

This unedited transcript of a continued webinar is provided in order to facilitate communication accessibility for the viewer and may not be a totally verbatim record of the proceedings. This transcript may contain errors. Copying or distributing this transcript without the express written consent of continued is strictly prohibited. For any questions, please contact customerservice@continued.com

Giving Patients an Extra Edge: Enhance the Listening Experience with StarLink Edge Streaming Accessories

Presenter: Keeley Layfield, AuD

hello and welcome to Giving Patients an Edge. My name is Dr. Keeley Layfield and I'm an education and training audiologist with Starkey Hearing Technology. If you have a question through today's webinar, please feel free to put it in the Q&A; and I'll be monitoring that and probably answering all of the questions at the end or following up with you. And there will be a PDF handout posted And if you are a paid member through Audiology Online, today's course is good for a CEU half credit hour.

Here are the risks and benefits associated with today's course. And again, this will be in the handout if you'd like to review these with more detail.

So today's learning outcomes for the course will be, you'll be able to name two accessories that are compatible with Starkey Edge AI devices. you will be able to identify the number of Edge AI hearing aids that can be paired to the Starlink Edge TV streamer, and you will also be able to explain how to pair accessories within the ProFit software.

So like I said, my name is Dr. Keeley Layfield, and today we're gonna talk about how you can enhance your patients' experience with the Starlink Edge streaming accessories.

So we know that connectivity really is an expectation and it's incredibly important to many of the patients that we see on a daily basis. So we want to make sure that we're maintaining the best connectivity possible moving forward with our Edge AI product portfolio. So just a little bit of history about Bluetooth connectivity. Bluetooth Low Energy was introduced back in 2009, and it was designed as an alternative to Bluetooth Classic. So it wanted to minimize power consumption, maximize battery life, and provide auditory streaming.

But it wasn't necessarily made specifically for auditory streaming. We took BTLE that was made for data transmission and figured out how to make it work. for audio streaming. And that tends to be the source of some of its limitations.

So LE audio is a new protocol that operates on the current Bluetooth low energy radio, but it differs from the protocols used in previous hearing aid generations because it is specifically designed for audio streaming. Now, these specifications were initially released in 2020, but devices that are actually compatible with this protocol are just beginning to come to the market now.

So some of the benefits of LE Audio are again, it's actually made for audio streaming. So this can bring a lot of really exciting things for hearing aid wearers. So it's going to have a bigger or a better range than previous BTLE protocols. and this is also going to greatly improve the sound quality. The radio is also even lower in power consumption, but again, providing better audio and better sound quality.

So we don't have to be worried about an increased battery drain with Edge AI hearing aids that are using this LE audio protocol. And then one thing that I'm really excited about is this connection is universal. So this means that compatible Android and Apple devices are going to be using the same protocol, the same two way audio calling. You're not going to have to try and figure out what's compatible as this becomes more readily available because again, it's a universal protocol, which I think is going to be really cool. And so I now want to kind of transition into our StarLink Edge wireless accessories because they are all using this LE audio protocol.

so we're introducing two new accessories with the StarLink Edge table microphone and the StarLink Edge remote microphone. And then we still will continue to offer the StarLink Edge TV streamer, as well as our StarLink remote control 2.0. So let's start with the remote control and let's look at the anatomy of it real quick. So you can see that there's an indicator light up top. Then your patient as the volume control to turn the hearing aids up or down, the favorite button, and you can assign what the favorite button can do within the Profits software.

And then that program change button right beside it, the lock switch would essentially be like the power switch, whether you want to lock the buttons to make them not be depressed. And then you also have the lanyard. So if your patient wants to, you know, hook it around their wrist to make it easier to keep up with.

So I did mention that that favorite button can be programmed within the Profitch software, and it provides a variety of functions. So some of the selections will differ based on the technology level, such as Edge Mode Plus. You know, if you're fitting a Genesis AI 12, you can't make the favorite button Edge Mode Plus. Tinnitus will not show up as an option if you don't have a tinnitus masker enabled. jump to program four won't show up if you don't have four programs in the hearing aids.

But one thing that is new is or that we've added an enhancement to is the home button. So if you press that, it will bring you back to that kind of personal program in the default settings, and then it will also bring you back to those default volume settings as well. And you have the ability to start and stop streaming from the home button as well.

And then this is a new feature exclusive for Edge AI devices. If you perform a long press on the pro on the program button, it's going to again be that home feature. And so this is going to open up the ability for the favorite button to be something else. But again, this is not backwards compatible to Genesis. This is unique for Edge AI devices only.

So I think that's a really cool feature.

And then probably one of my personal favorite accessories is our Starlink Edge TV streamer. So this is 60 smaller than our previous TV streamer on the market, and it is very intuitive and very easy to use. So the Starlink Edge TV streamer is going to support Edge AI wireless devices, it will also support other LE audio enabled devices. So that opens up a lot of connectivity, even, you know, maybe your patient

is friends with another person who's not wearing a Starkey hearing aid, but that particular hearing aid has LE audio. They can use this device because it is Oracast enabled.

and an unlimited number of users can use the Starlink Edge TV streamer at the same time. So this is wonderful if you're fitting a husband and a wife. They don't have to fight over who can stream. They just have to agree on what to watch and then they can both use this TV streamer at the same time. So the anatomy of this one is pretty simple because there's a power button and an indicator light.

and there's a pair button. Those are on the top. And then across the back of the device, there's the USB-C power, the TOSLINK connection, and then an analog jack connection as well. You'll also see laser etched on the label on the base of the TV streamer. This is going to have that unique broadcast name and broadcast code for connecting the TV streamer with those LE audio enabled hearing aids that are outside of the Starkey family.

Now that TOSLINK jack is the recommended connection for streaming from the TV, but maybe your patient has an older TV that doesn't have that. They need to use that analog jack. We do include that as an option as well.

So after pairing is complete, Streaming can be initiated in the TV streamer for a couple of different ways. So you can give your patient the onboard user control to start stop streaming. You can make that the favorite button on the remote control or your patient can start or stop streaming via the MyStarkey app. And so when aids are paired, and we have that auto stream defaulted as on or when it is active, if you start streaming from the TV, that will begin streaming through the hearing aids. And so auto stream means that it's not necessary to go into the app or it's not necessary to use the remote control to start or stop the streaming.

you can disable this auto stream control via ProFit, but it does default on. If your patient wants that fully manual control, then do it again in the three ways that I've mentioned with the remote control, the MyStarkey app, or the onboard user control.

And then I'm really excited to introduce the Starlink Edge table mic. this features up to 10 hours of streaming on a single charge, and it just takes two hours to get it back up to fully charged and ready to go again. And because this is utilizing that new Le audio Bluetooth protocol, it has a operating range of up to 50 feet.

So let's take a closer look at the different parts. we've got that USBC power jack. Then you've got your directional segmental microphone touch keys. So you can select which mics you want engaging. And these LEDs are also going to be operational indicators, which I'm going to get to in just a second.

If you deselect all of them or press that middle button that goes into that mute code, or mute mode. And then if you tap that center again, it's going to go into that automatic mode. And I'll expand on our different listening modes in just a second. So the power button is that one single push button off to the side, then very close beside on kind of opposite of the power. You've got the volume up and down.

buttons, and then all across the top you've got those eight directional microphones. And on the bottom of the table mic, you have your hearing aid pairing button. And then if your patient is looking to use the table mic as a remote mic, there is that magnetic interface on the bottom, and we do send a magnet on a lanyard with this so that it can be worn as a remote mic option. as well.

So if your patient is looking to start or stop streaming from the table mic, then they need to power it on. And to power it on, they need to hold that power button for about two seconds. Streaming does begin automatically once powered on. If they need to start and stop streaming once engaged, then they can do that via my Starkey or again, the onboard user control or from the favorite button on the remote. If

they need to adjust the streaming volume, they can do that from the contextual volume control on board the devices.

So as long as the hearing aids have volume control enabled, that will control it when they're actively streaming from the table mic. They can use the MyStarkey accessory screen streaming controls or they can use their remote control volume controls, and then also the volume controls on board the table mic itself. So lots of different ways to use this feature, lots of different ways to control this feature. Think of the way that's going to make the most sense for your patient. I'm not saying you have to give them all of the options, but we kind of opened up a world of possibilities because we know different things make different sense for different patients.

Now I mentioned a little bit about the different listening modes, so I want to give you guys just a little bit more details on those now. So the table mic has multiple listening modes, which are the automatic, manual, surround, or remote mic. For the best listening experience, we do recommend that the table mic placed as close as possible to the conversational partner. And then we also recommend that that power button and those volume control buttons be facing the hearing aid wearer. This is going to optimize the performance and the sound quality of the table mic in various situations.

so automatic mode. To activate automatic mode, you tap that Center Circle, and this will illuminate the five LED segments opposite of that power and volume buttons. And so the microphones on within those five segments are going to detect the speech and track that primary speaker or the loudest speech Source within those segments. The brightest LED segment indicates which one is the section of focus at that moment. And then the user can easily return to automatic mode from any other additional mode that they may have gone into by again tapping that center button.

So very easy to get back to this one and utilize it.

Manual mode allows the hearing aid wearer to select which microphone they want to depict, you know, so maybe they don't want to track the loudest speech source. There's one particular speaker within the room that they want to stay engaged with the whole time. So they can tap a single microphone to select it. Any number or any combination of microphones can be selected. And so we used to limit this to just two, but now the patient can select all the way up to eight.

So again, they're not limited or locked in. just tap that segment that they wish to focus on. If there's a second segment, simply tap that one as well. And then if they want to get back to automatic mode, tap that middle circular section.

So surround or omni mode is active when all eight segments have been selected by the user. So they would have to manually tap all eight to go into that omnidirectional mode. If they want to use that mute mode, maybe they don't want to completely stop the streaming, but they just need to kind of mute it for just a second, then they can manually deselect all of the segments and go back to having none of them focusing. So, and then again, if they need to go back into automatic mode, tap that middle section.

and then the table mic can be worn by a conversational partner via that lanyard that we do ship with it. So this is going to be good for those one-on-one conversations. Just attach that magnetic lanyard to the back of the table mic and then the speaker can wear it around their neck. We do recommend that the table mic should be within 8 to 20, 8 inches or 20 centimeters from the speaker's mouth. So that lanyard length can be adjusted to fit within that range.

And when the table mic is worn by the speaker, we'll see those top three segments illuminate for three seconds. So you'll know it's in that kind of upward beam forming directional microphone to function as a remote mic.

And then if your patient is needing a true remote mic, then I'm happy to discuss the Starlink Edge remote microphone. Again, this provides up to 10 hours of streaming. It does take three hours to fully charge and the operational range is 50 feet because this also uses the new LE audio Bluetooth protocol. So the remote mic has a power switch that allows you to turn the remote mic feature off and on. you've also got that LE indicator light to identify how the device is currently operating.

There are three directional microphones, and it can optimize mic directionality for voice pick off based on how it is placed. So it will be omnidirectional if you place it laying on its clip or fixed directional when it's placed vertically or clipped to that speaker lapel. And then it also has a USB-C power jack, so that universal charging capability. The clip allows you to clip it to whoever you're wishing to wear that. And then there's a pairing button right on the bottom to make it very easy to pair with Edge AI devices.

And then there is a volume control or program button control. on the side of the device if you need to make any changes. So to use the remote mic, the hearing aid user simply toggles the power switch on. So the orange color behind the toggle switch will not be visible when it's on. So if you see orange, it's off.

Just remember that. And but streaming will begin automatically once it is powered on in the remote mic does feature auto streaming recovery, meaning that streaming will be paused for higher priority streams like phone calls or smartphones or media streams. The remote mic stream will automatically reconnect within five seconds once that priority stream concludes. If you want to stop audio streaming, you would just slide that power switch off. which again would depict the orange color behind it.

And very similar with the TV streamer, there are multiple ways to adjust the volume. You've got your remote control volume, you've got your onboard volume control of the remote mic, you've got your onboard hearing aid control volume, as well as your MyStarkey streaming options. So lots of flexibility. Again, maybe don't tell your patient all of these, which one's going to make the most sense for them

and be the most user friendly. From the mobile app, just like with the TV streamer or the table mic, when they're on that accessory screen, they can adjust not only the streaming volume, but also their hearing aid microphone volume, and they can do those independently from each other.

If you have the remote mic powered off, or where you can see that orange, then it also allows it to function as a remote control. So you can change the hearing aid volume with the short press of those onboard volume controls, or you can change the programs in the hearing aid with a long press on the remote or on the buttons onboard the remote mic. So that kind of opens up a new line of flexibility. So maybe your patient needs a remote, but they also need a remote mic and they don't want work out for both accessories, this will kind of serve both of those purposes for them, which I think is a really big win and a really cool thing. So we have mentioned that there are two ways to pair, but I want to give you a little bit more details.

So you absolutely compare these accessories within the Pro Fit software from the accessory screen, or you can pair these outside of Pro Fit. based off of whatever your preference. If you are wishing to pair outside of the software, you would need to for the remote mic, you would need to turn it on. You'll see that indicator light come on. And then I would recommend closing the battery door on your hearing aids or if they're rechargeable devices, taking them out of the charger.

That's going to put those hearing aids into pairing mode for three minutes. then you're going to press that pairing button on the device, which will indicate or start that rapid green blinking, which means now it is in pairing mode. So that remote mic is searching for your hearing aids. When you see it go solid, so it should be rapid blink, and then it'll go solid. That means one hearing aid has been paired successfully.

you'll see it happen again for that second solid. That means both hearing aids have been paired successfully. The table mic is a similar pairing process. So again, I recommend turning on the table mic

first. If it's never been paired for anything, you'll see that red circle, which means it's never been connected to anything.

Close the battery door on your hearing aids or take the hearing aids out of the charger if you're working with rechargeable devices. And then you're going to want to depress that pairing button on the table mic for about two to three seconds. You'll see it start blinking blue. When you are successfully paired with a hearing aid, you'll see the three blue segments on either side. swap to green.

And again, both sides should swap to green. So right now it's still looking for both hearing aids. It just paired the left one and then it just paired the right one. And then pairing was successful. If you wish to pair within the Profit software, the table mic and the remote mic are going to be paired from that streaming accessories portion, which is at the very top of the page.

you also have the ability to, you know, set your microphone defaults based off of patient preference, set those boost defaults if need be. The table mic is going to be paired within the broadcast devices section. Smartphone mic offsets and controls are going to be housed under Bluetooth, and then underneath Bluetooth, is where you could pair the remote control. And if you're like, I do not remember how to put any of these accessories into pairing mode, then we have the handy dandy how to pair accessories button that you can press within ProFit. And that will open up a little cheat sheet for you, again highlighting where the pairing button is and how long you should press it to put it into pairing mode.

so. And then for your accessory controls within my Starkey, I did mention these, but I just want to show it in a little bit more detail. So with your Edge AI devices, that accessories button is on the home screen of my Starkey at all times. So when your patient presses that, it's going to open up the accessory screen. They can see the different ones they've got paired.

They can start or stop streaming from any of those at any given moment. And then they can also adjust the streaming volume independently from their hearing aid mic volume. So maybe you didn't change the defaults in ProFit and they'd like to control it in the moment. That's okay. Your patient has full control of that from the accessory screen.

Now, I know I threw an awful lot at you guys in a very short time frame about all of the new accessories. but don't worry, we've got a plethora of information. We've got other accessories training. We've got more Bluetooth and connectivity training if you want to go more in depth on that. We also have a lot of resources specifically to our accessories.

So if you need quick tips or the user manuals or anything on all of that, this can be found on starkeypro.com and more. And we also will have instructional videos. or just again, different assets that you or your patients may need to help them feel very comfortable with their accessories. And then if you really get in a bind or if your patients really get in a bind, we have our technical support. So just know our technical support team is available to you from 7:00 AM to 7:00 PM within that central time zone.

so do the time zone math if you're not in central. But again, 12 hours a day that we are available to you. And that number is 1-800-328-8602. So don't hesitate to reach out if you get in a bind with any pairing or anything with the accessories. We want to be here to support you and make this process very easy.

So I thank you for giving me 30 minutes of your day. I know this is probably a very long and busy clinic day for you. But again, I appreciate giving some time to learn about our Starlink Edge AI accessories. And I hope you have a great rest of your day. And I'm going to check for the questions now.