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My Starkey Mobile App: Updates for Your Patient's Ease

Presenter: Jacob Hall

All right, welcome in. Let's get started. I wanted to thank you all for attending today. And my name is Jay Hall. I'm an audiologist on the education and training team at Starkey, and I'm covering the West Coast region.

Now, today I'm excited to walk you through our MyStarkey app, highlight some new features for your awareness. And some of these features can really help empower your patients.

So a couple housekeeping items to take care of before we get started, but if you have questions, please feel free to use the Q&A; feature and we can answer those at the end. There's going to be handouts in your pending course, or you can click the link in the chat and also see you are available with the paid audiology online membership. After completing this course, you can go to your pending courses and take the multiple of choice exam, and then you can claim that CEU. And also just to note, if you have any technical difficulties, please reach out to Audiology Online either via the phone number or through email.

So new to AO this year, but these are the risks and benefits associated with taking AO courses.

And today we have three learner outcomes. First is going to be to name two new features available on the home screen of the My Starkey app. Second is going to be identify where the balance assessment feature is found within the My Starkey app. And third is going to be describe the My Starkey app features available on the Apple Watch.

So our Edge AI portfolio is our latest product family, and it was released back in October of 2024, and we just had some recent updates. With the Edge AI product portfolio, we have a full portfolio, so you as professionals have all appropriate tools to choose for your patients' needs. Within Edge AI's line, we have three different RIC style devices, three styles of custom devices, and these are all going to be available in three different tiers of technology. We also have accessories for your patients' benefits,

including remote microphones, a remote control, and a TV streamer. And also, all of these devices are going to be compatible with the MyStarkey app.

so the patient can have control. And then at the very end of the talk today, we're going to go over the HearShare app. And you kind of think of this app as a data logging for caregivers.

So the MyStarkey app is compatible with all styles and technology tiers of both Genesis AI and Edge AI product families. Edge AI is going to feature a brand new 2.4 gigahertz radio, which is the newest and latest Bluetooth protocol featuring LE audio and or CAS compatibility. MyStarkey is going to be available for both iOS and Android phones. So MyStarkey app now offers enhancements like quick access to new accessories from the home screen, a streamlined hearing report updates, and many more. So these improvements are going to create a more intuitive user experience and give patients more control and convenience that they want.

So for both you and your patient's ease, we do have a QR code available to help determine device compatibility.

Now MyStarkey is available in the Apple App Store and it's going to require iOS 16 or higher, and it is also available in the Google Play Store for those Android devices running OS 8.0 or higher. OS 10.0 or higher is required for audio streaming.

So an update here is when people are signing in, they have the ability now to defer setting up an account. So this can make it much quicker in clinic if a person maybe doesn't know their email to get this account set up so they can start using the MyStarkey app right away. One thing to note though is if a user is going to use certain features including TeleCare, Follow, or HearShare, they will need to create an account to utilize these features. In addition to this, there is required acceptance terms and permissions that are set by the phones.

If your patient is an Apple user, they now have the ability to sign on using their Apple ID in place of an email.

So to continue the streamlining, the setup process for the app, there's going to be now a streamlined consent page where all three separate consents are on one page. These are going to include hearing aid data, activity tracking, and analytics.

So let's kind of take a look at the home screen and get a little bit of an orientation there before we get started. First thing you're going to see in the upper corner there is the battery status. Then you're going to see the current program. See a button there for Edge Mode Plus. you're going to see the program screen in the middle.

At the very bottom there, you're going to see an Accessories and Streaming option, which we'll discuss. There's going to be a Return to Home on the very bottom toolbar there. There's also a Health tab. And then in the upper right-hand corner, there's going to be access to our Smart Assistant. Right below that is the program options.

And there's the My Hearing section. There's your binaural volume control. You can switch this to monaural volume control, which we will discuss. There's a more tab and a learn tab at the bottom. So we'll go through some of these during the talk today.

Now on the home screen, you have the ability to switch between monaural and binaural volume control. And this is going to be at the very bottom right hand corner of the screen. and it's going to default to this monaural volume control, but you can split this into two and that way you can adjust the hearing aids individually. Now, if the monaural volume control is open when you leave the MyStarkey app, it's going to remain open when you return to the app. If you do force close this app, it will return to that default

binaural volume control when restarted.

I wanted to briefly discuss Edge Mode Plus, which can easily be accessed from the icon on the MyStarkey home screen.

Edge Mode Plus is one of our most popular features, and it's going to utilize AI, and it's going to take a snapshot of the environment that the patient is in, and it's going to instantly optimize that sound quality in real time. In addition to this, there's going to be patient-driven controls in the mobile app, really empowering your patient to utilize Edge Mode Plus to its fullest. And one thing to note with this is it is important to know that with Edge Mode Plus, it can actually apply more aggressive settings than you can do in the ProFit software. So it's really going to optimize the patient's ability to hear in all different situations. Now, in current products, if a patient engages that mode plus in one environment, and they move to a different environment.

So say they went from a noisy restaurant out to their car, they would want to disengage and re-engage Edgemode Plus to optimize it based on that new acoustic environment.

However, our premium level products, our 24 series feature automatic Edgemode Plus. And once this is engaged, it's going to continue to scan and adapt as a person goes throughout different acoustic environments throughout their day. and it's going to lead to these seamless transitions between these environments. So patients continue to benefit from Edge Mode Plus as they go throughout their day.

Now, when Edge Mode Plus is engaged, it's going to be effective the majority of the time in this best sound default, but we do give these other intents or offerings such as enhanced speech or reduced noise to your patients. So when we want to enhance speech, this is going to provide more clarity, reduce noise is going to provide greater comfort. Now, these new intent options are going to be exclusive to the 24 and 20 technology tiers, where with the 16 tier of technology, best sound is going to

be the only available option.

Now, when streaming is initiated, the home screen is going to appear different to this audio streaming screen. So streaming audio configuration is similar to what we had with our stream boost. It's going to automatically switch to a stream in response when streaming is initiated. Now that volume slider that you see in the middle of the screen, this is going to change the hearing aid volume, but not the streaming volume. To adjust streaming volume, you'd want to do that with those side buttons on your phone.

Patients also do have the ability to adjust the sound. You can see that highlighted on the screen there. When they go ahead and tap that, it's going to open up an equalizer and they can make changes for their streaming sound from here.

Now, we've also added an icon at the bottom left-hand side of the screen that is going to be specific for accessories and streaming devices. If a patient is in Genesis devices, this is going to appear only if there's been an accessory paired to it before, but if they're in Edge AI, they're always going to have this icon available in their MySarky app.

Now, while the functionality for streaming options is unchanged, the streaming options for any paired accessory, including the remote mic, table mic, can all be managed from tapping on that bottom left icon and navigating to that streaming screen. So streaming and hearing aid volume may be managed independently for each of those accessories, which we can see here. In addition to this, you're able to start and stop streaming for the TV streamer from the app. Another new exciting update that we have is compatibility now for MyStarkey and the Apple Watch. So patients can quickly and discreetly change from the convenience of their watch.

So when using the Apple Watch, it's gonna require an operating system of nine or higher and an Apple Watch of four or newer. And note that when hearing aids do not pair directly to the watch, it's really an extension of the MyStarkey app. So what this means is that patients will indeed need their phone with them, but their watch acts as a remote control so they can make those changes more discreetly and easy. So if you want to navigate to the My Starkey Apple Watch app, what you're going to do is you're going to press that little digital icon on the Apple Watch. You're going to scroll down until you see My Starkey, and then you can go ahead and click that.

So once you're in the Apple Watch, you're going to have a home screen, and you're going to be able to see that current program, battery status, you'll have a volume control, and you'll have the option to select Edge Mode Plus. If you're making volume control changes here, you can tap the plus or minus, or you can use that digital crown on the side of the watch to adjust the volume. And then you can swipe between the different screens to change programs that are available.

Now, the benefits with Edge AI go beyond better hearing. So in 2018, we were the first hearing aid company to put sensors in our hearing aids. And now we're going to utilize those for many features, including health and wellness. And you're going to see some of those things discussed here in this section. So MyStarkey, coupled with those Edge AI hearing aids, is going to provide the user or the patient with a really powerful way to monitor and support a variety of different health metrics.

And this is going to utilize those integrated sensors as well as artificial intelligence within the hearing aids. The MyStarkey app is going to compile and present health data in a very easy to view fashion. The health section in the app is going to allow the wearer to set the hearing aid and fitness goals, and they're going to get insights throughout the day. Hearing aid usage, physical activity, and social interaction are all going to be things that can be tracked here. Then they can get daily or weekly updates in the form of a hearing report.

So the enhanced MyStarkey app hearing report is going to provide those same details as prior versions, but now we're going to use color coding, so it's a little bit easier to digest and visualize for the patient. And you can quickly see that you can set goals here for hearing aid usage, social activity, and sound levels. And then if they're interested, they can get more details in either a daily or weekly format. Another new thing that we introduced here is the share home location. And this allows a user to share if they are home or away from home through that HearShare app, which we're going to discuss at the very end.

So for this, indeed, they do need to create an account and have those location services on. And once it's on, they can choose who to share this with. Now, one thing to note with this too is that it's not tracking where they are. It's only detecting if they are away from home or at home. So similar to like that geotagging concept and the range is going to be around 100 meters to indicate they are away from home.

Now, Starkey has created the industry's first and only ability to detect falls. And this is really a great feature. It can give patients, caregivers, and loved ones all kind of a peace of mind. And this can be set up as well. And the patient will choose known contacts.

If they were to experience a fall, it will send those known contacts an alert via text message.

And then really leaning into this, but we also introduced an all new self-guided balance assessment. to really help those patients gain awareness of their balance, really to help with that fall prevention. Now, we do have an entire AO course on our self-guided balance assessment. So if you want more details than we discuss here, please take a look at that.

So the MyStarkey Balance Assessment feature is going to be exclusive to those edge AI devices. And it's going to give patients the ability to both monitor and assess their overall balance at their

convenience of their home.

And this is actually based on the study protocol. So this is going to be the same protocol that would be utilized if you were to go to a PT office and have an assessment done. There's really a couple different elements here, but there's going to be initial screening where they go through a set of questions, but then there's also going to be different exercises. There's six exercises focused on different areas, including somatic sensory, functional lower body strength, and walking balance. These exercises can all be done through the balance assessment, and the patient will actually get the instructions, visually on the screen, as well as announced through their hearing aids.

Their results are going to be compared to normative data, which is going to be set based on patient's age and gender.

Now, kind of expanding that health and wellness features is really a priority at Starkey. So let's navigate over to that Learn tab in the app and check out an example.

What we see here is there's going to be some balance and stability exercises in this section that's going to allow a user to really stay on top of their physical well-being.

Now, we're all really getting used to our smart home devices. We can think Google Home, Amazon Alexa, and why not incorporate some of these intelligent features into a patient's hearing aids? So now MyStarkey features the ability to set reminders in the app, and it can alert the patient directly through their hearing aids. They can set basic reminders where they can choose between some preset options, or they can create custom reminders like setting an appointment or taking medications.

So we know that the best hearing aids are the ones that are worn, and that are indeed working, which is why we introduced these two new intelligent reminders in the MyStarkey app as well. And so these are

gonna include insert your hearing aids and hearing aid maintenance.

So hearing aid maintenance is going to remind patients to run our self-check feature. And they can set this to happen either weekly, biweekly, or monthly. And what's really neat is this will actually run an assessment of the hearing aids, checking all the different components, including the microphone, the receiver, circuit. In addition to that, we have a smart reminder or an intelligent reminder on inserting your hearing aids. And it actually starts to learn a patient's behavior and when they put hearing aids in.

So for instance, if they normally put them in at 7:00 AM and they forgot, it will actually send a reminder maybe say around 7:15 AM.

And with these different reminders, these are going to be based on the different technology tiers. So both 24 and 20 series have access to those intelligent reminders, whereas the Edge AI 16 is only going to have those basic reminders available.

Now exclusive to Edge AI 24, and this is only within the US currently, But we've updated our Smart Assistant to be more of a chat-like interface. So this is still going to have the same functionality and user experience as our Smart Assistant in other technologies. But now what we're doing is we're going to use this Microsoft Azure tool. So it's going to create more conversational responses when you do ask it questions.

so we kind of highlighted some different components within the MyStarkey app. And we walk through how patients can benefit from these different features. We've also discussed some new updates that are going to enable patients ability to really maximize their experience with Starkey hearing aids. And we can really break down this app in three particular sections. So there's going to be hearing, health, and intelligent features.

all within the MyStarkey app. Now you can see on the screen that there's an extensive list of features, and we didn't cover them all today, but we do have other AO courses available that go in much more depth. So if you are interested in learning more about those features, that's a great resource, or you can always reach out to your Starkey representative for more information. Now to close out today's session, I wanted to go into our HearShare app, which is really one of my favorite tools that we have at Starkey. And it's one that not everybody is aware of, so let's take a closer look at that.

So our HearShare app is an app that's designed really for caregivers or loved ones, and it's going to allow the patient to share data with them from their MyStarkey app. So I like to look at HearShare as data logging for caregivers. A great example of this is maybe you're helping monitor and manage your mother's hearing aids, but she lives in a different state than you. HearShare is actually going to allow you to do this remotely in a very unobtrusive way for both you and the patient, and it can provide that peace of mind when you can't be there every day in person. So HearShare has been around for a number of years now, but we do have some recent updates.

that we'll be covering here, just making it much more user friendly.

So with this, you know, there was a lot of research on what was important and what they wanted shared. So those are where these updates came from and are implemented in the updated version of HearShare. We're going to take a look at the home screen here, which has been modified to provide kind of more easy to glance at and more access to different information. that could be important for those caregivers.

So let's take a look at the home screen and see how to understand it. But when navigating the home screen, kind of working your way from top down, you can see the patient's name in the top left corner. And then across on the top right side of the app, you're still going to have access to change between different users. So maybe you're providing care to more than one individual and you can change

between them here. And below the patient's name on the left side, you're going to see the battery status of their hearing aids.

And to the right, what you're going to see is that home and away status. In the center of the screen, you're also going to see glance insights to social activity, hearing aid usage, and physical activity. And note that each one of these sections is expandable to give more information and details if desired.

So as mentioned previously, but now we introduce that feature that way they can share their home or away status with their caregivers via HearShare. So a user can choose to add my home location in the MyStarkey app and the HearShare user caregivers will understand if they are home or away. So this feature is not tracking the hearing aid user, it's really just providing status updates between Home and Away. And how it does it is it's going to refresh every 15 minutes. So this can really provide a peace of mind and, you know, really help engage to see if a person is, you know, doing social activities throughout the day.

And you can see in the image here, the status of the hearing aid user being Home or Away is indeed color coded as well. and when they're home, you can see a block of blue, and when they're away, you're going to see that in a block of gray.

So with quick glance at the home screen, you're going to have noticed that hearing aid users daily insights providing more information to the users on that social hearing aid usage as well as physical activities. And note that these also do have that color status there for real-time updates. And if a section is highlighted in orange, it means that the user is behind on that goal. If it's highlighted in blue, it means that the user is on track. And if it's highlighted in green, it means that that daily goal has already been met.

So in the sample image, we're gonna see highlighted in orange in relation to that physical activity section, and we can tap on that to get more information and details on that specific goal.

And now another thing we're going to take a look at here is this expanded view and you're going to see the social activity and physical activity in this section. So in the social activity breakdown, you can see the progress. Those are going to be color coded. And here what we're going to see is an individual can set a goal and it can calculate it. And it's going to look at three different elements and how much time is spent in each one of them.

So conversation, listening, and streaming. And then for the physical activity breakdown, you'll see that the user once again met the goal with the green color coding followed by the insight text there. And at the bottom of each section, you can access that hearing report.

So in HearShare, the hearing report can be broken down either daily or weekly. And this report will include total summaries at the top, followed by detailed views for hearing aid usage, social activity, and sound levels as you scroll down.

So, That wraps up our overview today. And again, we do have much more information available in specific details, but we really wanted to give an overview of the app, our HearShare app, and some of the updates that are now available with us. But ultimately, you can see that with Edge AI and the MyStarkey and HearShare app, we have a complete portfolio of solutions so hearing healthcare professionals can work with their patients to ensure that all their individual needs are indeed being addressed and allow their patients to really live their lives without limitations. So I wanted to thank you all for spending the time to take this course today. And, you know, just a reminder that we are an ongoing resource, so please feel free to, you know, reach out to your Starkey representative if you want more specific information on any of this.

Also, you can take a look at StarkeyPro.com for a list of resources there as well.

So thank you again for taking the time to come. And if you have any questions, we can take a look at those. And if not, enjoy the rest of your day. Thank you so much.