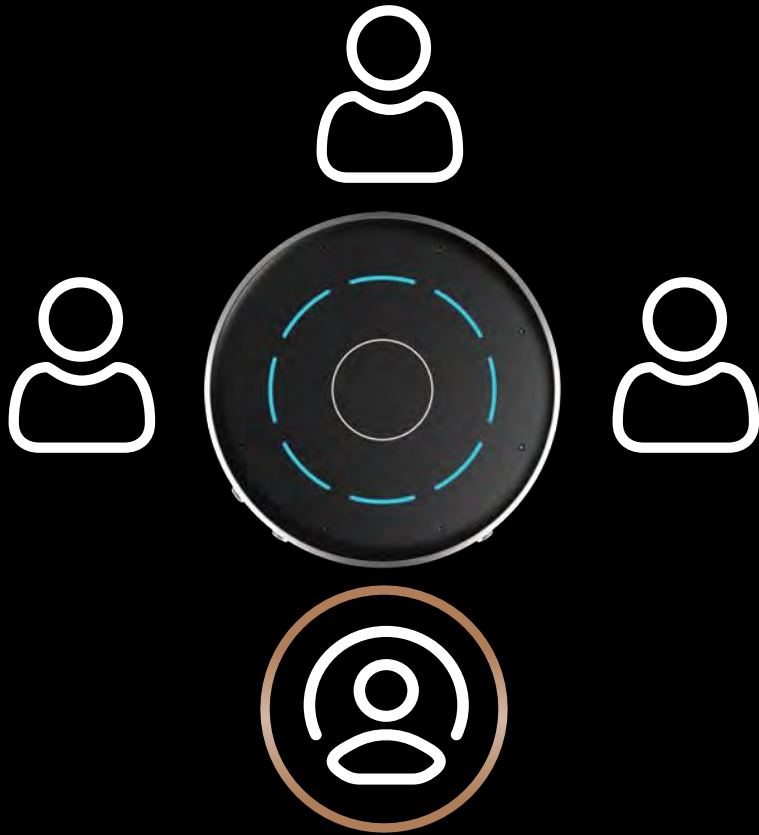
*Presumes line of sight and no interference

Meet the StarLink Edge Table Microphone



- ① USB-C jack
- ② Segments/
Directional touch keys
- ③ Mute mode
- ④ Automatic mode button
- ⑤ Power button
- ⑥ Volume up (+) and down (-) buttons
- ⑦ Microphones
- ⑧ Hearing aid pairing button
- ⑨ Magnetic interface for hanger

Listening Modes



The StarLink Edge Table Mic has multiple listening modes including Automatic, Manual, Surround, and Remote Mic

For best listening:

Place as close as possible to the conversation partner(s)

Place with the power and volume control buttons facing the hearing aid user

StarLink Edge Table Microphone

Streaming Begins Automatically when ON

Adjust Streaming Volume



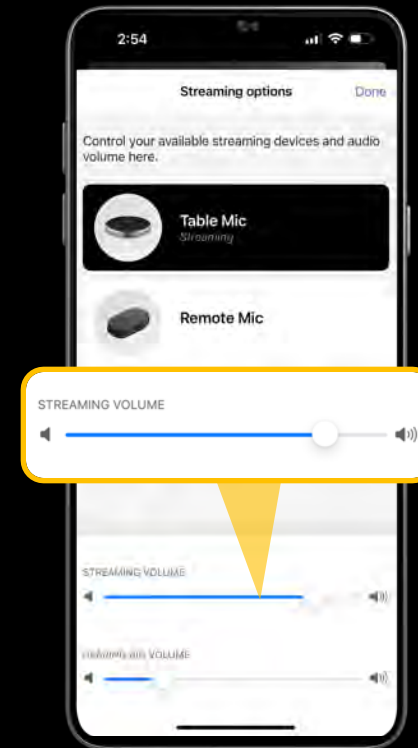
On board volume buttons



Hearing aid user control



Remote control
volume control
buttons



My Starkey streaming
options screen



StarLink Edge Remote Microphone

Our sleek, rechargeable remote microphone enables effortless binaural streaming, enhances one-on-one conversations in noise, and doubles as a convenient remote control



StarLink Edge Remote Microphone

Key Features



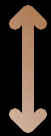
Battery charge time

3 hours



Streaming time up to

10 hours



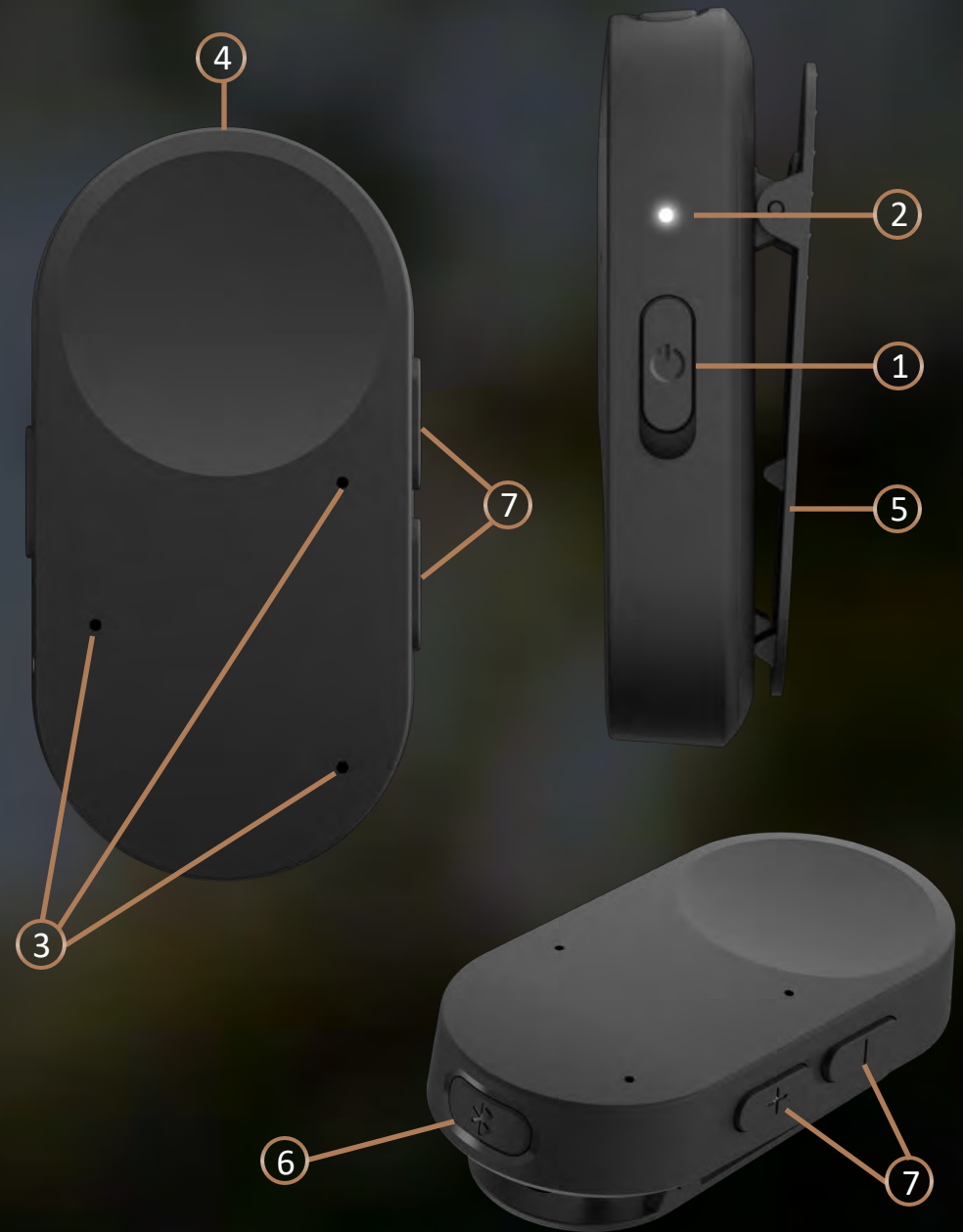
Operating range

up to 50 feet



Meet the StarLink Edge Remote Microphone

- ① Power switch
- ② Indicator light
- ③ Microphones
- ④ Power supply jack (USB-C)
- ⑤ Clip
- ⑥ Pairing button
- ⑦ Volume control/Program button





Remote Control Functions

A short press of the volume buttons up or down will adjust the hearing aid volume

A long press of the volume control will cycle through hearing aid programs

StarLink Edge Remote Microphone

Streaming Begins Automatically when ON

Adjust Streaming Volume



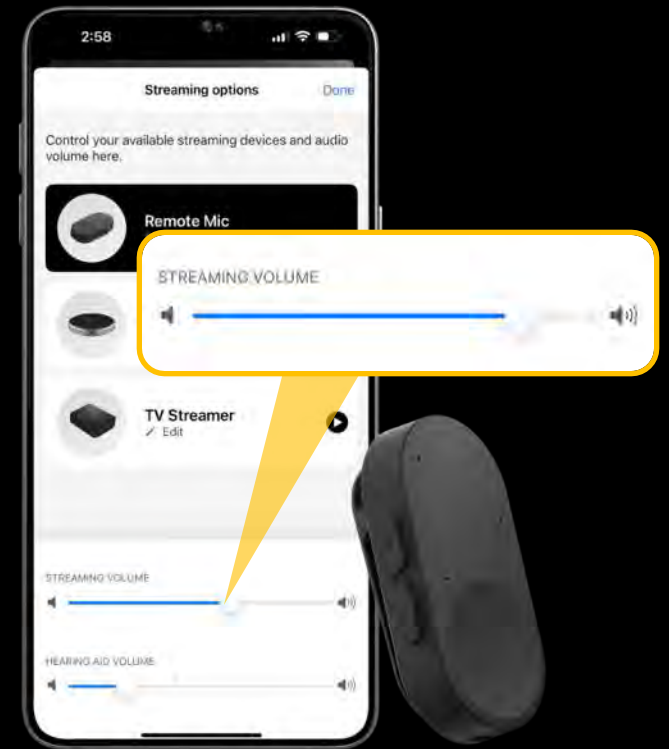
**Remote control volume
control buttons**



**On board
volume buttons**



**Hearing aid
user control**



**My Starkey streaming
options screen**



MyStarkey

A control center for hearing aids

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



Account Deferral

Skip creating an account to
streamline the setup process

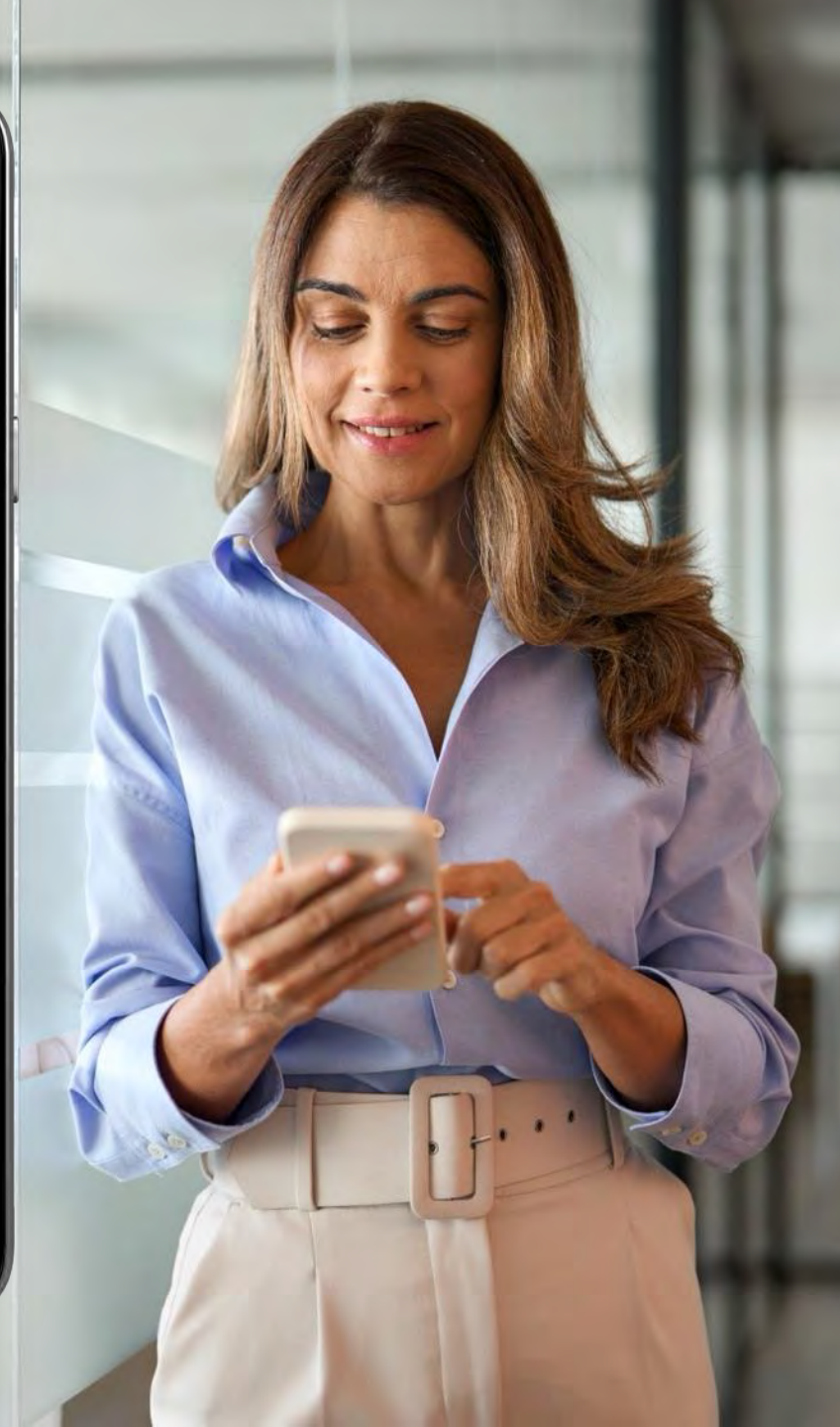
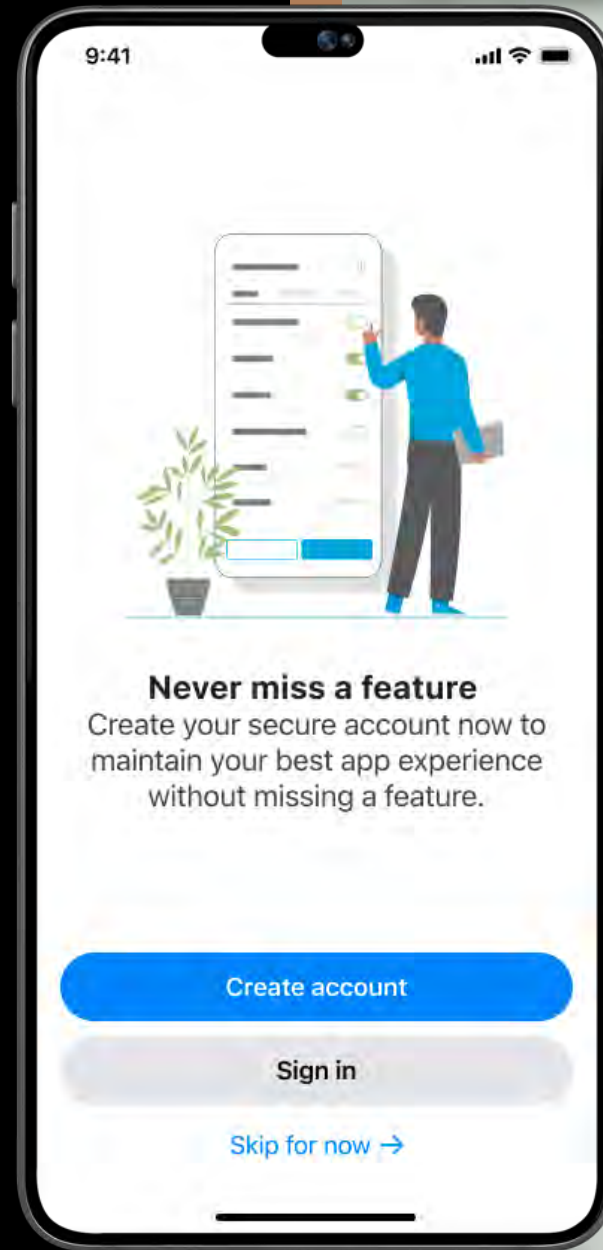
Account is required for:

TeleHear

Fall Alert

HearShare App

Required to accept terms of use
and set permissions

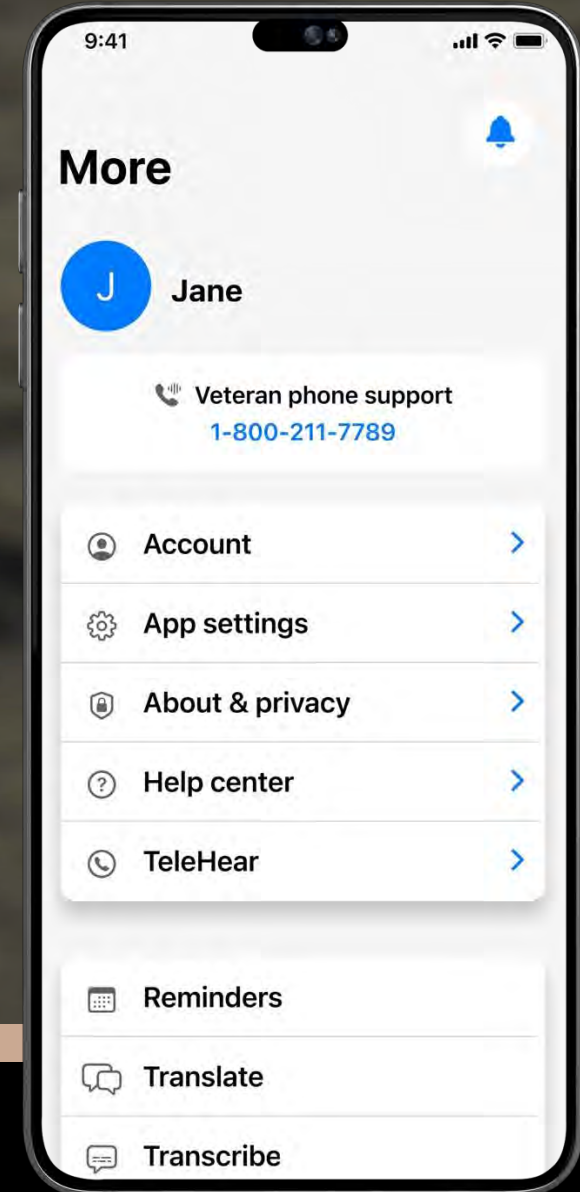


My Starkey Veteran Phone Support Access

ALL
NEW

Government Services Exclusive
**Veteran Phone Support Access for
technical assistance**

Tap More icon - support number listed in blue





Device compatibility

I am wearing...

EDGE^{AI}

GENESIS^{AI}

evolv^{AI}

or

I am a family member,
friend, or caregiver.



My Starkey

Smartphone Compatibility

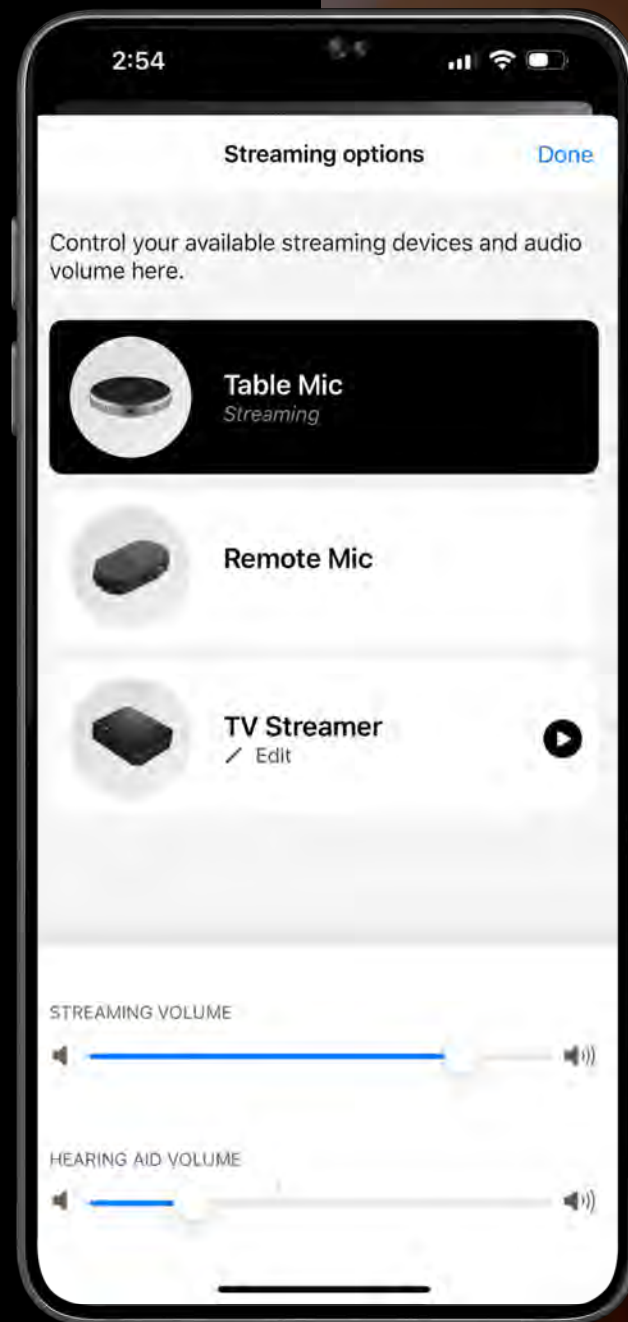
My Starkey Streamlined Consents

One unified screen for
improved user experience



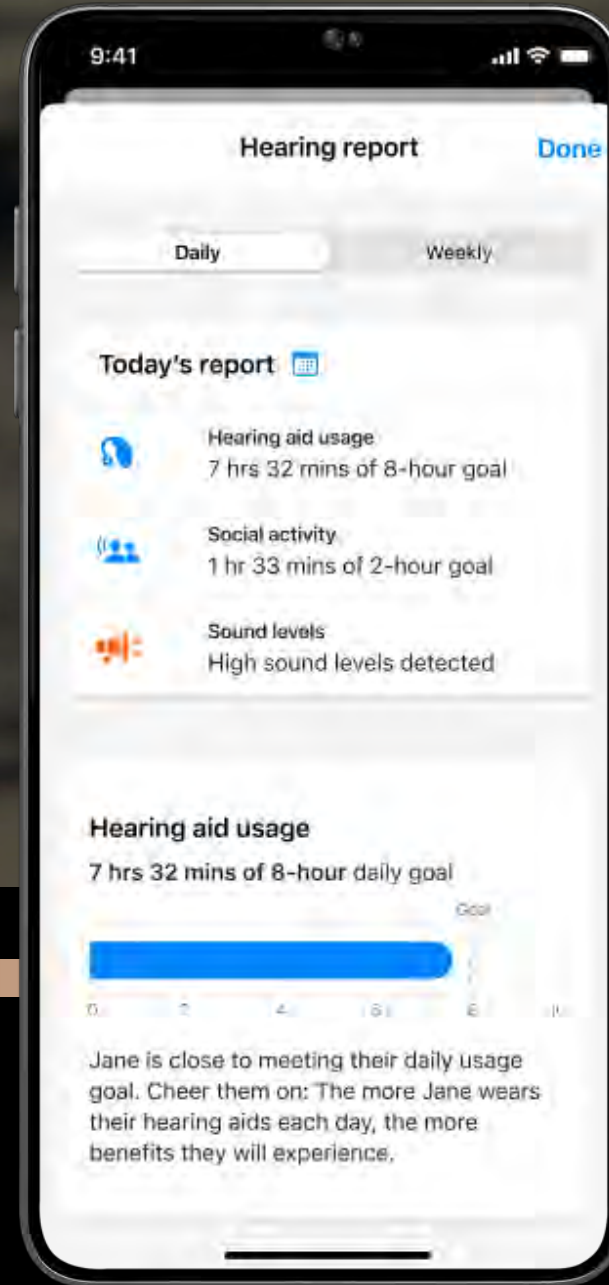
My Starkey Streaming Options

Manage streaming options
for all paired accessories



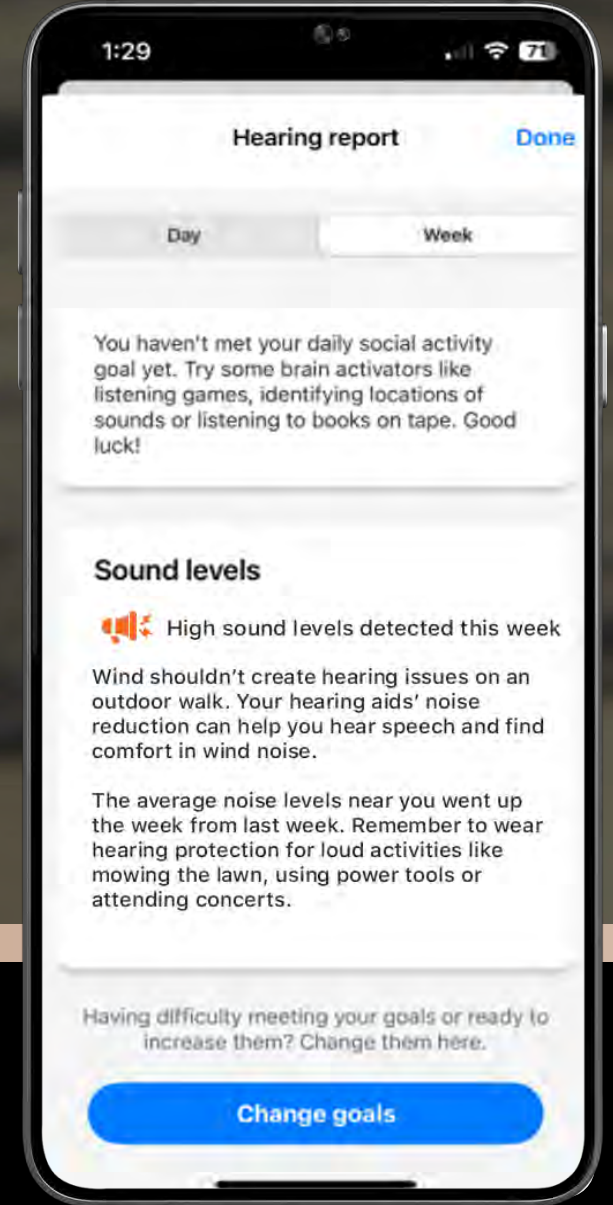
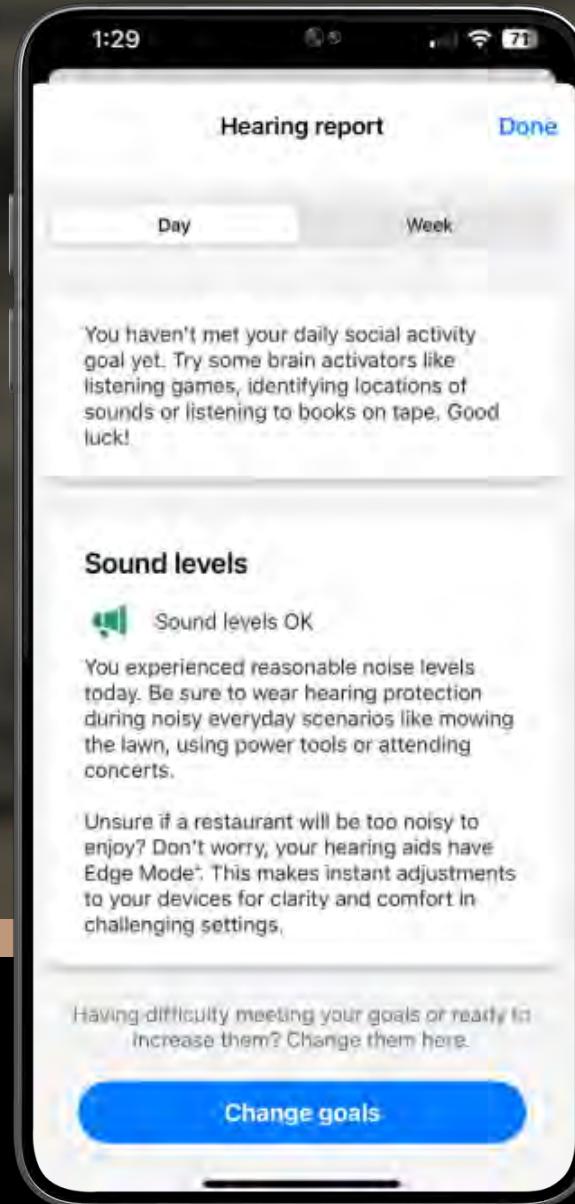
My Starkey Hearing Report

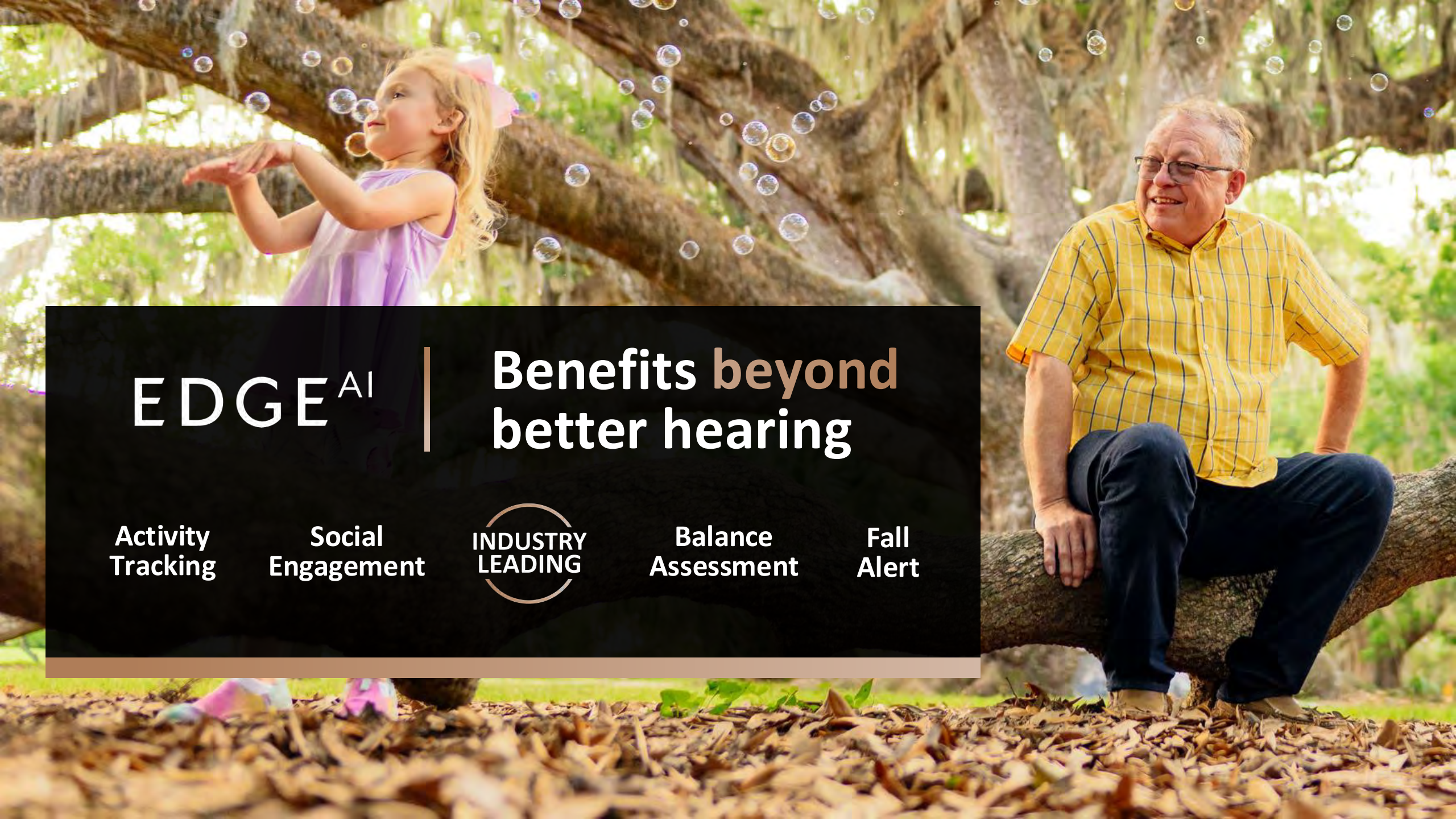
Provides a summary of daily
or weekly hearing activity



Hearing Report Sound Levels

Provides educational
information related to
sound levels experienced





EDGE^{AI}

Benefits **beyond**
better hearing

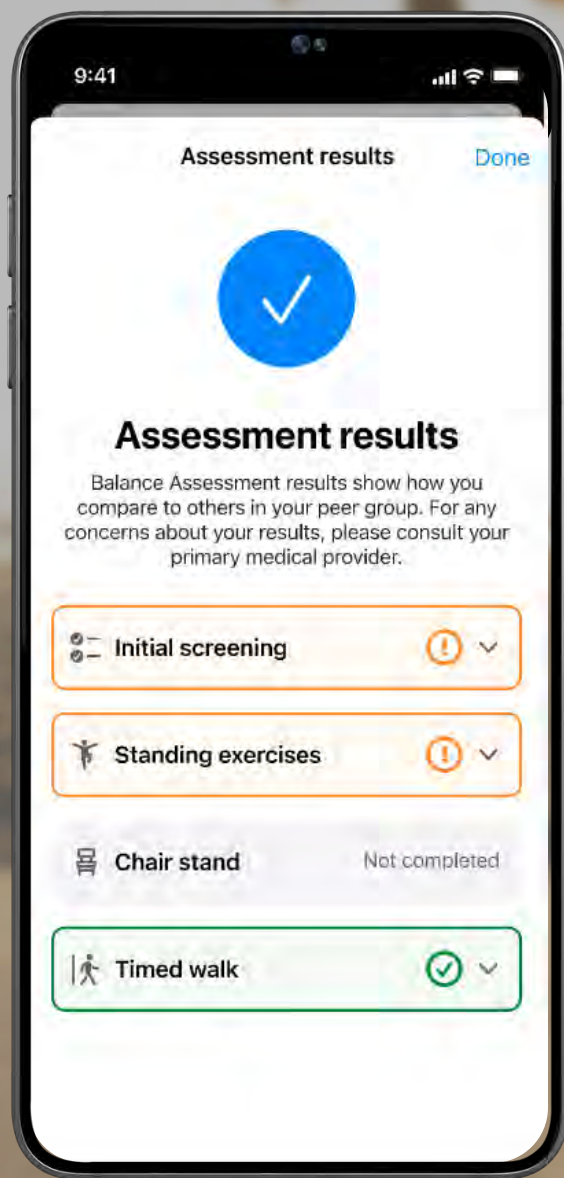
Activity
Tracking

Social
Engagement

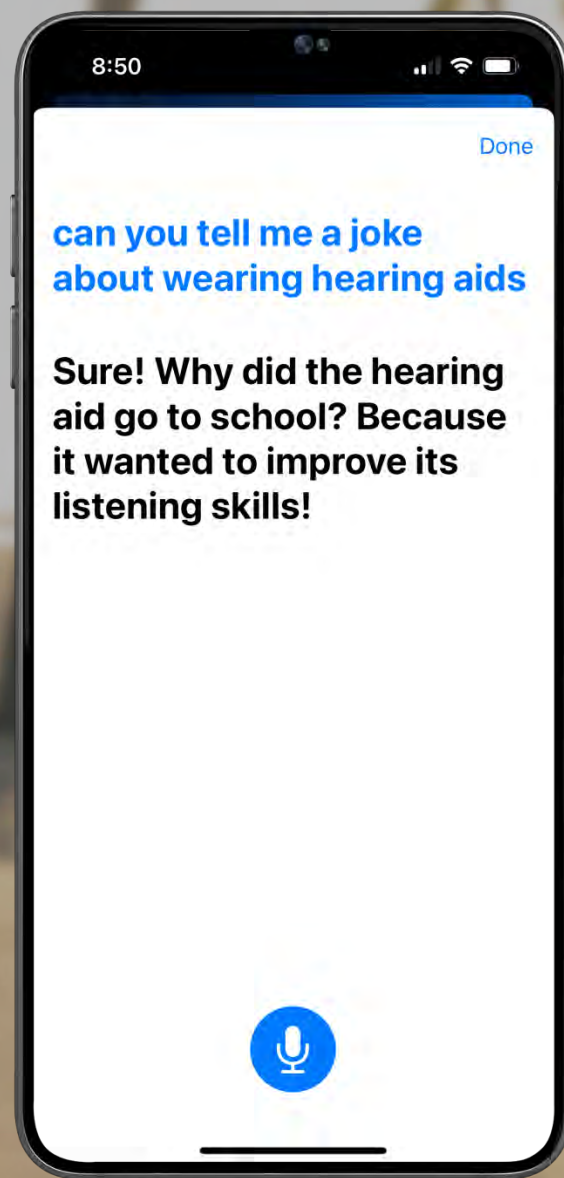
INDUSTRY
LEADING

Balance
Assessment

Fall
Alert



Balance Assessment



Smart Assistant

Making Every Day....

Healthier

- Activity tracking
- Engagement tracking
- Fall Alert
- Balance Assessment

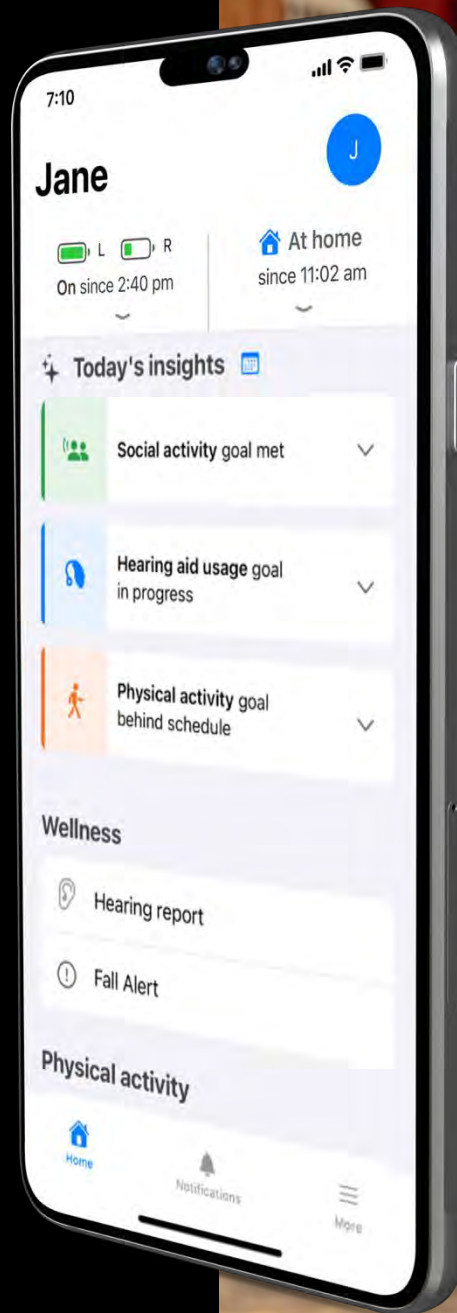
Easier

- Smart Assistant
- Self Check
- Learn
- Reminders
- Find my Hearing Aids



HEARShare

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

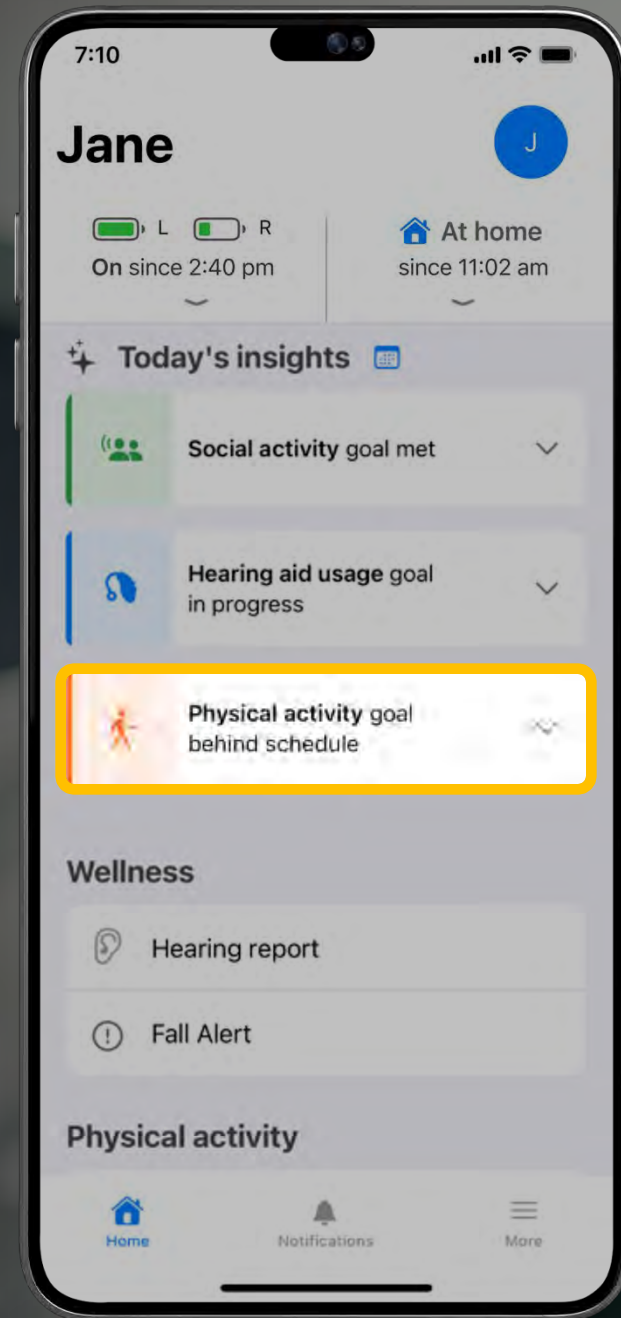


Hear Share Home Screen

Shares the patient's activity and
general information

Status of goals is indicated by the color

- Behind
- On Track
- Goal Met

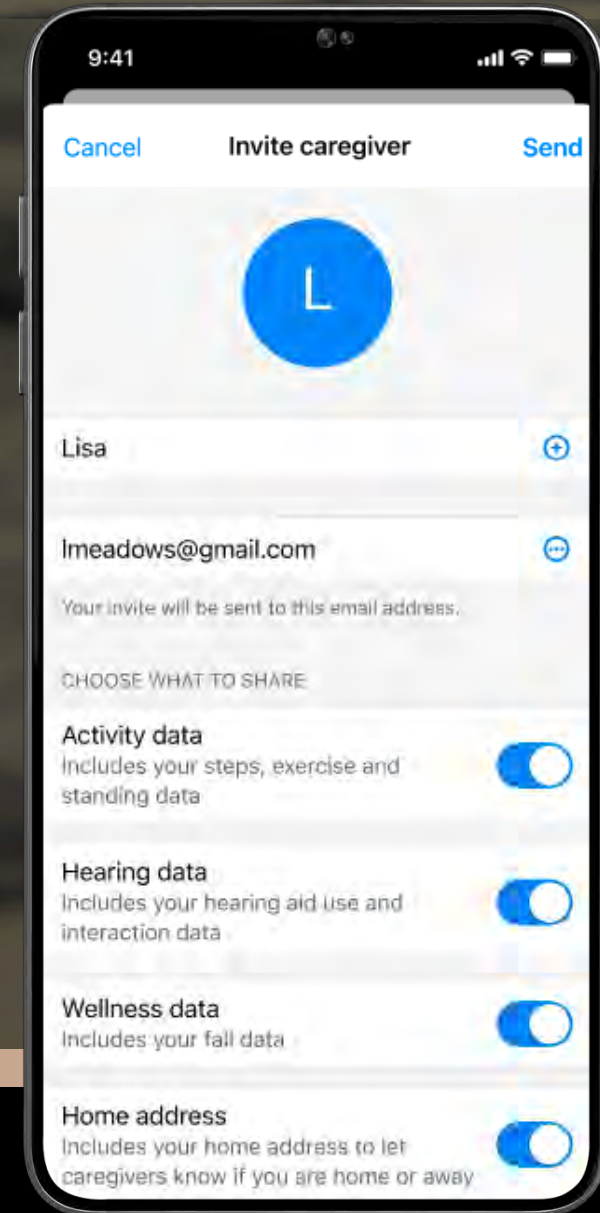


Tap to view details



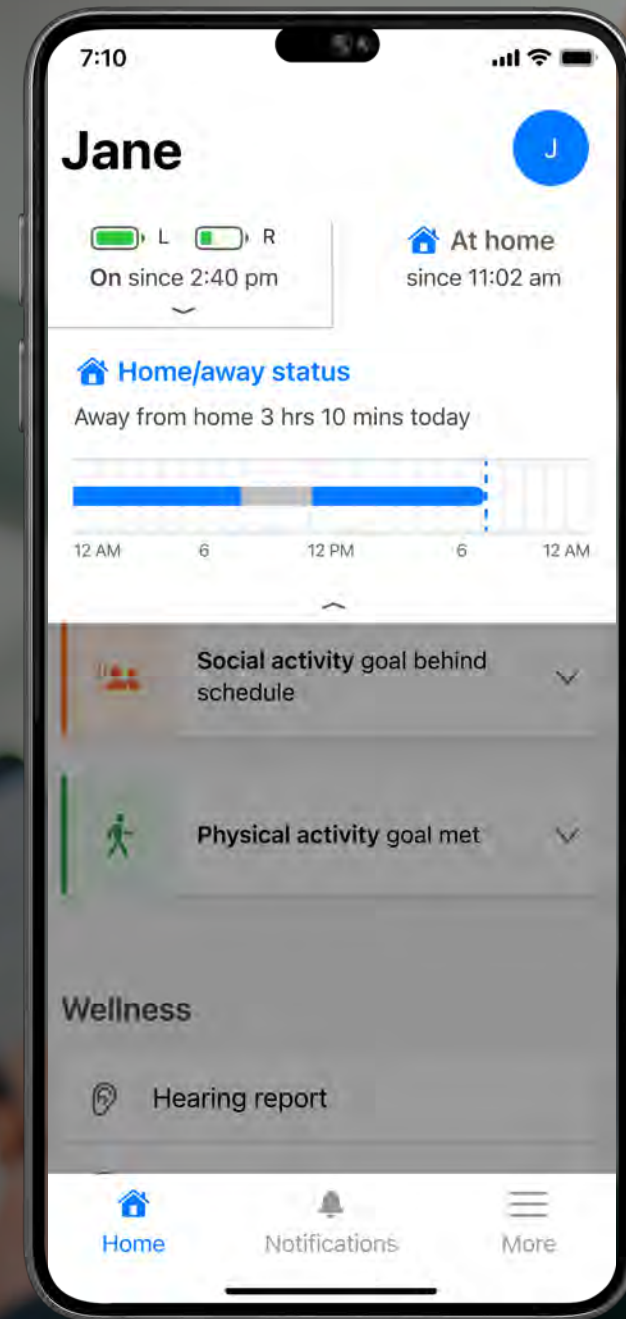
My Starkey Share Home Location

Add/share home location with
Hear Share caregiver



Hear Share Home/Away Status

A simple way for caregivers to view
the users shared home or away status





***Delivering seamless connectivity
through industry leading wireless
technology and partnerships***





Starkey **Pro Fit**



Starkey **Pro Fit**



Intuitive

No need to assign a hearing aid as right and left



Organized

Smart Connect automatically advances you to one of three session types the moment you connect any hearing aids



Simplified Programming Defaults

Single Automatic Personal Program with Volume Control



Supportive

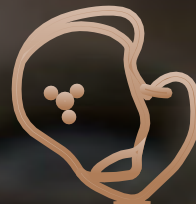
Access to tools such as Troubleshooting from any screen

Fitting Precision

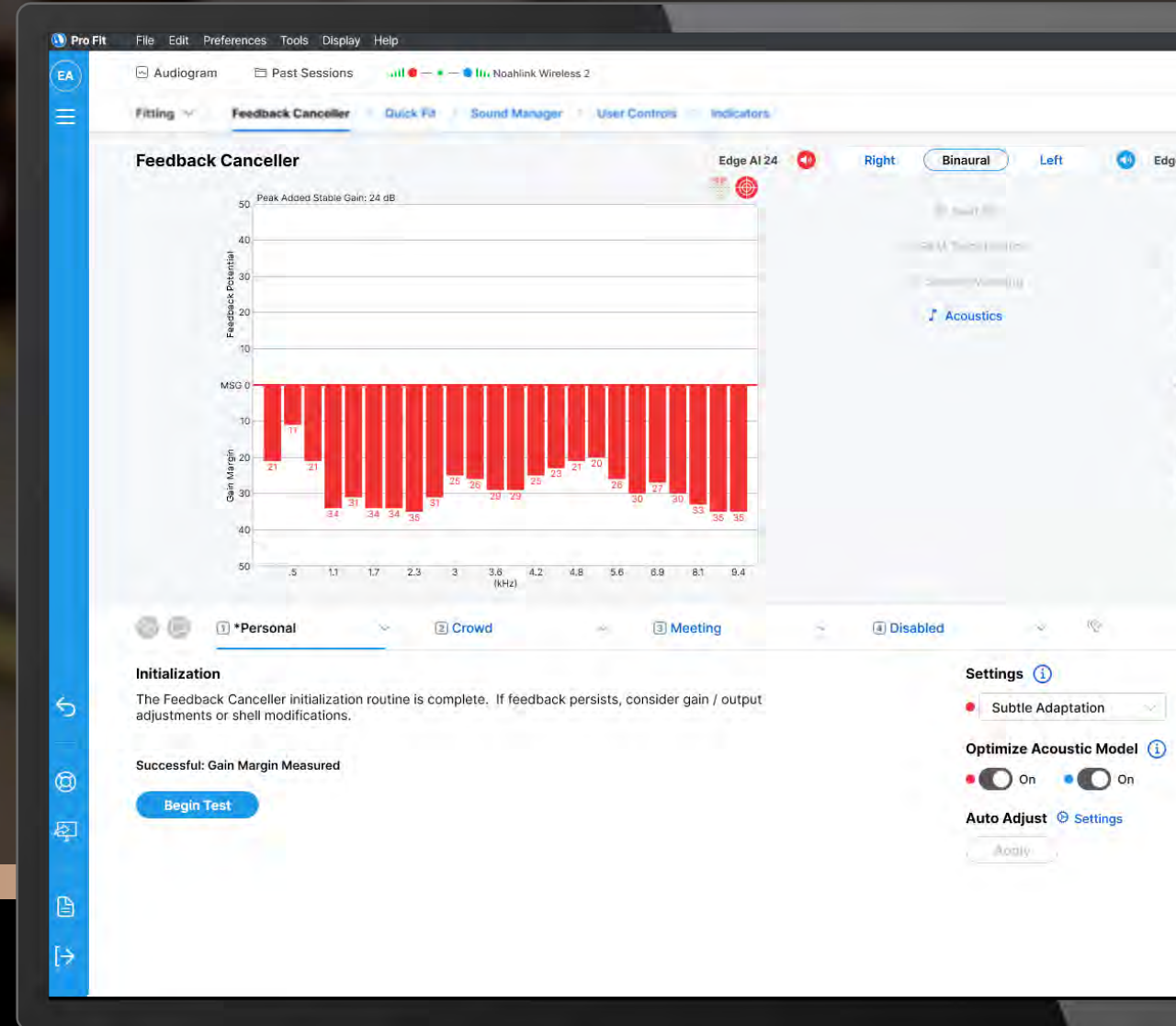
Two unique features for personalizing the hearing aid fitting using the Feedback Cancellation Initialization (FBCi) measurement



Feedback
Cancellation



Optimize
Acoustic Model



REM Target Match

Compatible with the following real ear systems



Audioscan
VeriFit 1 and 2



Otometrics
Aurical FreeFit



MedRx
Avant REM Speech+



Inventis
Maestro Trumpet



Fitting Precision

REM Target Match now compatible with Interacoustics Affinity Compact System



REM Target Match

Edge AI 24 Right **Binaural** Left Edge AI 24

Experience Level

3

Fitting Formula

e-STAT 2.0

Acoustic Options

Occluded Earbud

- Current gain adjustments will be lost by running REM Target Match.
- Select the Real Ear system you wish to use and ensure it is powered on.
- Click Launch to begin.

Setup

Affinity Suite

Scan

Review

Launch

Next

Cancel

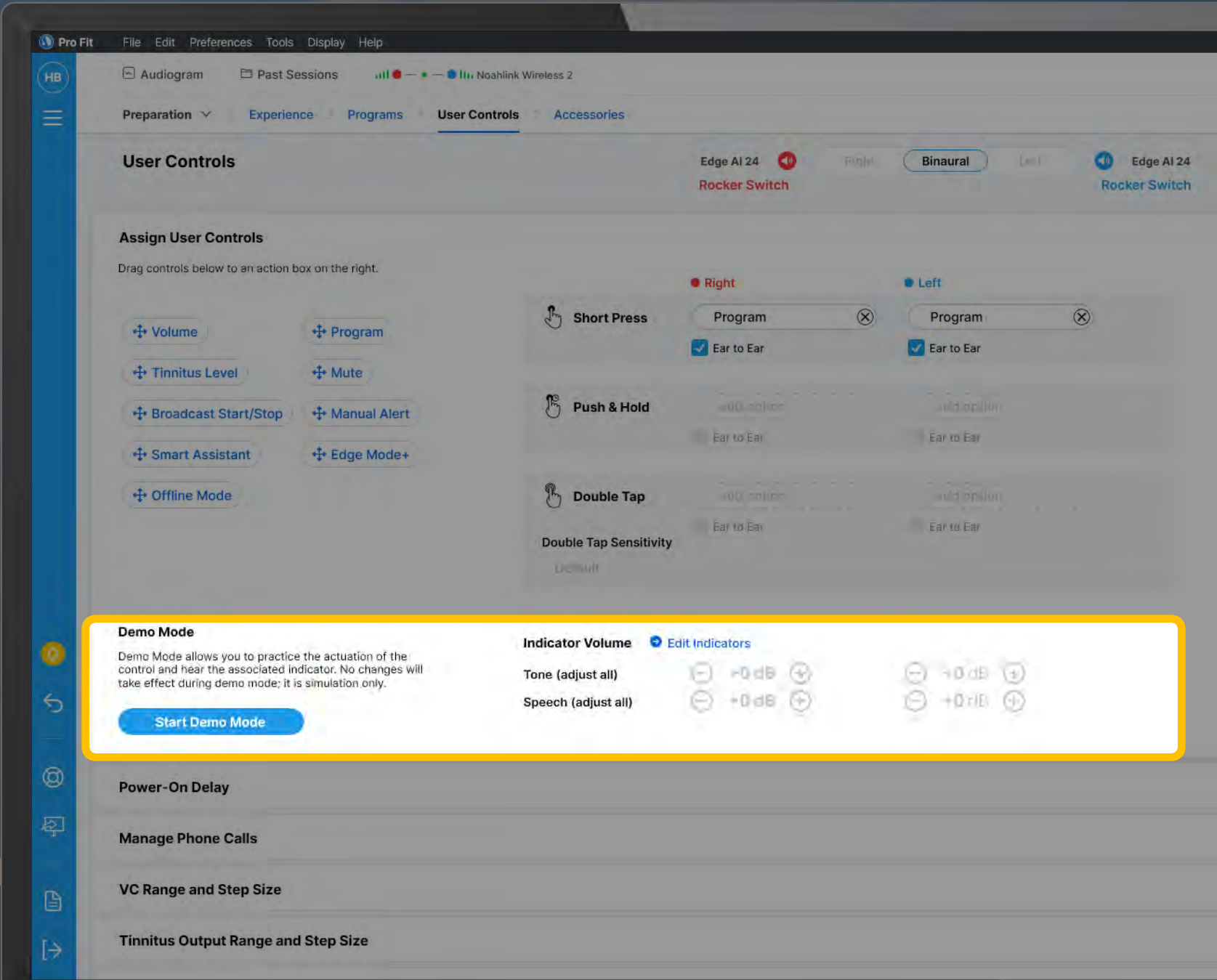


User Controls

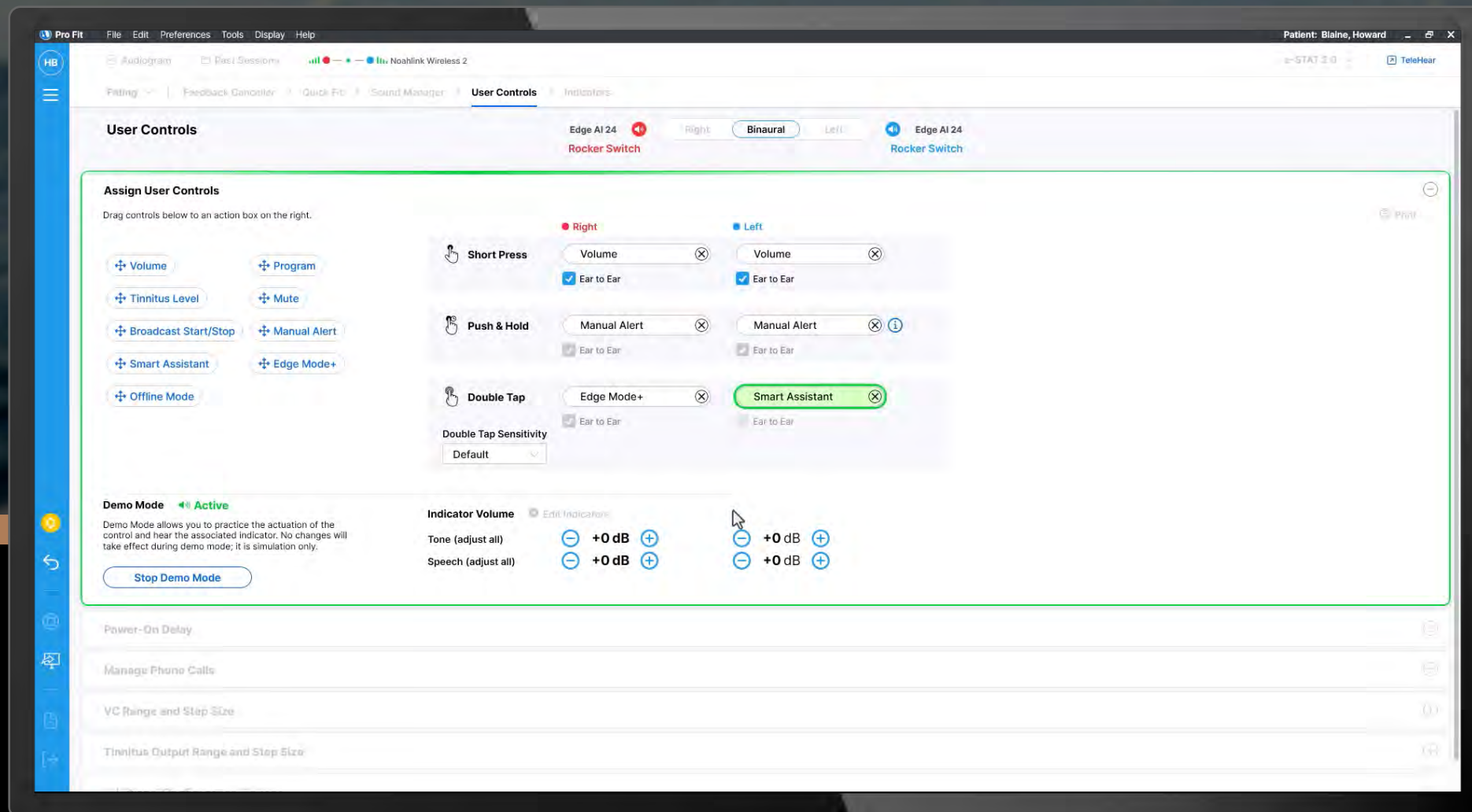
Demo Mode

Practice user controls while connected to Pro Fit and hear the associated indicators

Adjust indicator volume directly from this screen



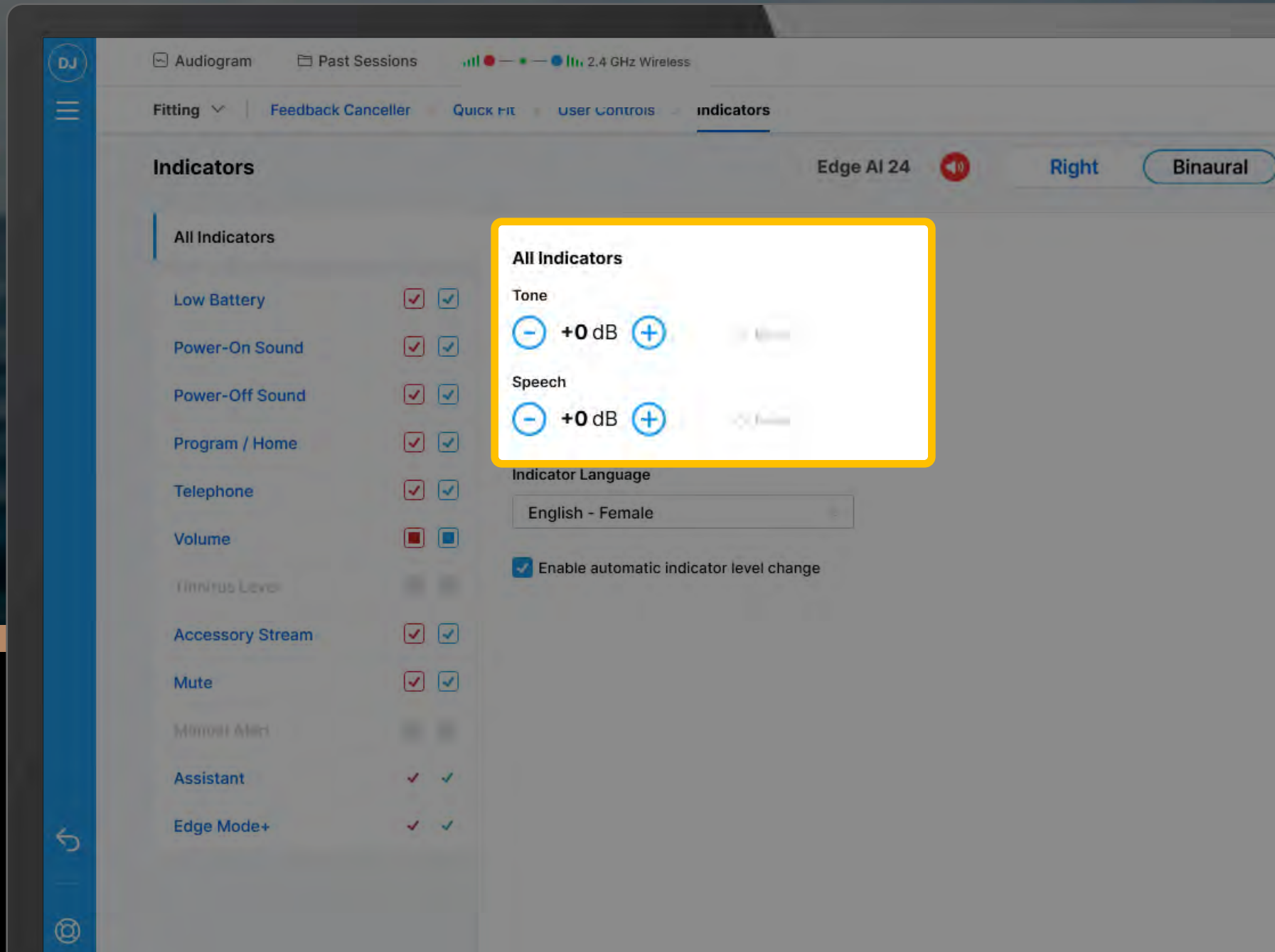
User Control Demo Mode



Indicators Screen

Current Process

Indicator changes would not be reflected on 'All Indicators' with new Pro Fit Sessions

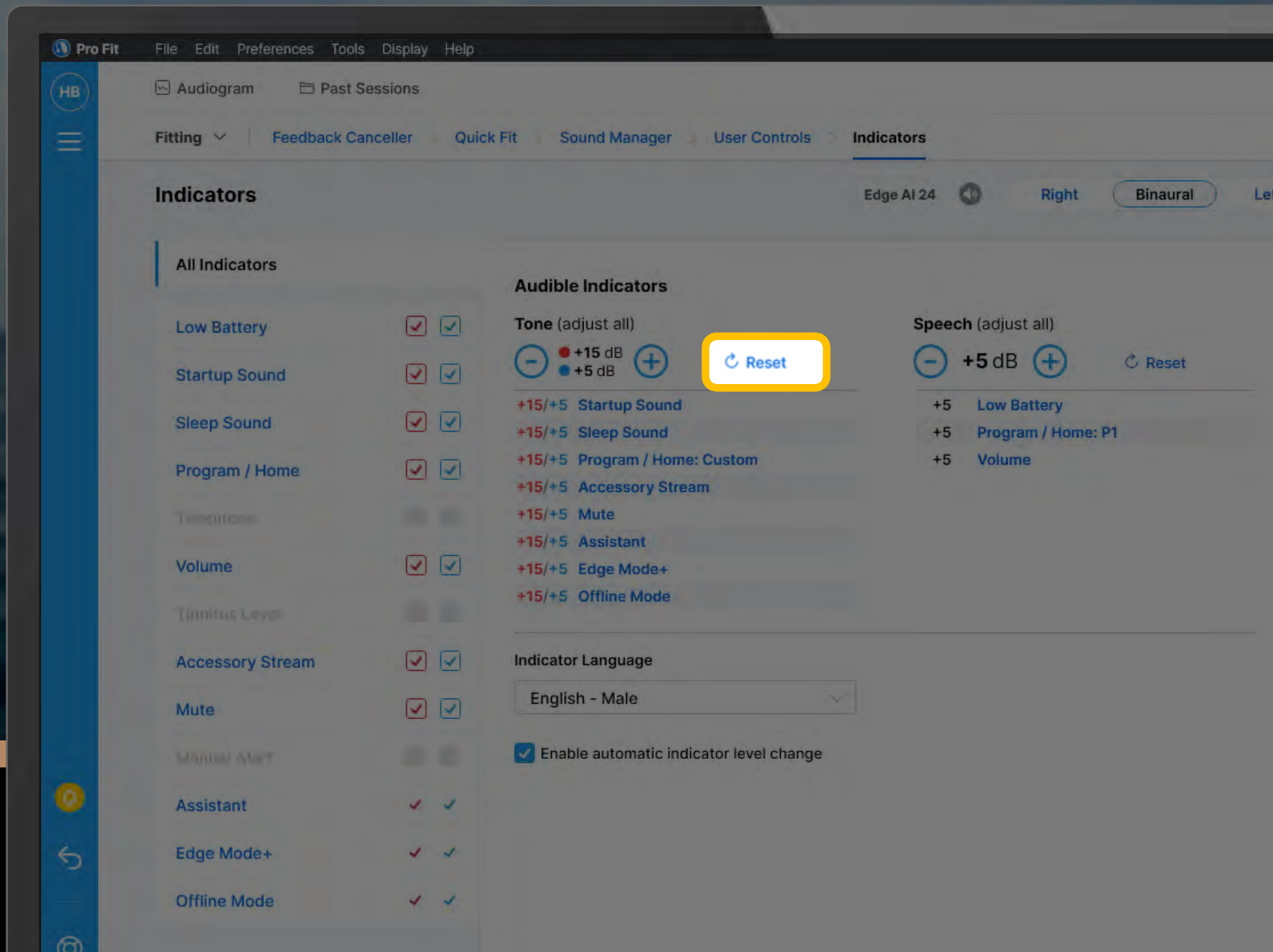




Indicators Screen

New Process

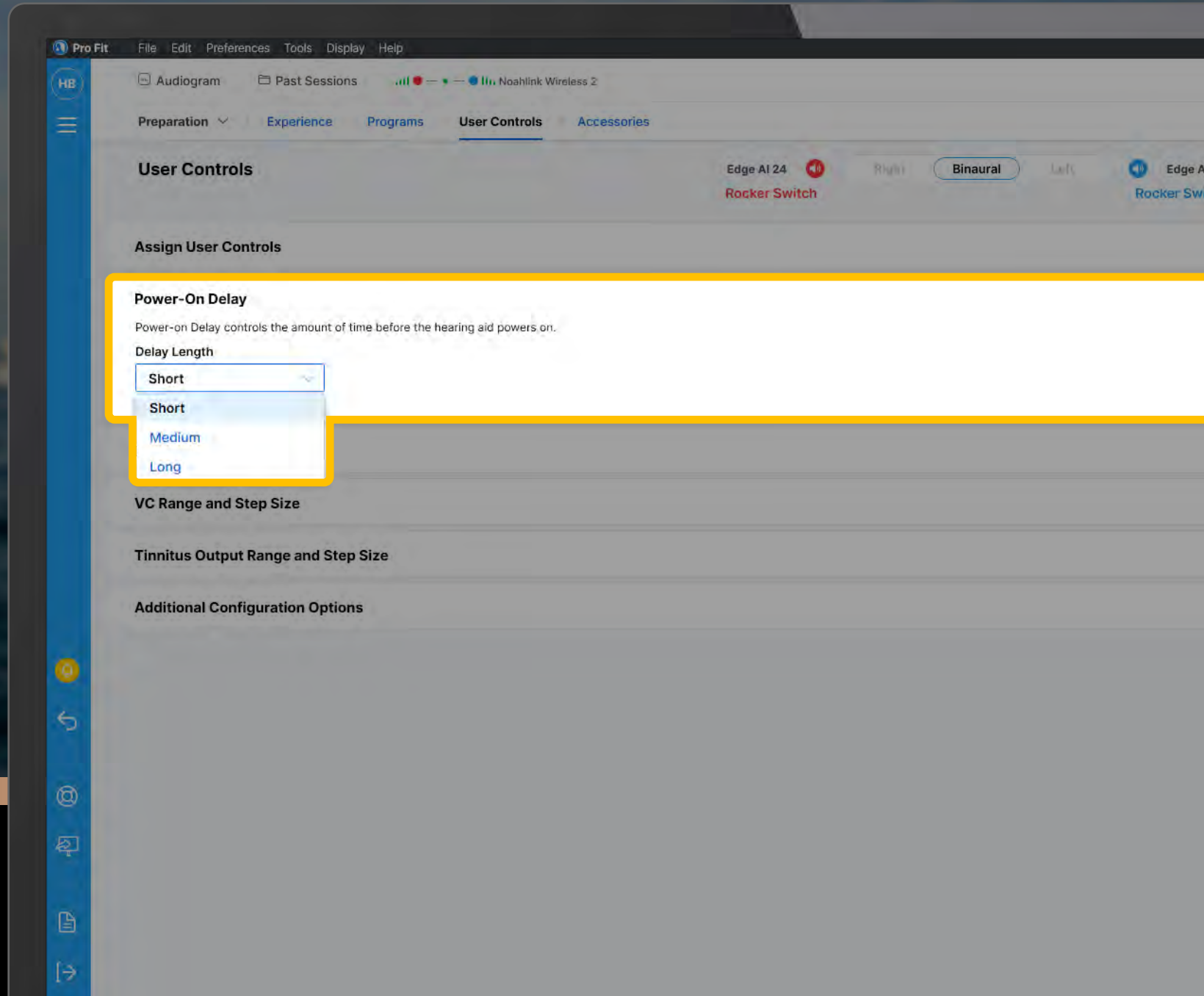
Individual indicators display tracked changes with Retrieved Sessions



User Controls

Power-on Delay

Moved from Fitting Summary
Screen to the User Control
Screen





Accessories

Streaming Mic Accessories

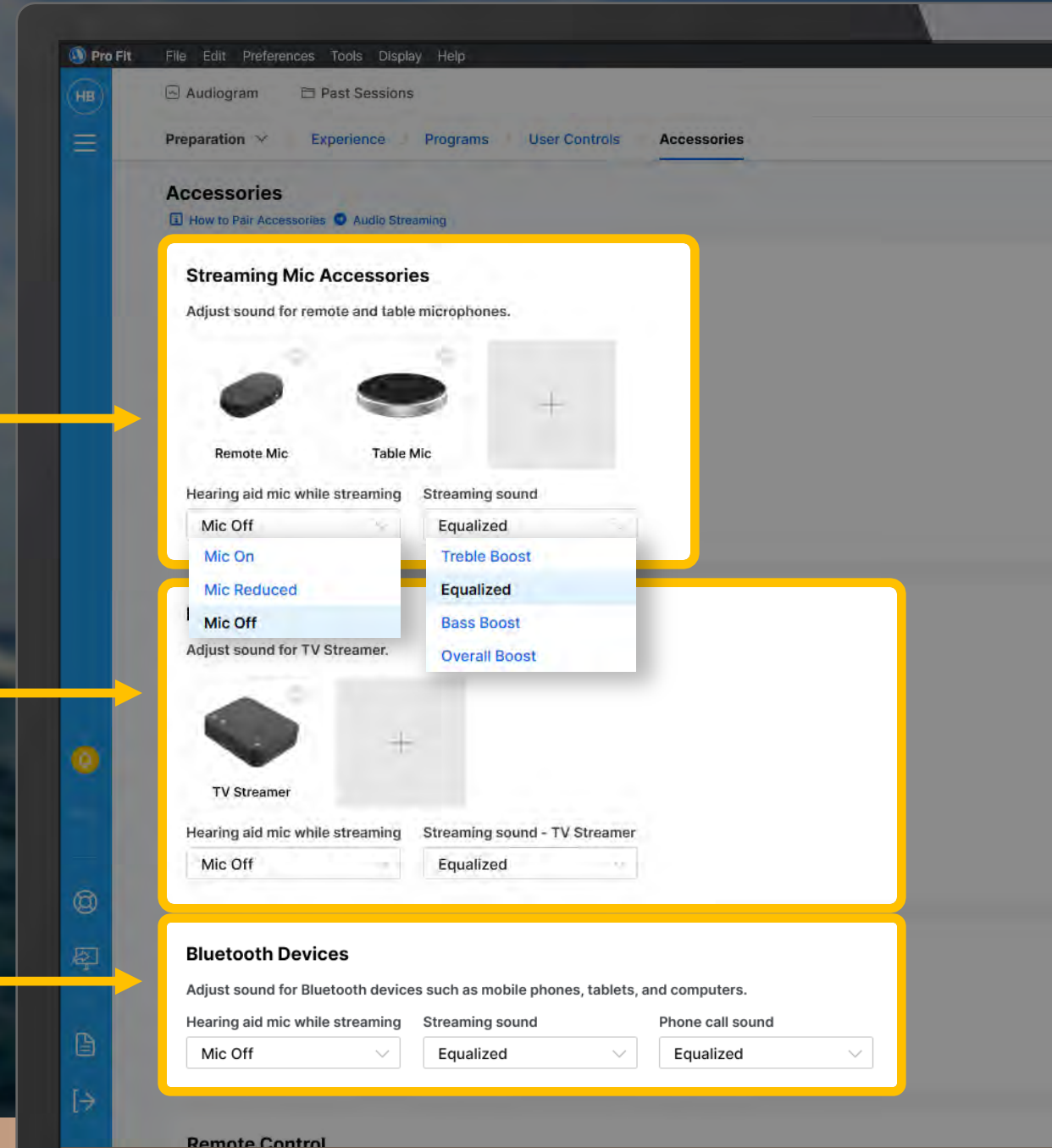
Remote Mic and Table Mic controls

Broadcast Devices

Edge AI TV Streamer controls

Bluetooth Devices

Bluetooth devices streaming controls





Accessories

How to Pair Accessories

Information on pairing all Edge AI compatible accessories

Pairing Streaming Accessories

To pair accessories from the Accessory screen:

- Place the hearing aids/CROS receiver* within 6 inches of the accessory
- Put the accessory into pairing mode based on the instructions below
- Click '+' to put the hearing aid(s) into pairing mode

The accessory is paired when the Accessory image displays in the Accessory screen.

TV Streamer

Press Pairing button once



Remote Mic

Press and hold Pairing button until the light flashes



Table Mic

Press and hold Pairing button for 2 seconds



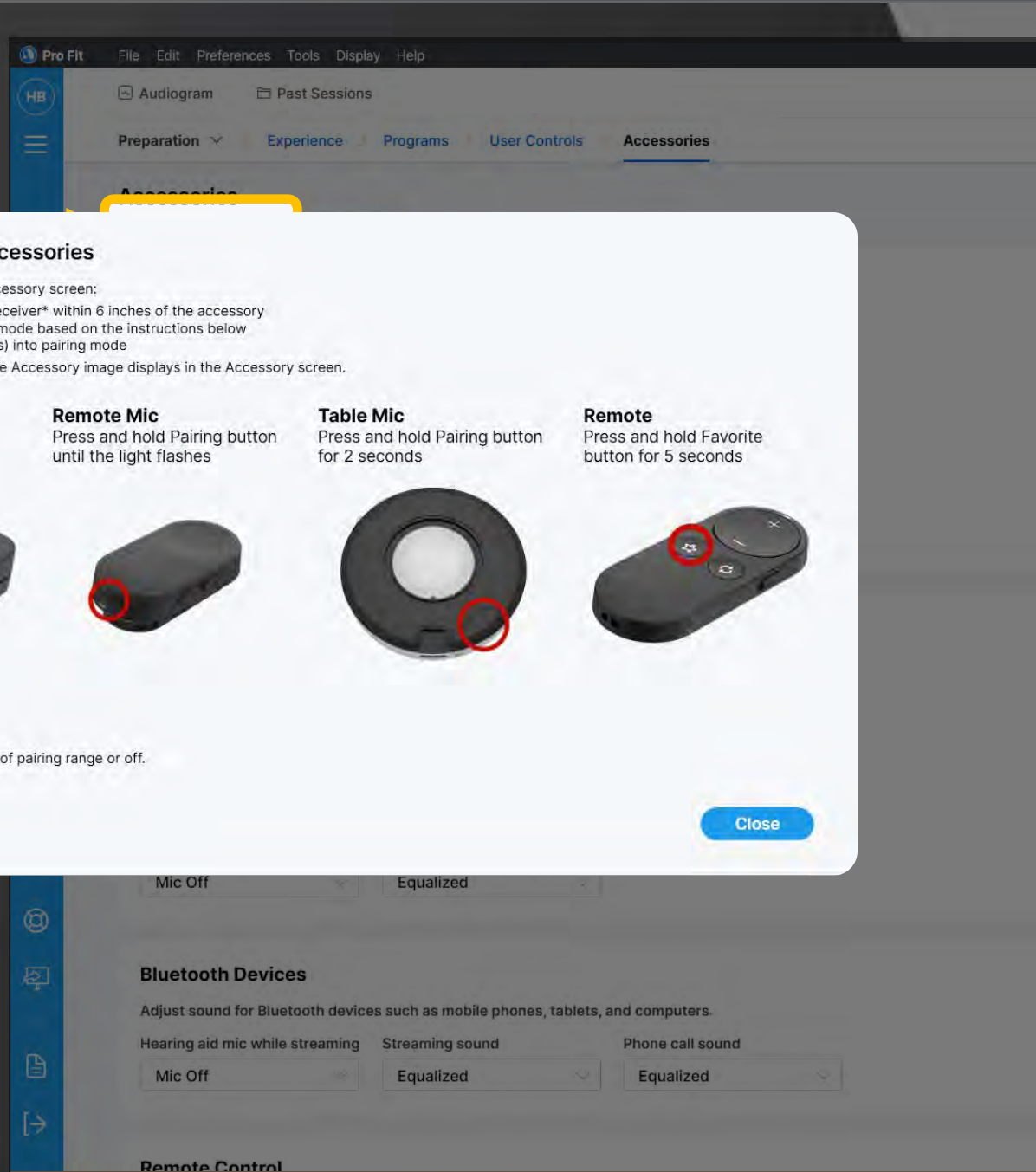
Remote

Press and hold Favorite button for 5 seconds



*Ensure CROS transmitter is out of pairing range or off.

Close



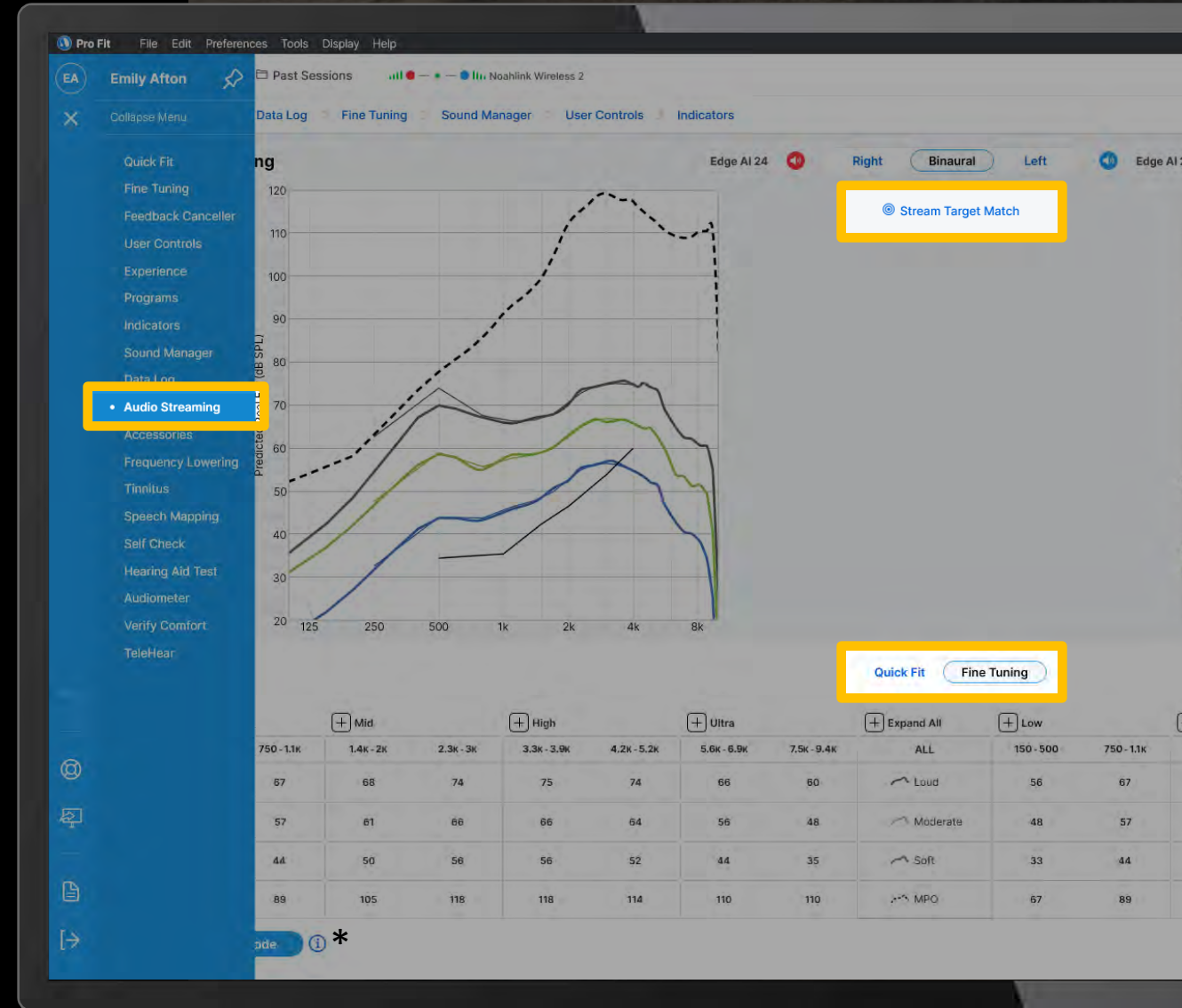
Audio Streaming

Found on the Flyout Menu

Quick Fit and Fine-Tuning controls

Stream Target Match: Target matches the Audio Streaming Configuration

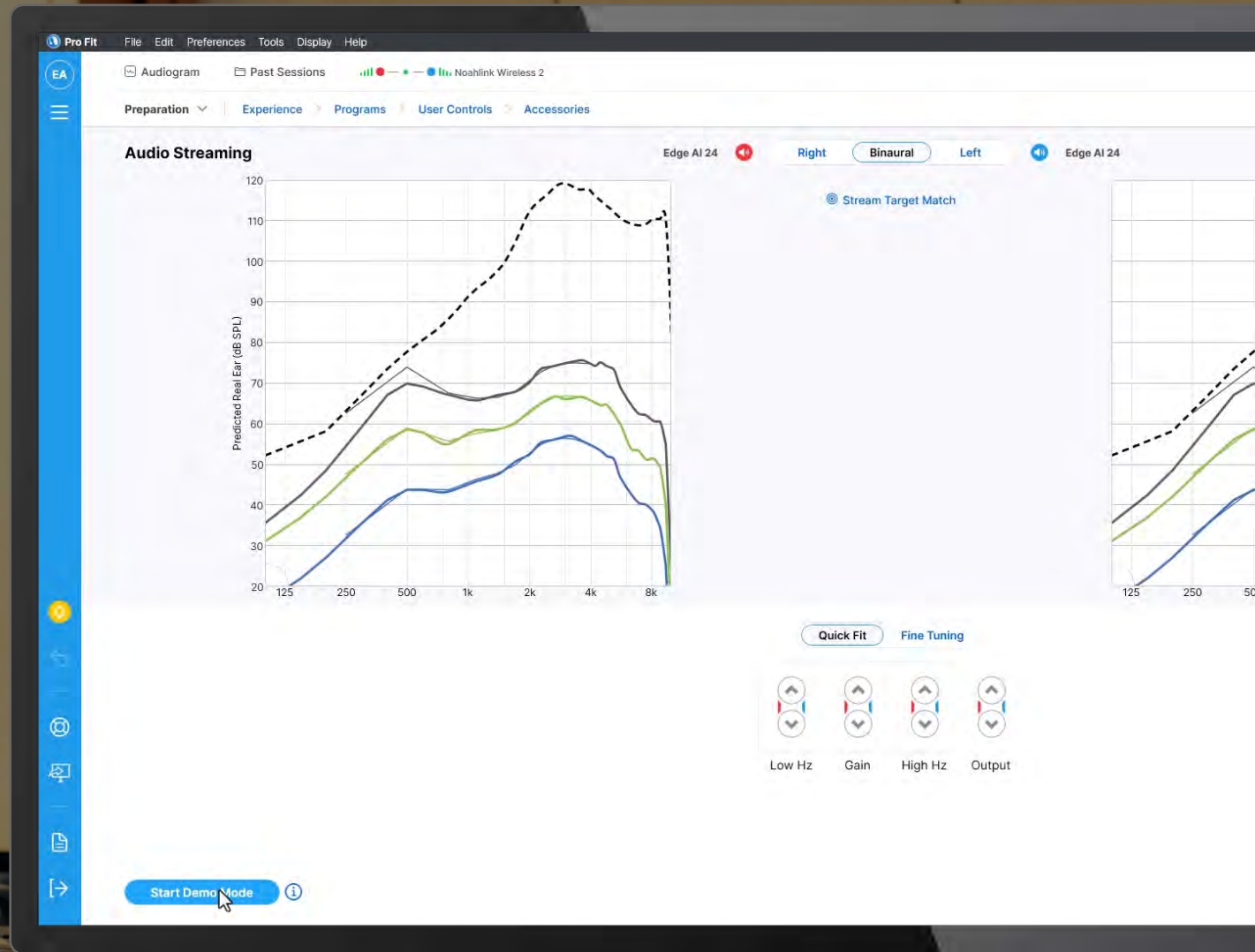
**Exclusive to Edge AI Devices*



Demo Stream

Stream from a mobile phone or TV Streamer while connected to Pro Fit

Customize the streaming frequency response while actively streaming



Multiflex Tinnitus Pro

Delivering Personalized Relief

Audiogram-shaped

Automatic stimulus
shaping based on
the hearing loss

Custom

Personalized stimulus
shaping using MDLs
and MMLs

White

Equal energy
distribution across
frequencies

Low
Frequency
Weighted

Red

Pink

White

Blue

Purple

High
Frequency
Weighted

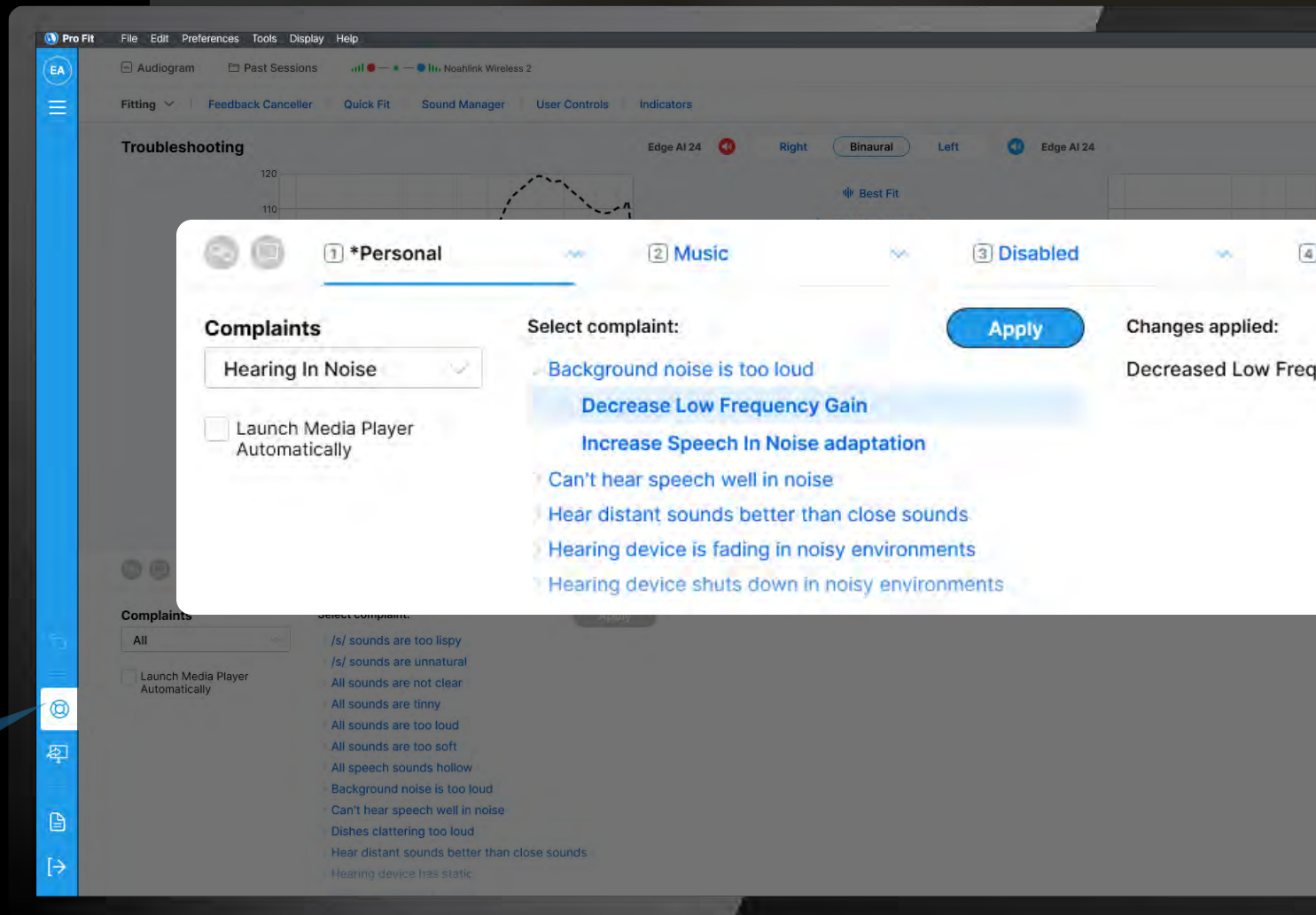
Ocean

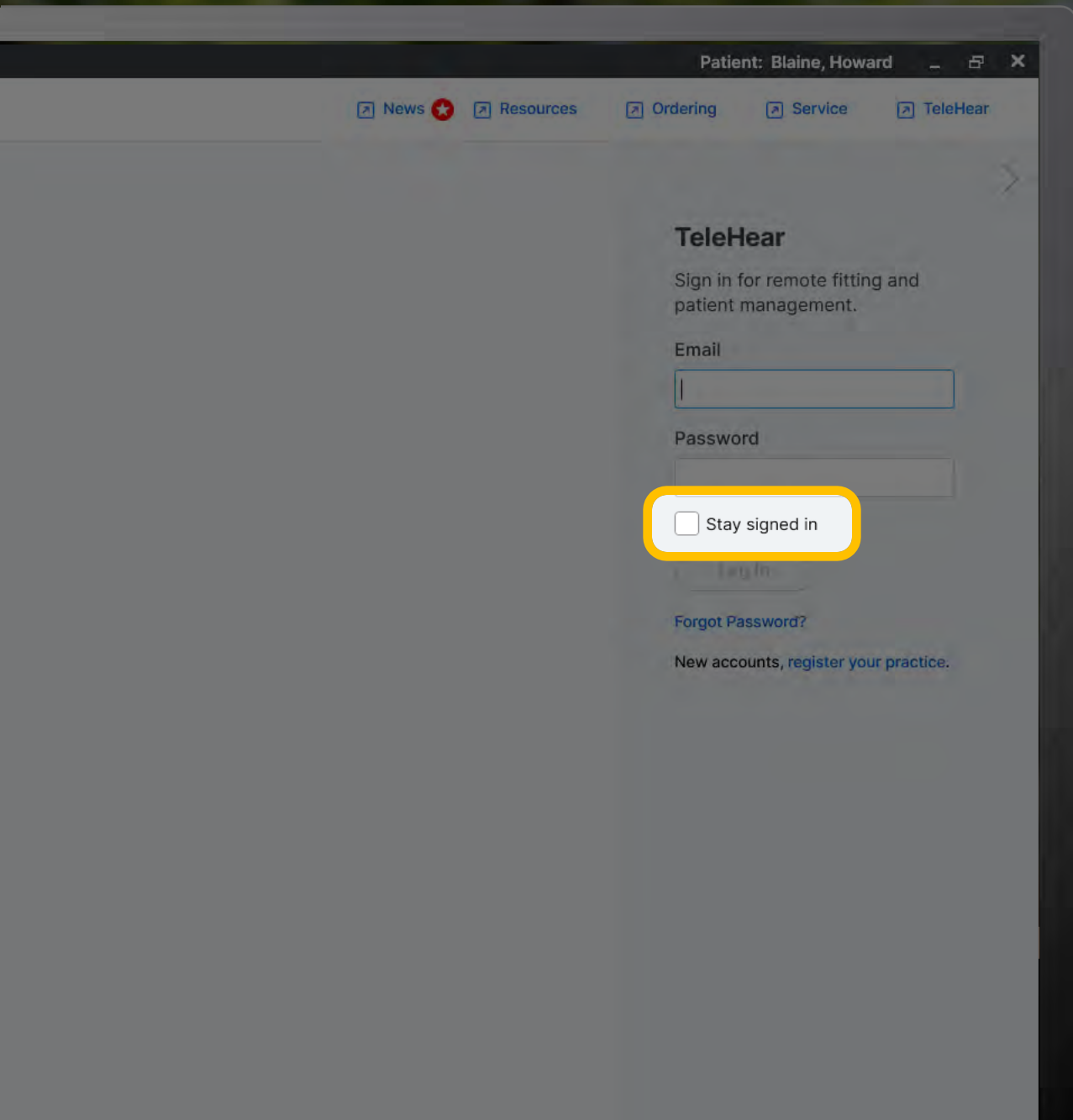
Mimics the sound of the ocean

Troubleshooting

‘Troubleshooting’ is available from every screen

Apply and undo changes





TeleHear Updates

Stay Signed In

Providers have the ability to remain signed in when using TeleHear within Pro Fit

Every patient can benefit from Edge AI



Confident in every
conversation



Comfortable, durable,
and *long-lasting*
battery life



An *easy-to-use*
control center,
fitness tracker, and
personal assistant all
rolled into one



There's an **Edge** for everyone

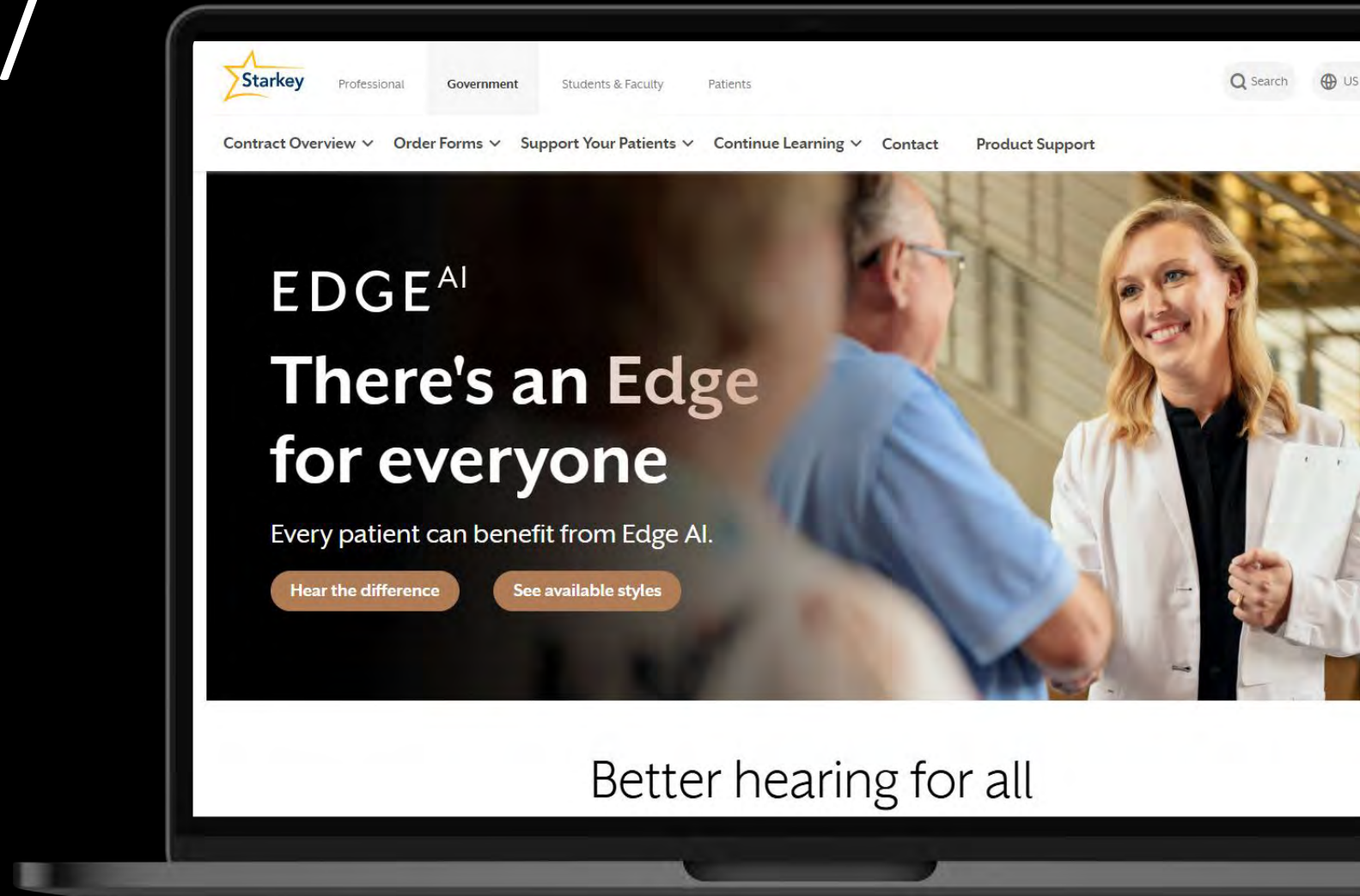
Starkeypro.com/ Government

White Papers

Quick Tips

Videos

Training Opportunities



Clinician Resources

Customer and Audiology Support
(866) 418-6928

For all Edge AI Product Information
Gov.StarkeyPro.com

For other products, materials
and training opportunities
Gov.StarkeyPro.com

Patient Resources

Veteran Technical Support
(800) 211-7789*

My Starkey App Setup
and User Support
My Starkey App | Starkey

Veteran Resources
Starkey.com/Veterans

*For technical support of hearing devices with wireless connectivity

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Technician Training



Register here

Thank you!

