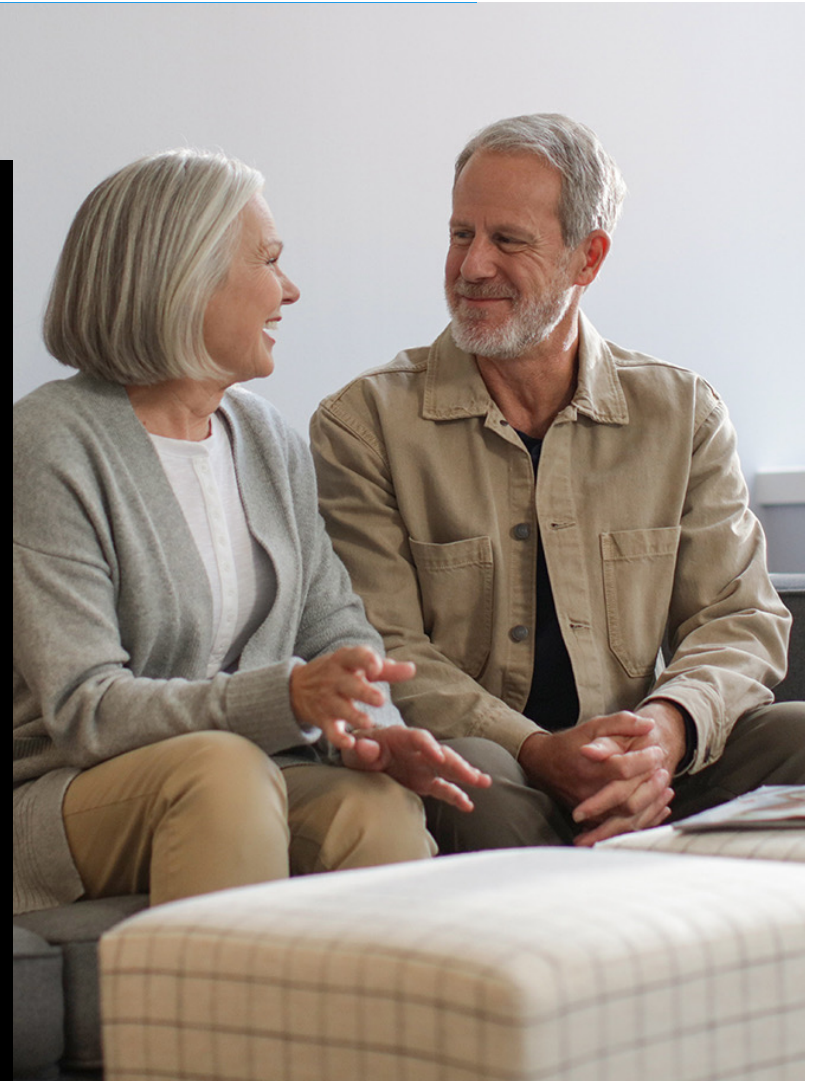




Starkey Government Services: Better Hearing All Around with the November 2025 Contract

Andrea Hannan Dawkes, Au.D.
Senior Education and Training Audiologist



Webinar FAQs

Starkey Government Services: Better Hearing All Around with the November 2025 Contract

Andrea Hannan Dawkes, Au.D.

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



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

Describe Starkey's innovative product portfolio

2

List connectivity applications for supporting better hearing

3

Identify features for optimizing listening in every environment



Reminders

Evidence-Based

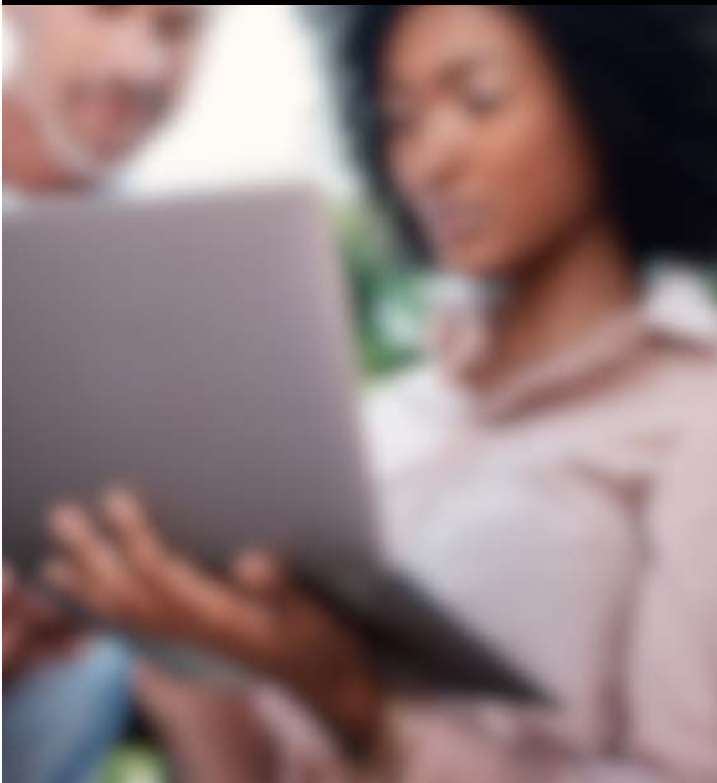
All CE courses on continued.com must be evidence-based. In evidence-based continuing education sessions, the presenter provides:

The best available, current, scientific evidence to support a particular practice or guideline which can include exploratory or pilot study data and the related evidence

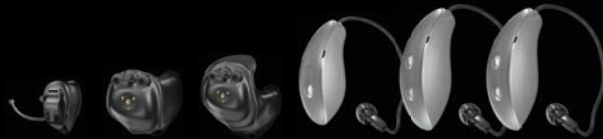
Information about his/her clinical expertise, expert opinion, and experience in this topic area

Information related to client/patient/caregiver values

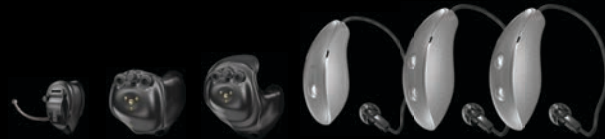
An indication of the level of evidence (e.g., systematic review, randomized control trial, cohort study, expert opinion, etc.) for each piece of evidence presented, ensuring clarity on the strength and reliability of the supporting data



EDGE^{AI}



GENESIS^{AI}



Faster. Simpler. Stronger.

evolv^{AI}



Signature
SERIES



Picasso





Introducing
OMEGA^{AI}
Technology so intelligent,
it's superhuman

Pending DLC Approval

G3 Neuro Processor

Pending DLC Approval

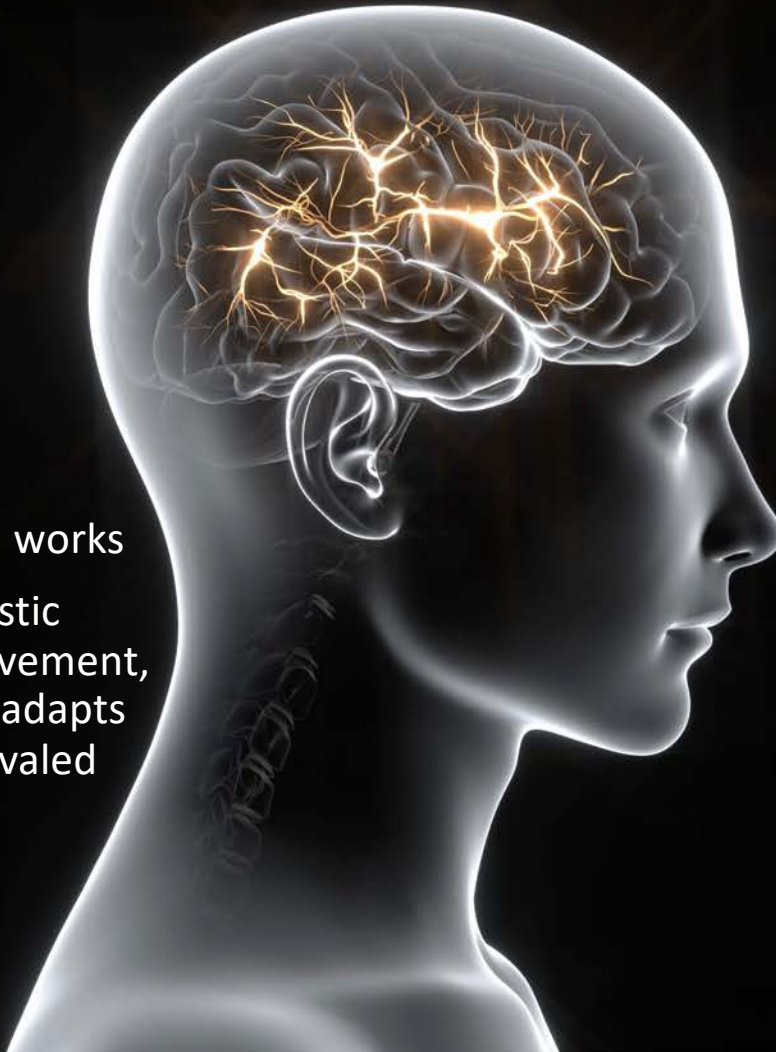


**Neuro Sound
Technology 2.0**

Neuro Sound Technology 2.0

Mimics the human brain
to better replicate how a
“normal” hearing system works

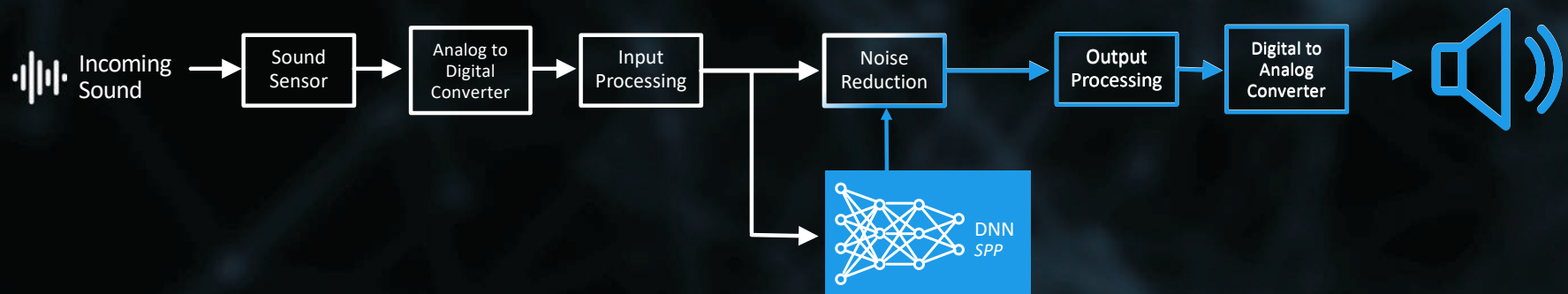
Encodes a wearer’s acoustic
environment, senses movement,
digitizes intent and then adapts
to it all to deliver an unrivaled
sound experience



Deep Neural Network (DNN)

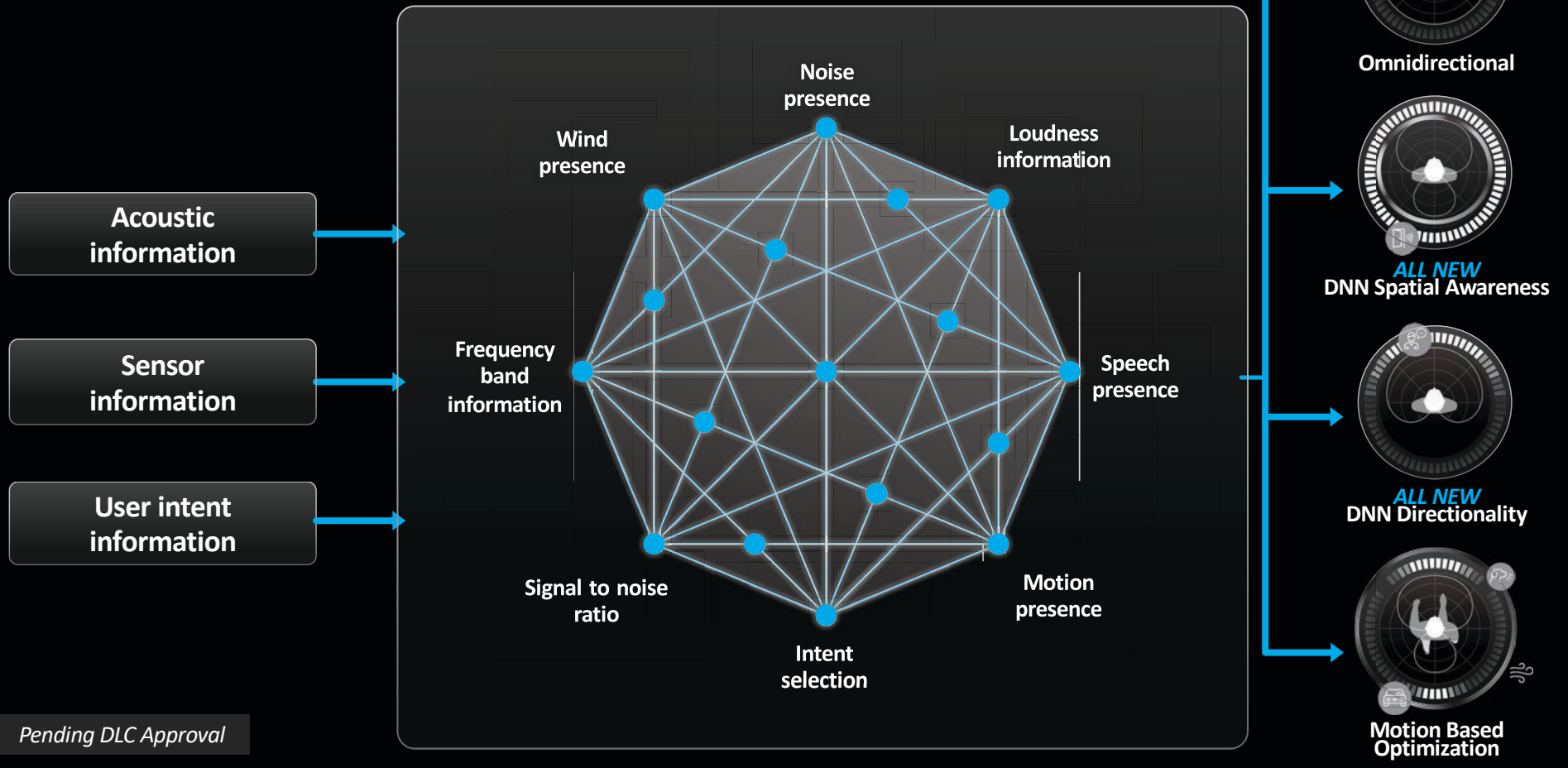
Our DNN processing
runs parallel with the
sound management
system for more efficient
processing — both in
speed and battery life

Edge AI



OMEGA^{AI}

DNN 360

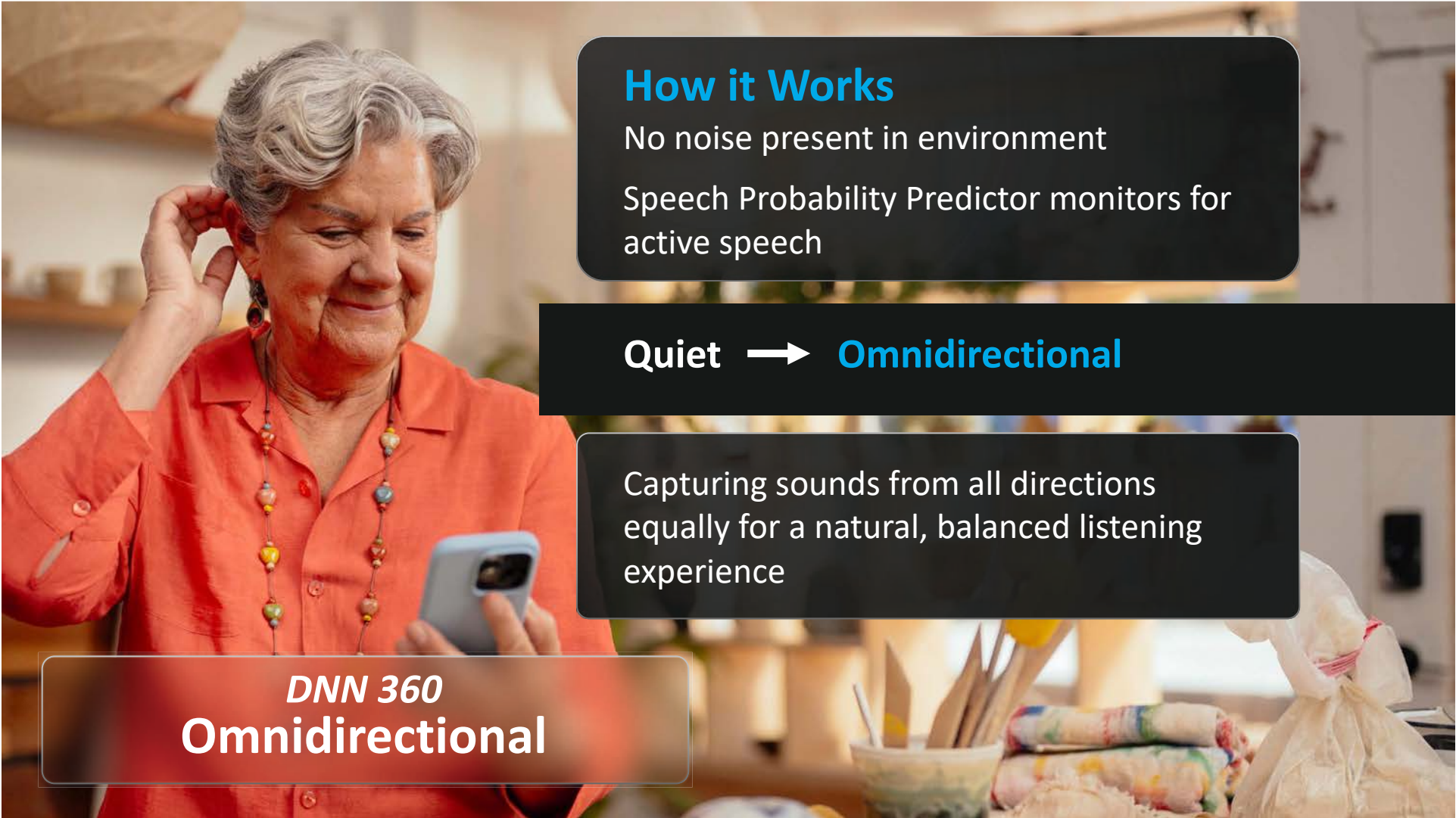




DNN 360

Better hearing
all around

Pending DLC Approval



How it Works

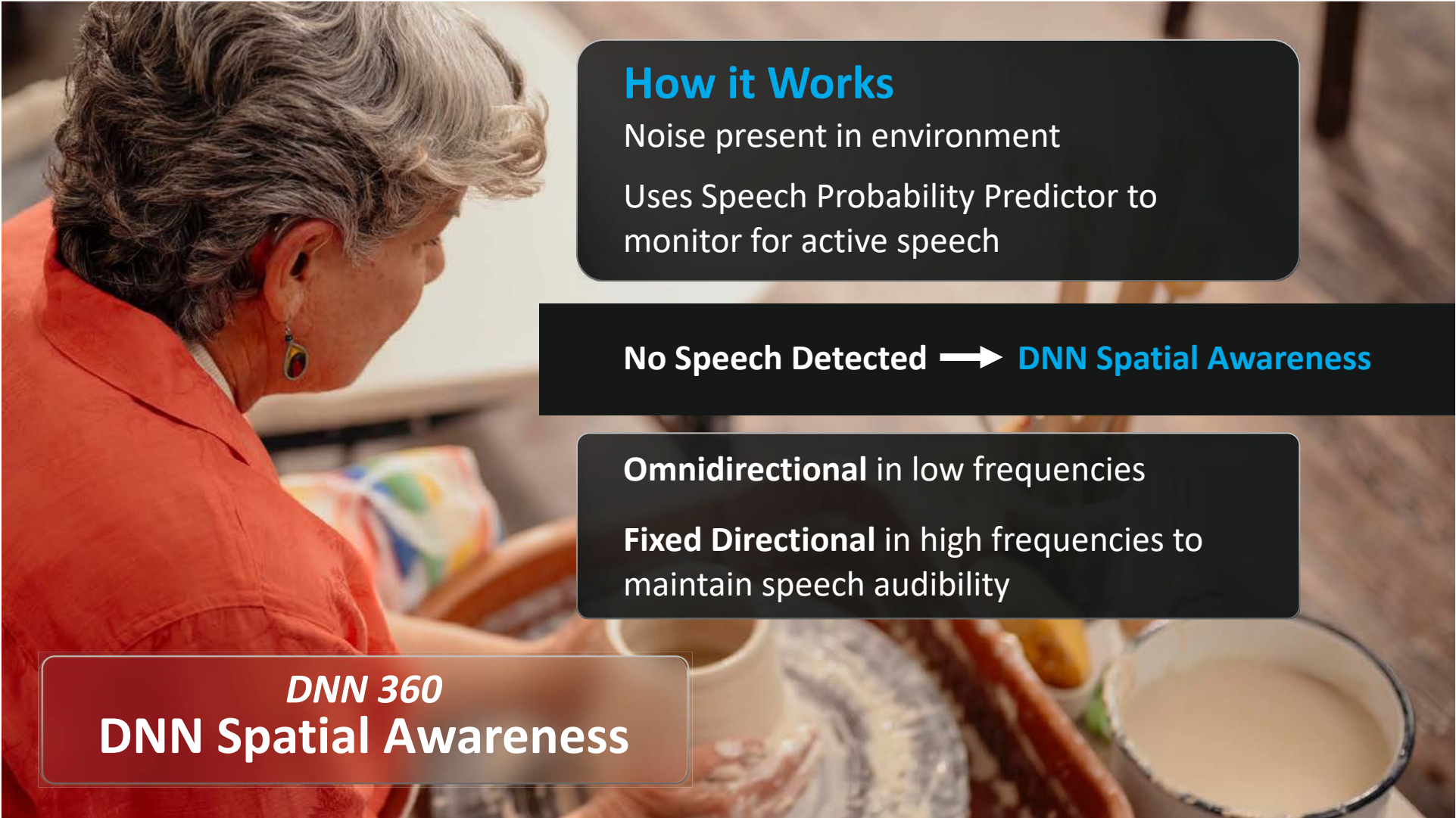
No noise present in environment

Speech Probability Predictor monitors for active speech

Quiet → Omnidirectional

Capturing sounds from all directions equally for a natural, balanced listening experience

DNN 360
Omnidirectional



How it Works

Noise present in environment

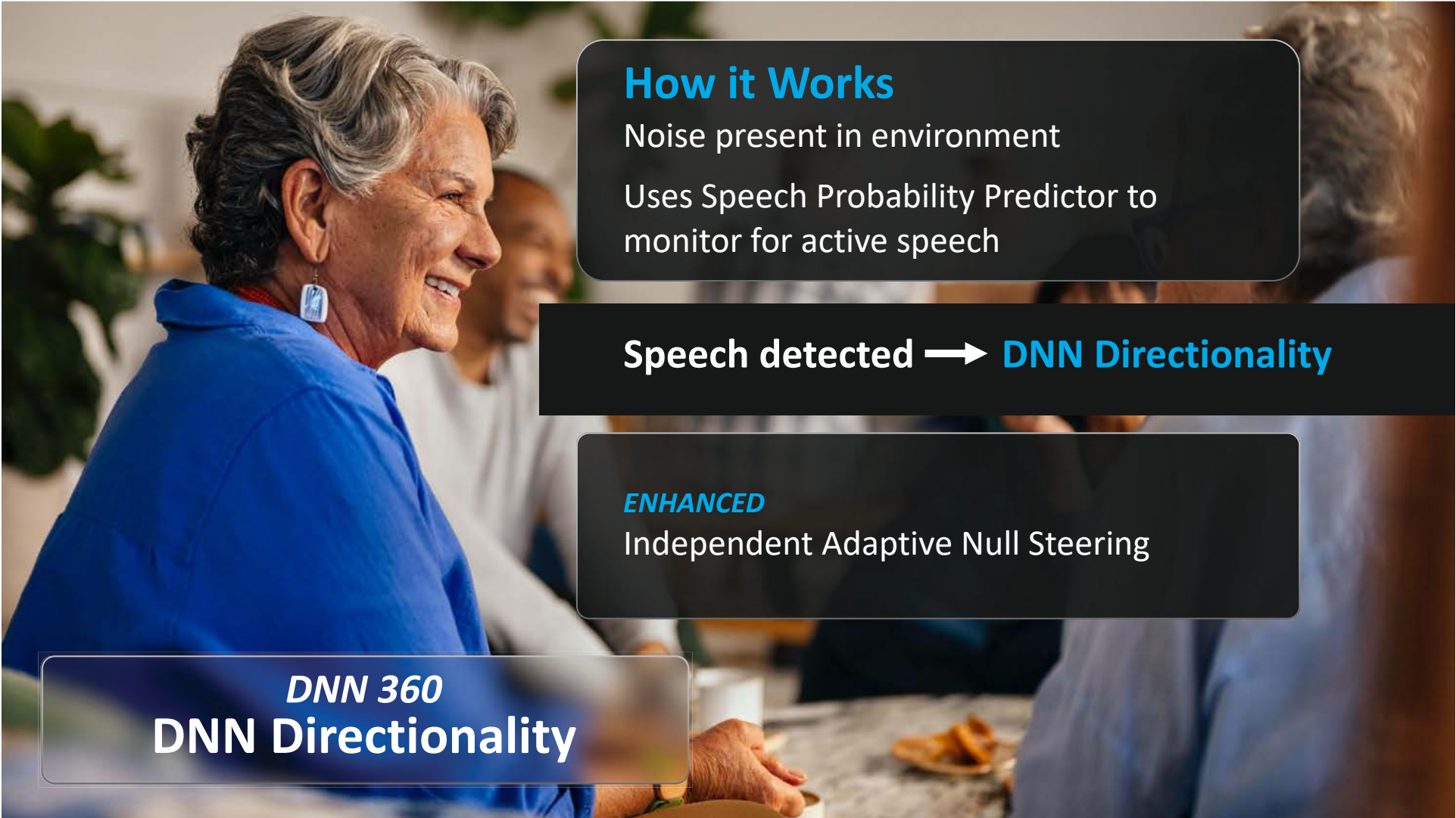
Uses Speech Probability Predictor to monitor for active speech

No Speech Detected → **DNN Spatial Awareness**

Omnidirectional in low frequencies

Fixed Directional in high frequencies to maintain speech audibility

DNN 360
DNN Spatial Awareness



How it Works

Noise present in environment

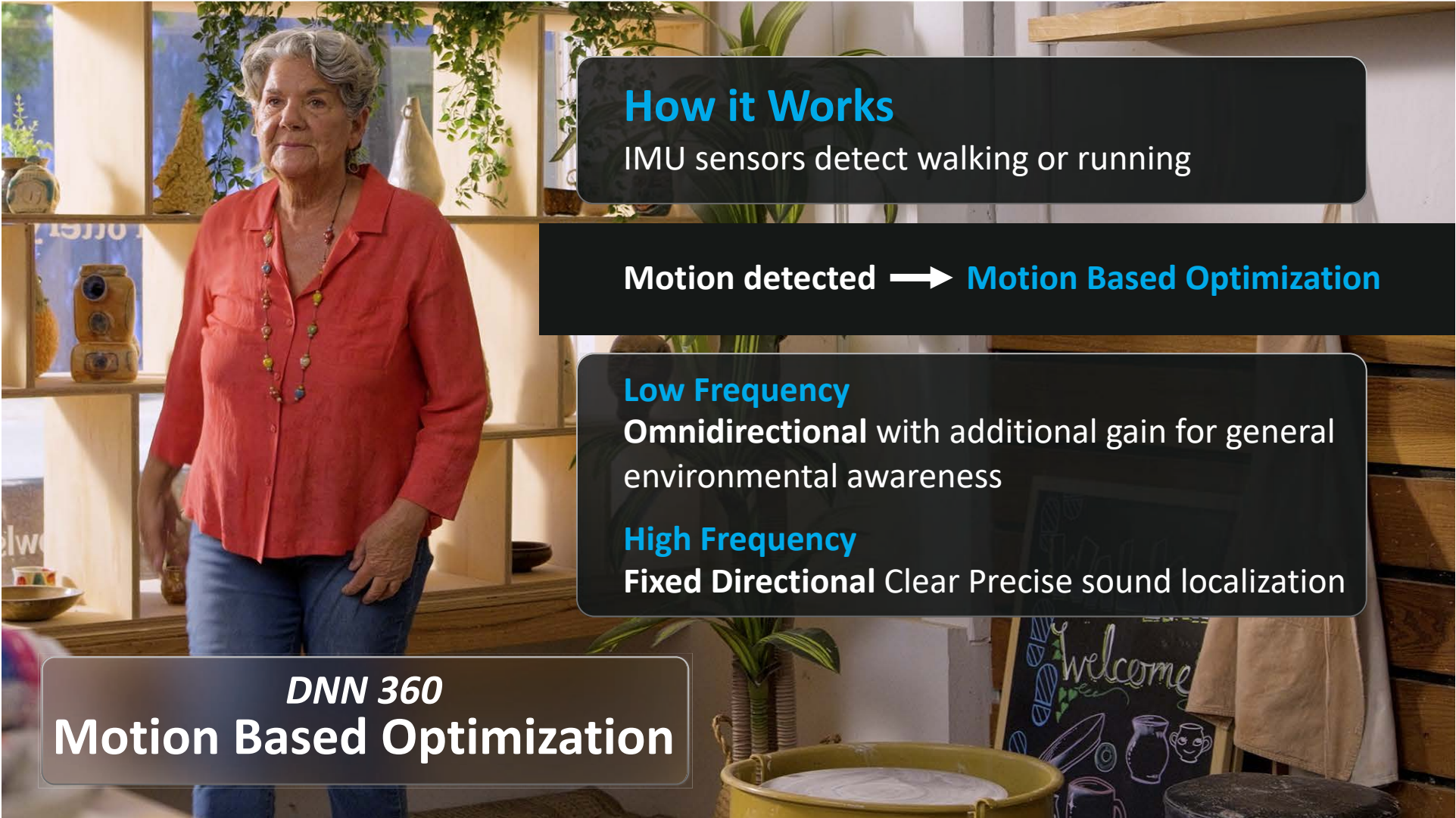
Uses Speech Probability Predictor to monitor for active speech

Speech detected → **DNN Directionality**

ENHANCED

Independent Adaptive Null Steering

DNN 360
DNN Directionality



How it Works

IMU sensors detect walking or running

Motion detected → Motion Based Optimization

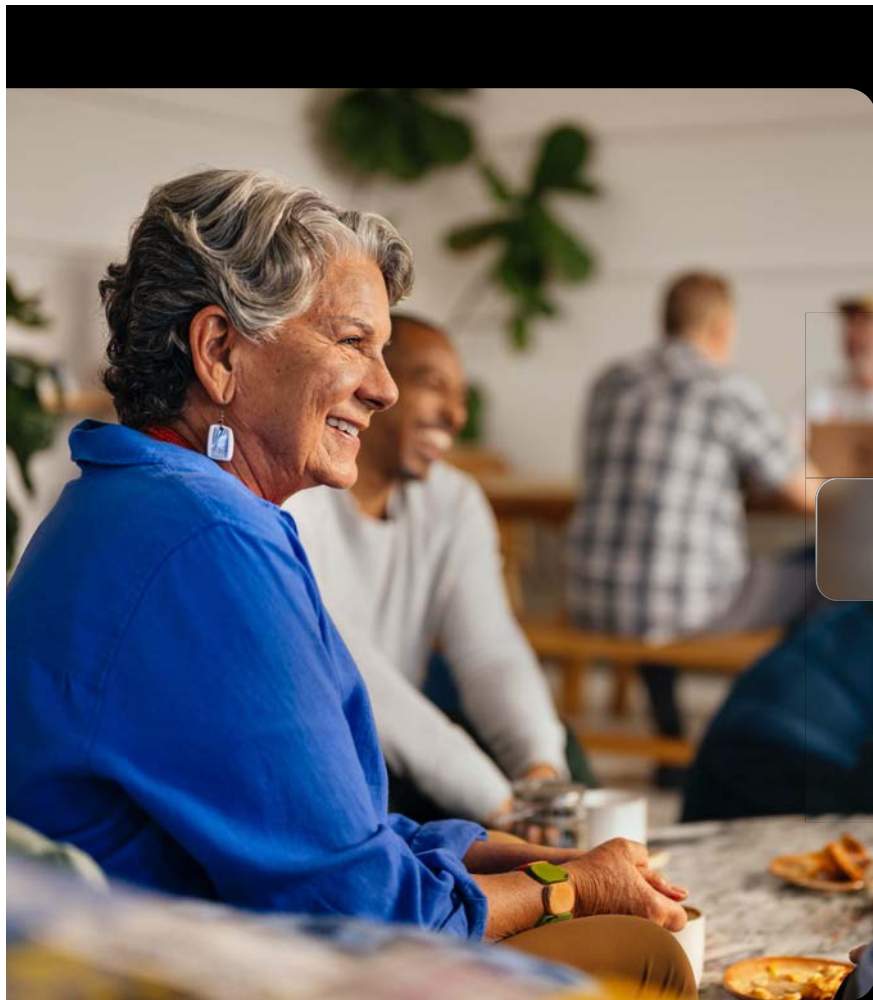
Low Frequency

Omnidirectional with additional gain for general environmental awareness

High Frequency

Fixed Directional Clear Precise sound localization

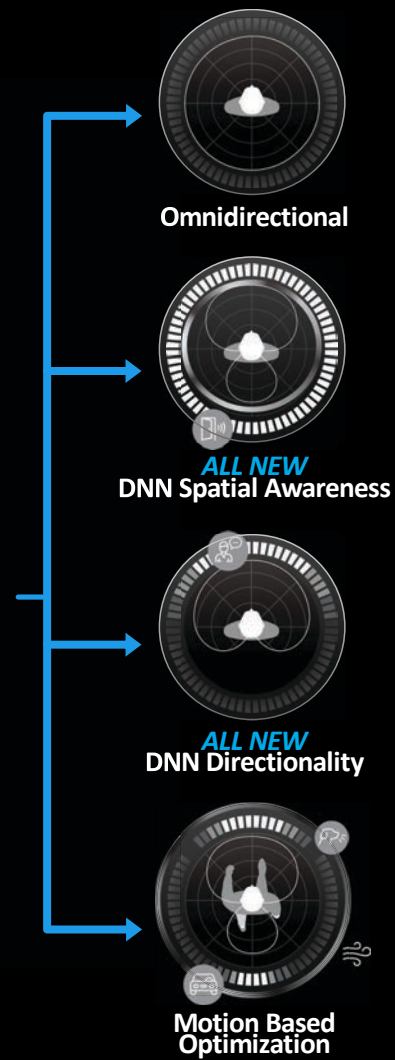
DNN 360
Motion Based Optimization



Pending DLC Approval



DNN 360





DNN 360

28%
improved
SPEECH
INTELLIGIBILITY

Up to
8dB SNR

FOR BETTER
SPATIAL
AWARENESS

Maintains *spatial awareness*
in non-speech environments

Maintains our *industry-leading*
battery life

Pending DLC Approval



CIC

ITC/HS R

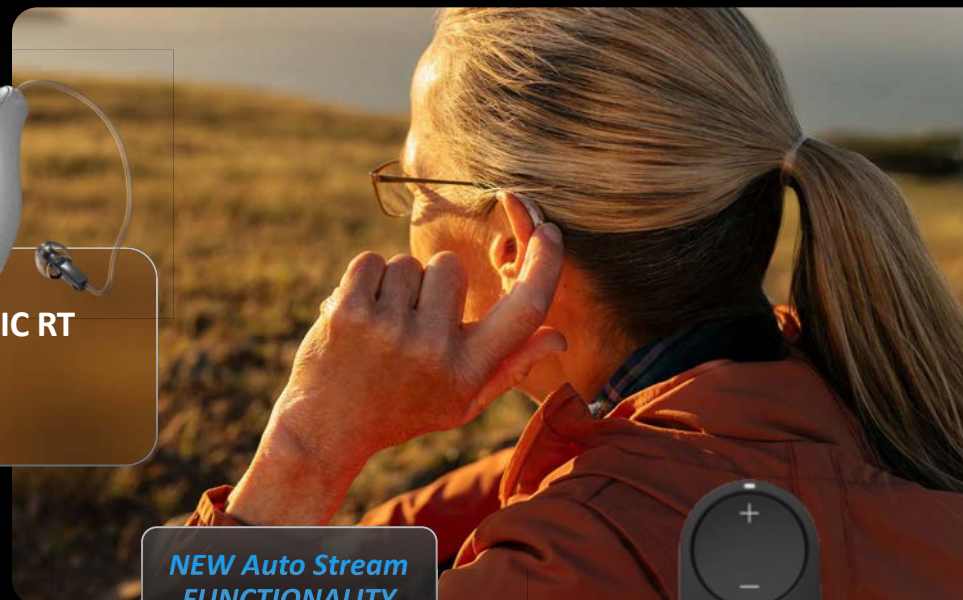
ITE R

mRIC R

RIC312

RIC RT

OMEGA^{AI}



NEW Auto Stream
FUNCTIONALITY



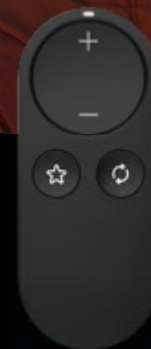
StarLink Edge
Table Microphone



StarLink Edge
Remote Microphone



StarLink Edge
TV Streamer



StarLink
Remote Control 2.0

Pending DLC Approval



OMEGA^{AI}

Designed **to shine**



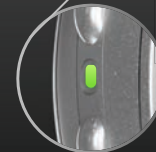
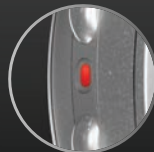
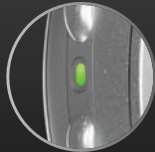
ALL-NEW
Status Indicator
LED Light

Pending DLC Approval

OMEGA^{AI}

LED Indicator Lights

INDICATOR LIGHT



STATUS

The HA is
Powered ON

The HA is
Powered OFF

Successful
Bluetooth
Connection

Successful
Device Firmware
Update*

Find My
Hearing Aid

BEHAVIOR

SOLID FOR
3 Seconds

SOLID FOR
3 Seconds

BLINKING FOR
5 Seconds

BLINKING FOR
5 Seconds

BLINKING
CONTINUOUSLY

Pending DLC Approval

Visual Indicators

Indicator	Red Checkmark	Blue Checkmark
Sleep Sound	✓	✓
Program / Home	✓	✓
Telephone		
Volume	✓	✓
Tinnitus Level		
Accessory Stream	✓	✓
Mute	✓	✓
Manual Alert		
Assistant	✓	✓
Edge Mode+	✓	✓
Offline Mode	✓	✓

Indicator	Level
Startup Sound	+0
Sleep Sound	+0
Program / Home: Custom	+0
Accessory Stream	+0
Mute	+0
Assistant	+0
Edge Mode+	+0
Offline Mode	+0

Indicator	Level
Low Battery	+0
Program / Home: Custom	+0
Volume	+0

Indicator Language: English - Male

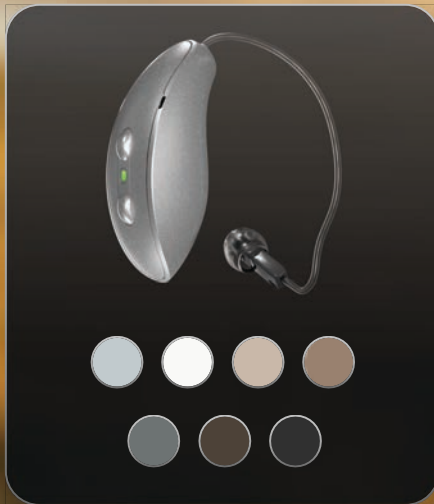
☒ Enable automatic indicator level change

Visual Indicators

☐ Indicator Lights On

Pending DLC Approval

OMEGA^{AI} RIC RT with LED



Up to 51 hours of battery life
on a single charge
*29 hours with CROS**

2.4 GHz radio with LE Audio

*Battery life based on M (50 gain) receiver

Rocker switch user control
CROS/BiCROS compatible
Telecoil

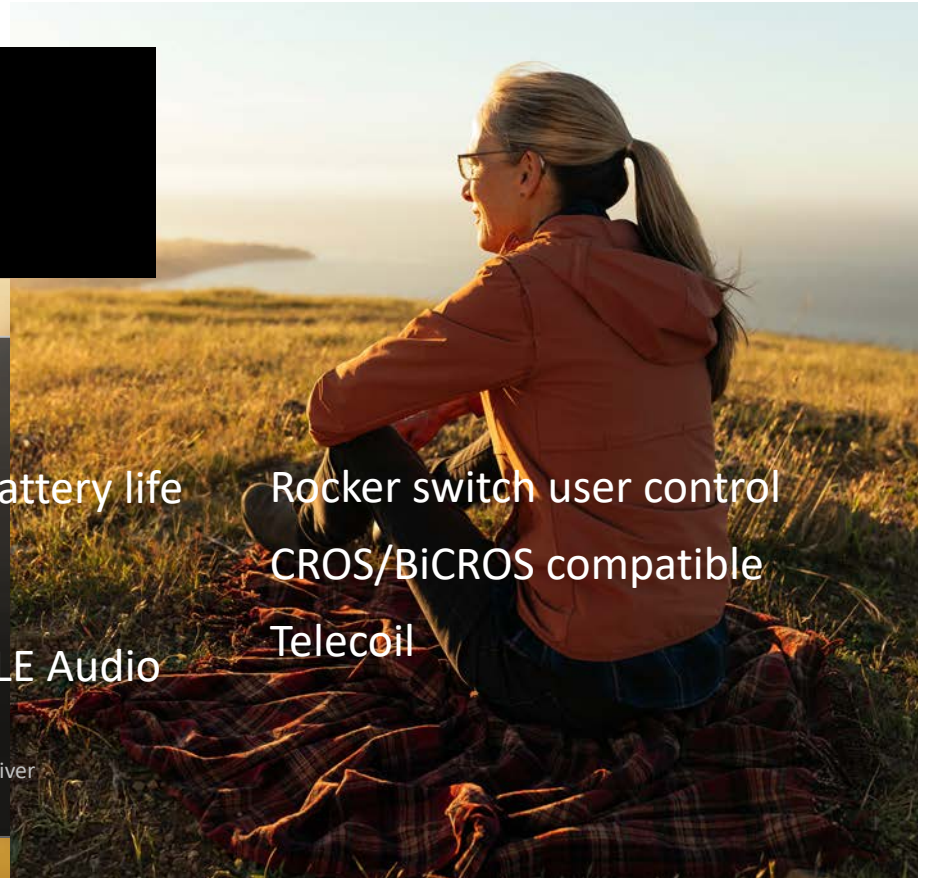
**COMPATIBLE
WITH**

Pending DLC Approval

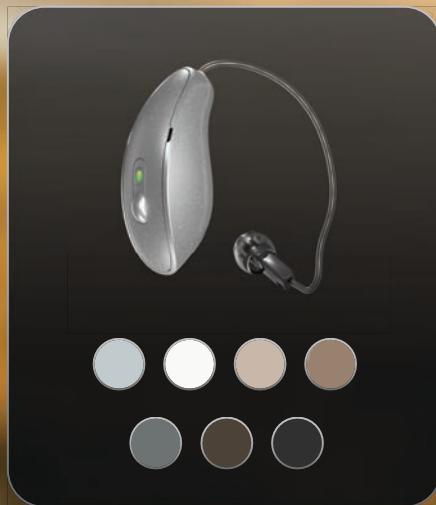
StarLink 2.0 chargers
StarLink Edge wireless accessories
My Starkey mobile app



**Engineered
to be waterproof**



OMEGA^{AI} mRIC R with LED



Up to 41 hours of battery life
on a single charge*

2.4 GHz radio with LE Audio
Push button user control

*Battery life based on M (50 gain) receiver



**COMPATIBLE
WITH**

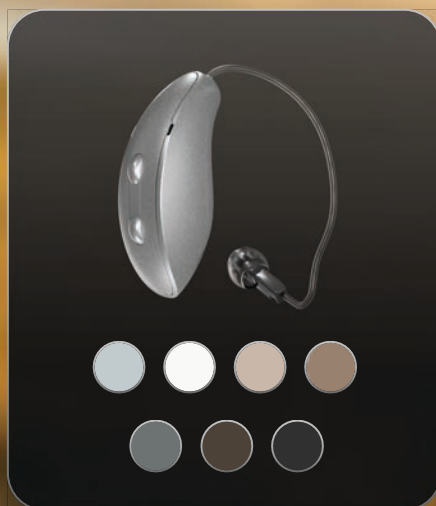
Pending DLC Approval

StarLink 2.0 chargers
StarLink Edge wireless accessories
My Starkey mobile app



**Engineered
to be waterproof**

OMEGA^{AI} RIC 312



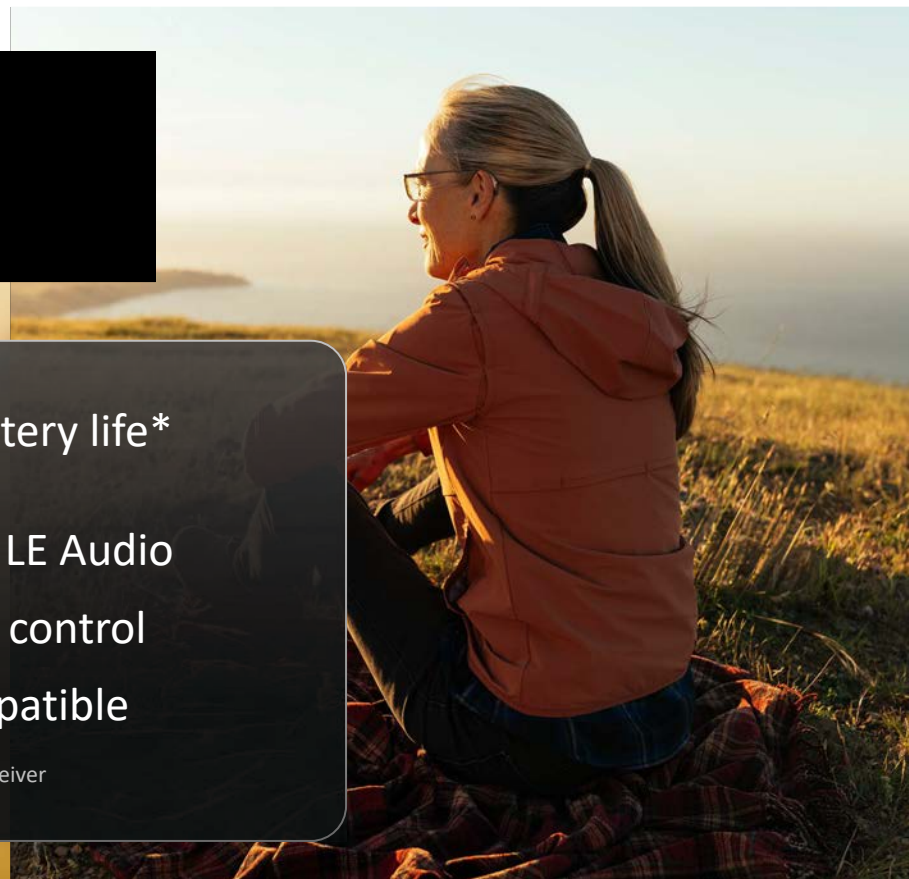
Up to 6 days of battery life*
*4 days with CROS**

2.4 GHz radio with LE Audio

Rocker switch user control

CROS/BiCROS compatible

*Battery life based on M (50 gain) receiver



COMPATIBLE StarLink Edge wireless accessories
WITH My Starkey mobile app

Pending DLC Approval

Snapfit 2.0 RIC Receivers

Custom Cased available for all

**Required for some strengths*



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

**Custom Cased Required*



OMEGA^{AI} Custom Solutions



ITE/ITC: Up to 42 hours of battery life*

CIC: 312 battery, up to 8 days of battery life*

2.4 GHz radio with LE audio

Telecoil: ITE (optional)

*Battery life based on M (50 gain) receiver

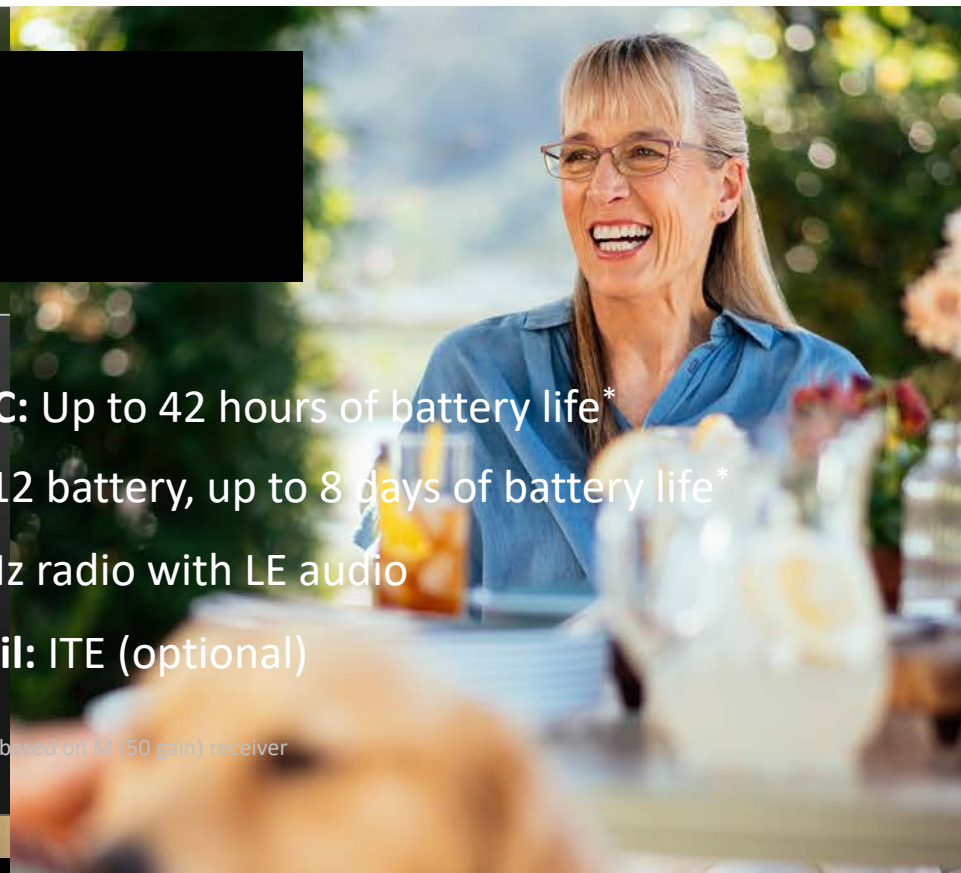
**COMPATIBLE
WITH**

Pending DLC Approval

StarLink 2.0 chargers
StarLink Edge wireless accessories
My Starkey mobile app



**Engineered
to be waterproof**



INDUSTRY LEADING

Battery Performance with Streaming



CIC 312 up to
8 days



Custom R up to
42 hours



RIC RT up to
51 hours

CROS up to
29 hours



mRIC up to
41 hours



RIC 312 up to
6 days

CROS up to
4 days

Battery life based on M (50 gain) receiver

Durability **by design**



OMEGA^{AI}



**INDUSTRY-
LEADING**
BATTERY LIFE

**WATERPROOF
SWEATPROOF
EVERYDAY-PROOF**



**10X MORE
DURABLE**
WATERPROOF COATING

OVER 50
DURABILITY TESTS

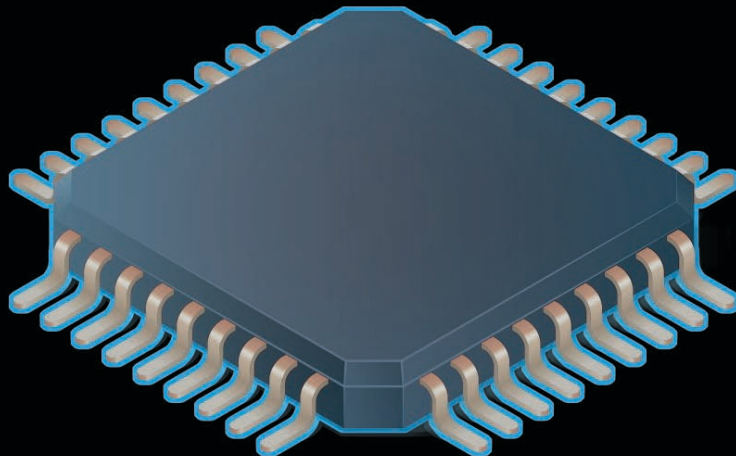


500+ HOURS OF
HIGH STRESS TESTING

Pending DLC Approval

Next Generation Coating

Patent Pending



Lasts **10x*** longer
in Starkey's most stressful
salt brine test

30x
Saltier
than sweat

5x
Saltier than
the ocean

*Test stopped due to no failures



Uncoated

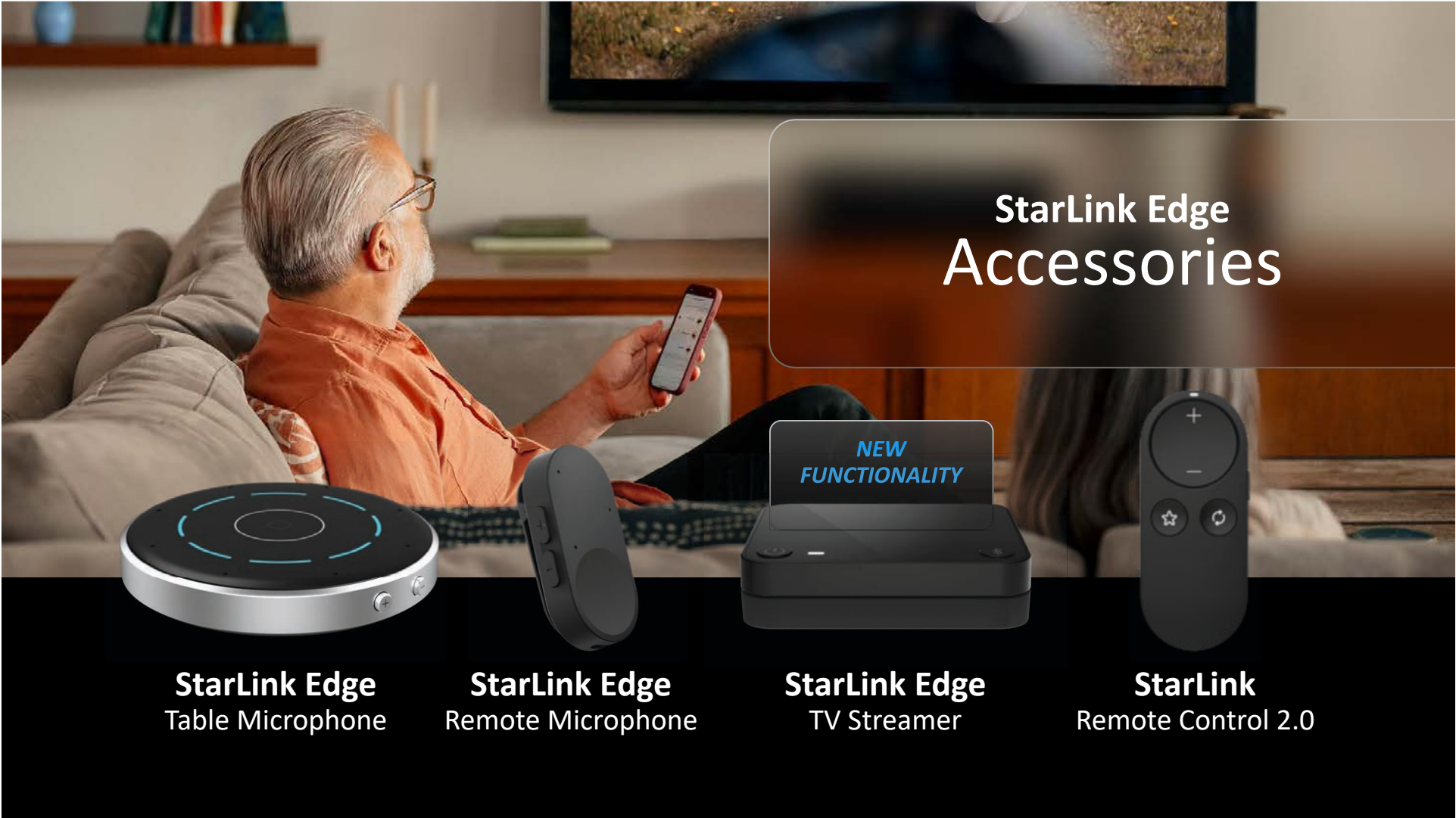


Coated



Hear with clarity, **connect with confidence**





StarLink Edge Accessories



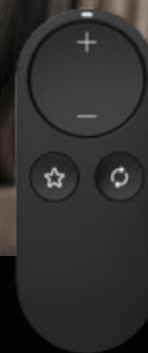
StarLink Edge
Table Microphone



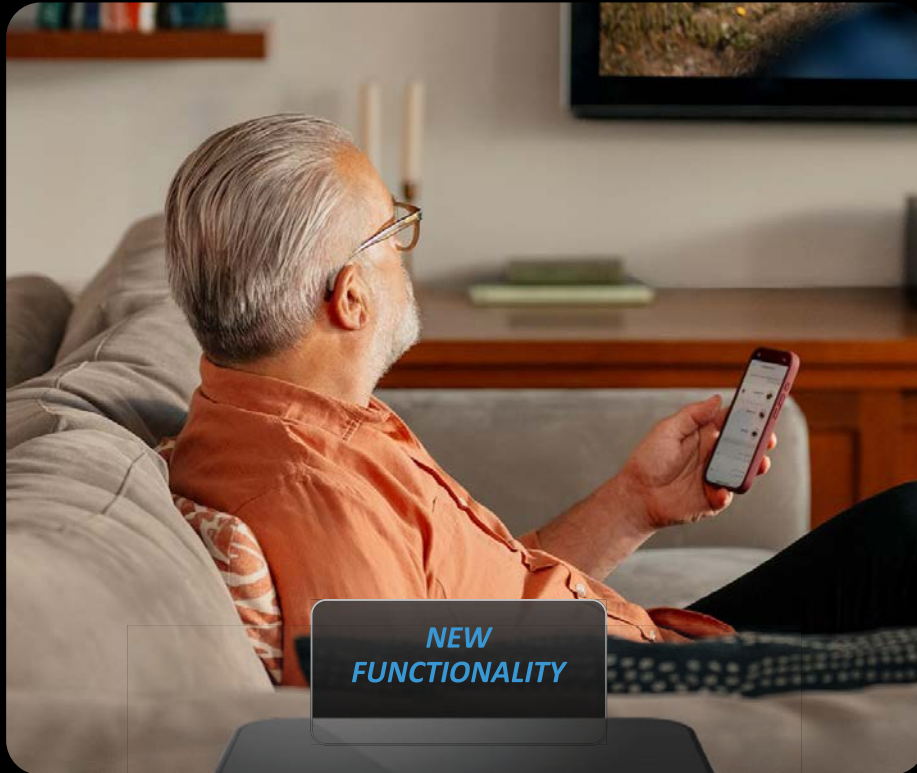
StarLink Edge
Remote Microphone



StarLink Edge
TV Streamer



StarLink
Remote Control 2.0



StarLink Edge TV Streamer

Auto Stream

Automatically starts and stops streaming
when the hearing aids are within range

Exclusive to Omega AI

Pending DLC Approval

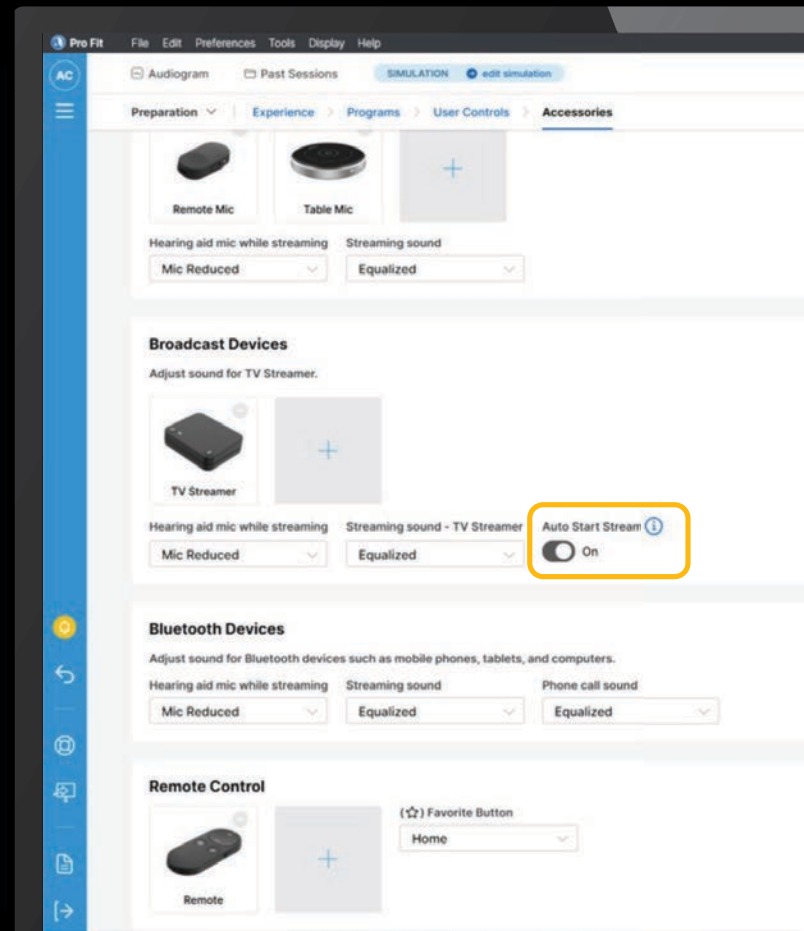
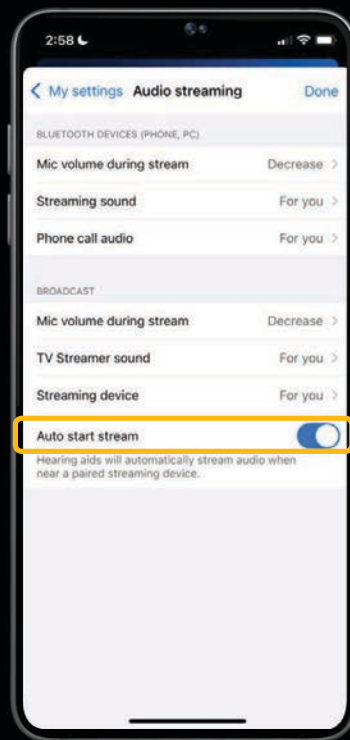
OMEGA AI EXCLUSIVE

Auto Start Stream

Configures the hearing aid to automatically scan and connect to broadcast signals from the TV Streamer

Accessible from Pro Fit or the My Starkey App

Defaults On



Pending DLC Approval



Best-in-class
Streaming Experience

2.4 GHz Radio with LE Audio



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

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





Remote Control Functions

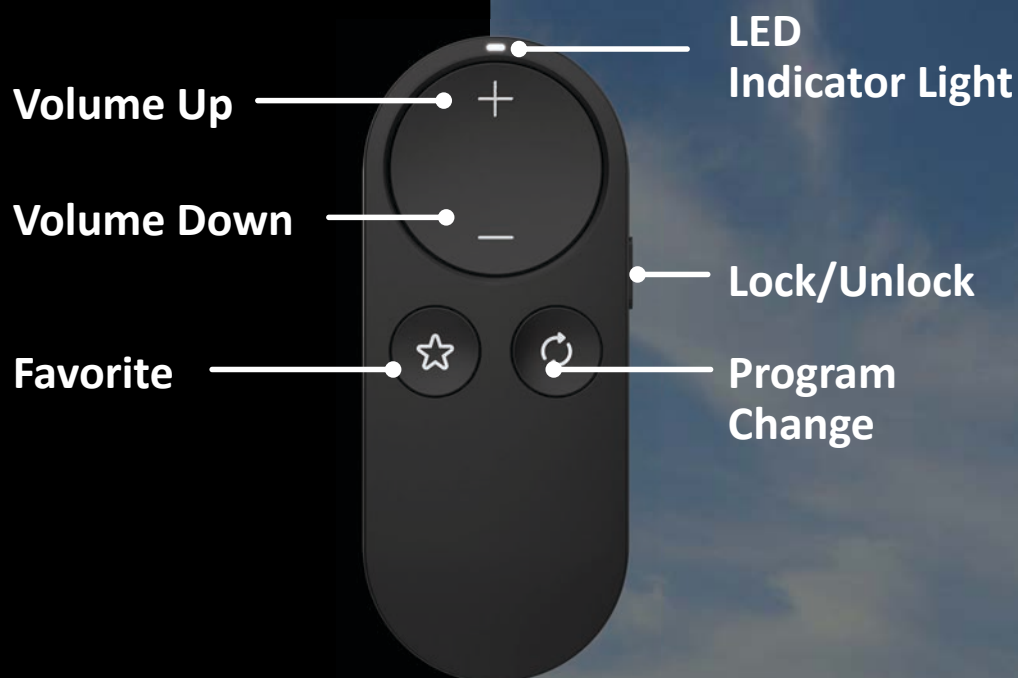
A short press of the volume buttons up or down will adjust the hearing aid volume

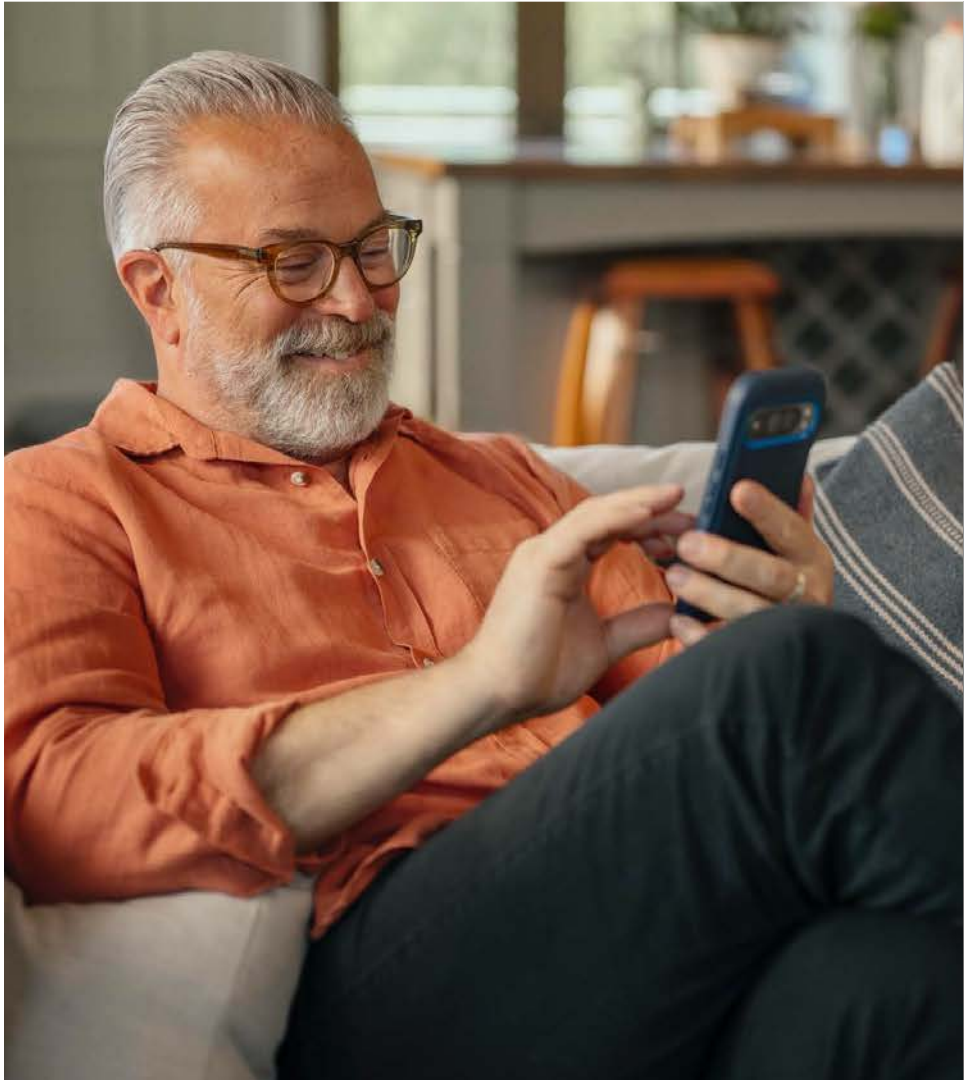
A long press of the volume control will cycle through hearing aid programs

StarLink Remote Control 2.0

Compatible with Edge AI ,
Genesis AI , Evolv AI and Livio
AI hearing aids

Packaging and pairing
processes are unchanged



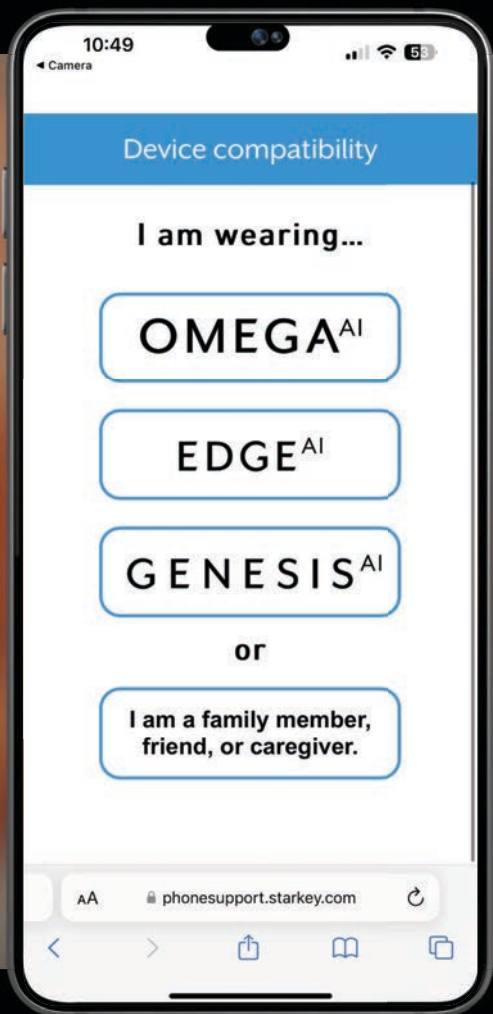


OMEGA^{AI}



MyStarkey

Pending DLC Approval



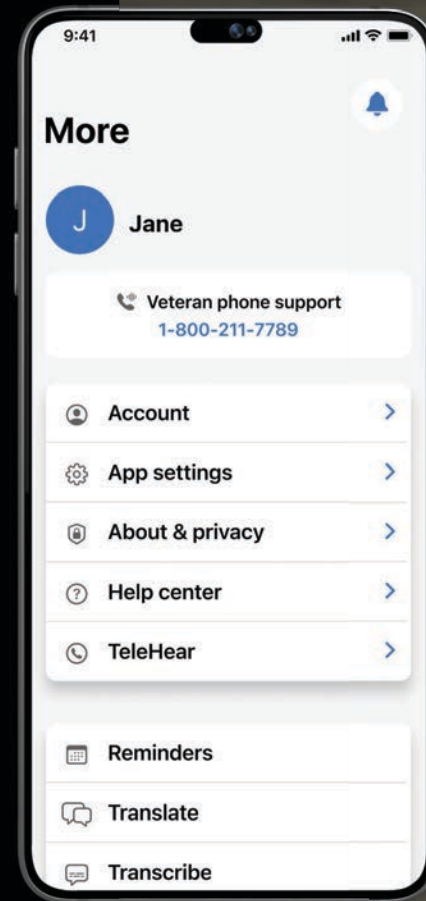
Device Compatibility

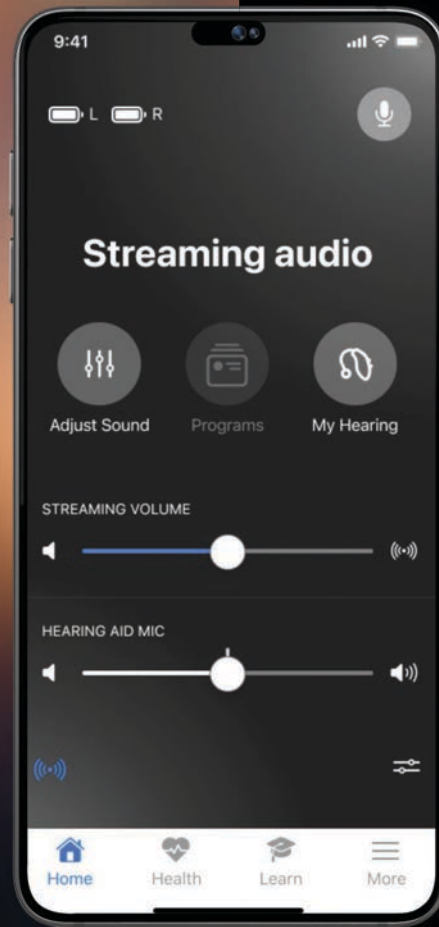
Pending DLC Approval

My Starkey Veteran Phone Support Access

Government Services Exclusive
Veteran Phone Support Access for
technical assistance

Tap More icon - support number listed in blue





ENHANCED

Audio Streaming Volume

Adjust streaming volume independently of the hearing aid volume via the streaming volume slider

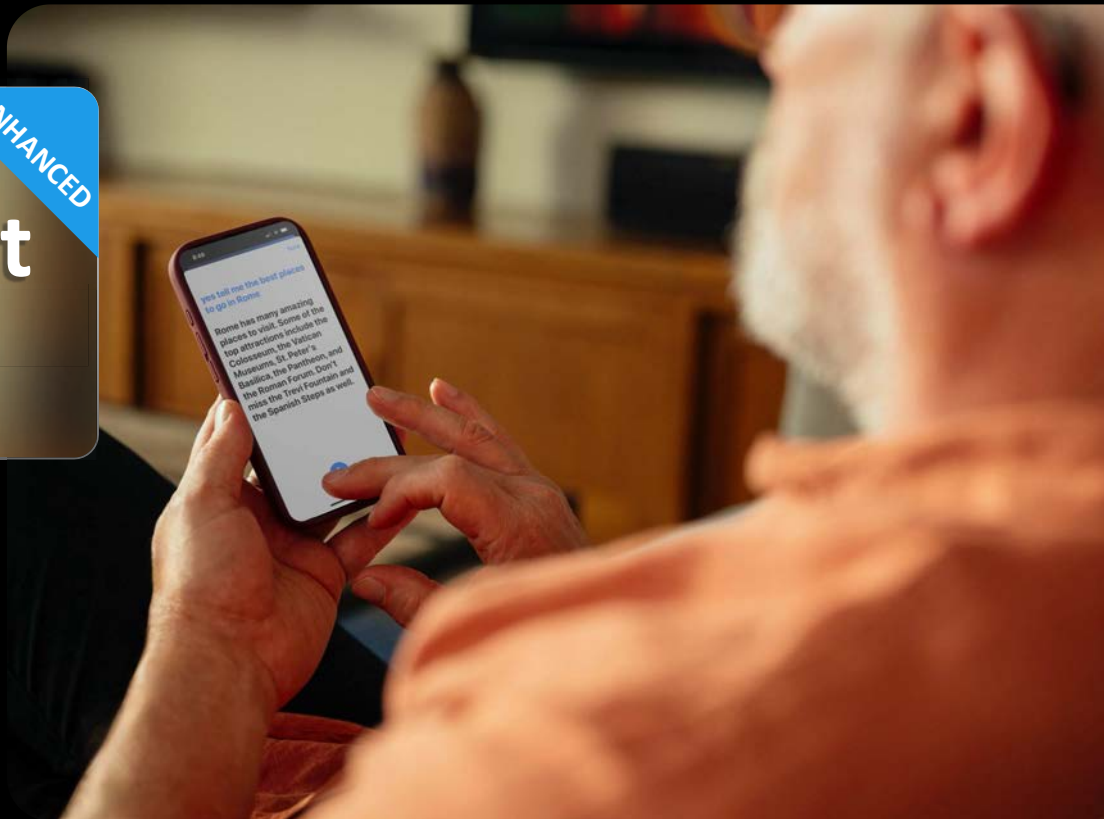
Gen AI Smart Assistant

Supports hearing aid
mic pick-up

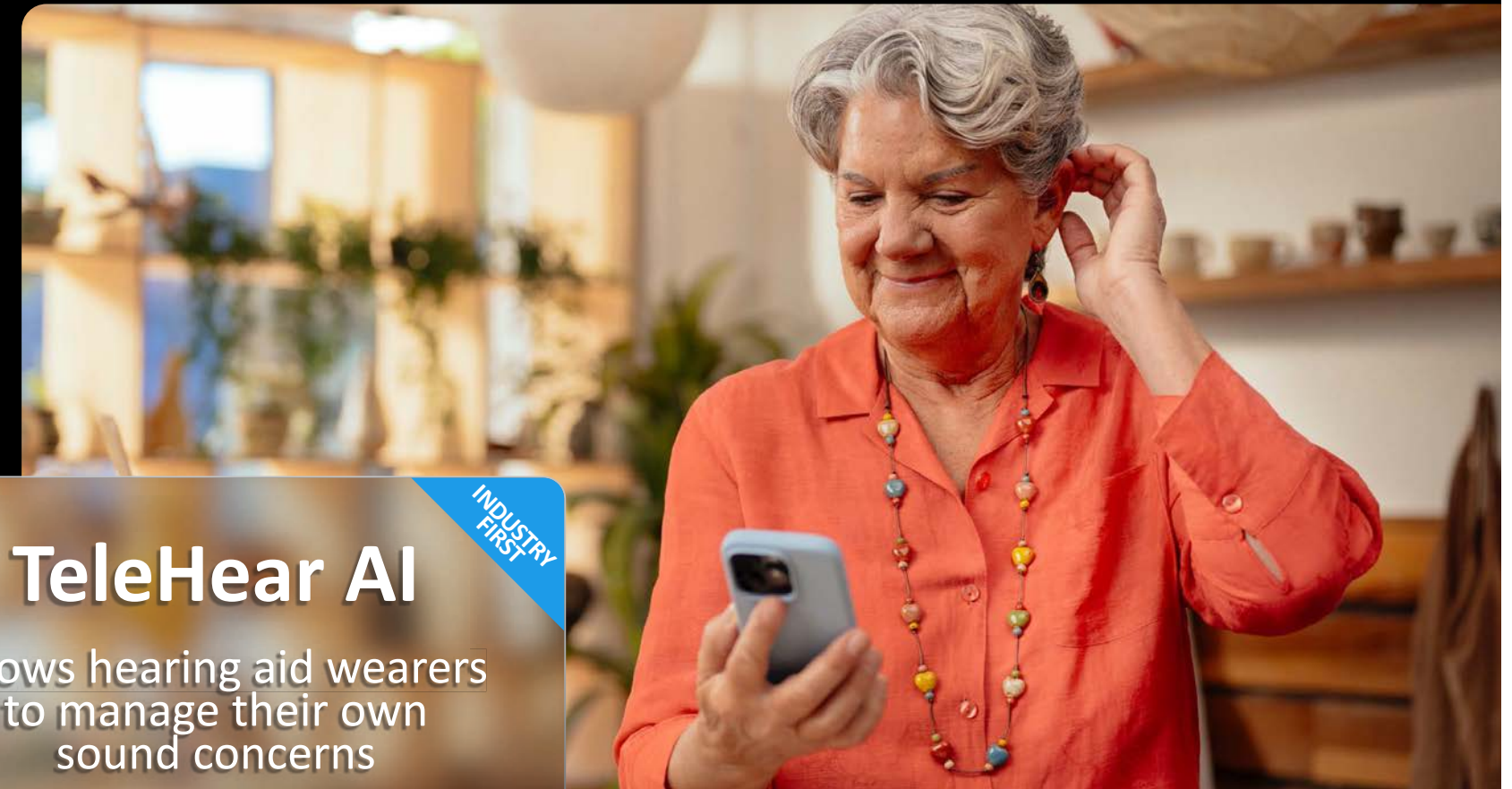
ENHANCED

Allows patients to get hands-free
help using their voice

Receive detailed answers to
questions, switch programs, set
reminders, and more



Pending DLC Approval



TeleHear AI

Allows hearing aid wearers
to manage their own
sound concerns

INDUSTRY
FIRST

Pending DLC Approval

TeleHear

Synchronous

Remote Programming

Live virtual session
with provider

Real time changes made

Asynchronous

Remote Programming

Help request sent to
provider by the patient

Not in real-time

TeleHear AI

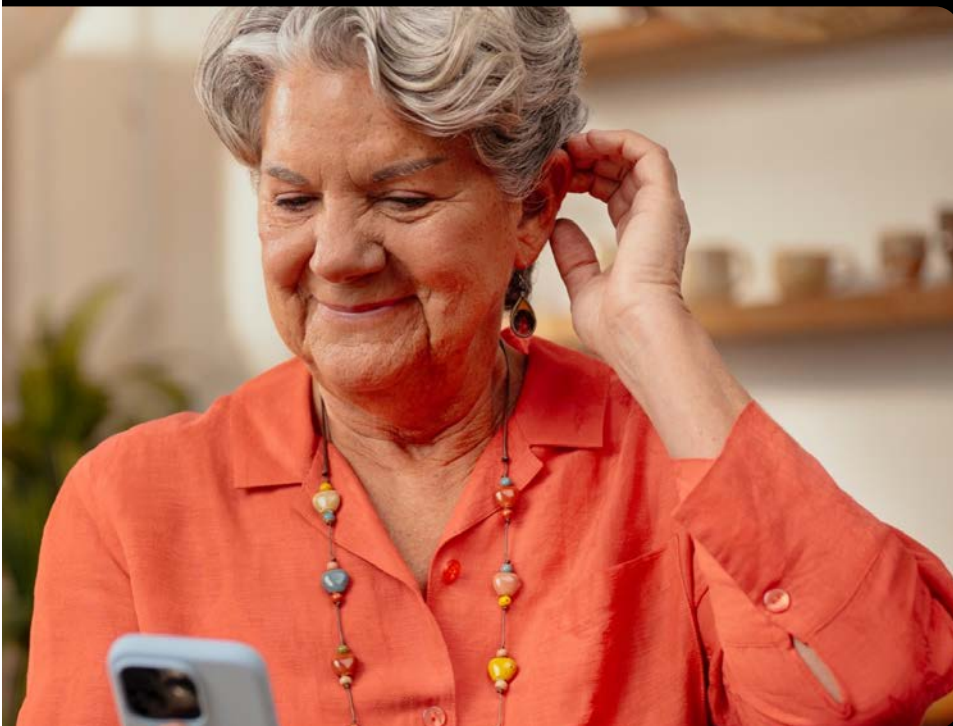
Adjustments

Patient interacts with
Gen AI technology to
improve hearing aid
settings

Real time changes made

INDUSTRY
FIRST

Pending DLC Approval



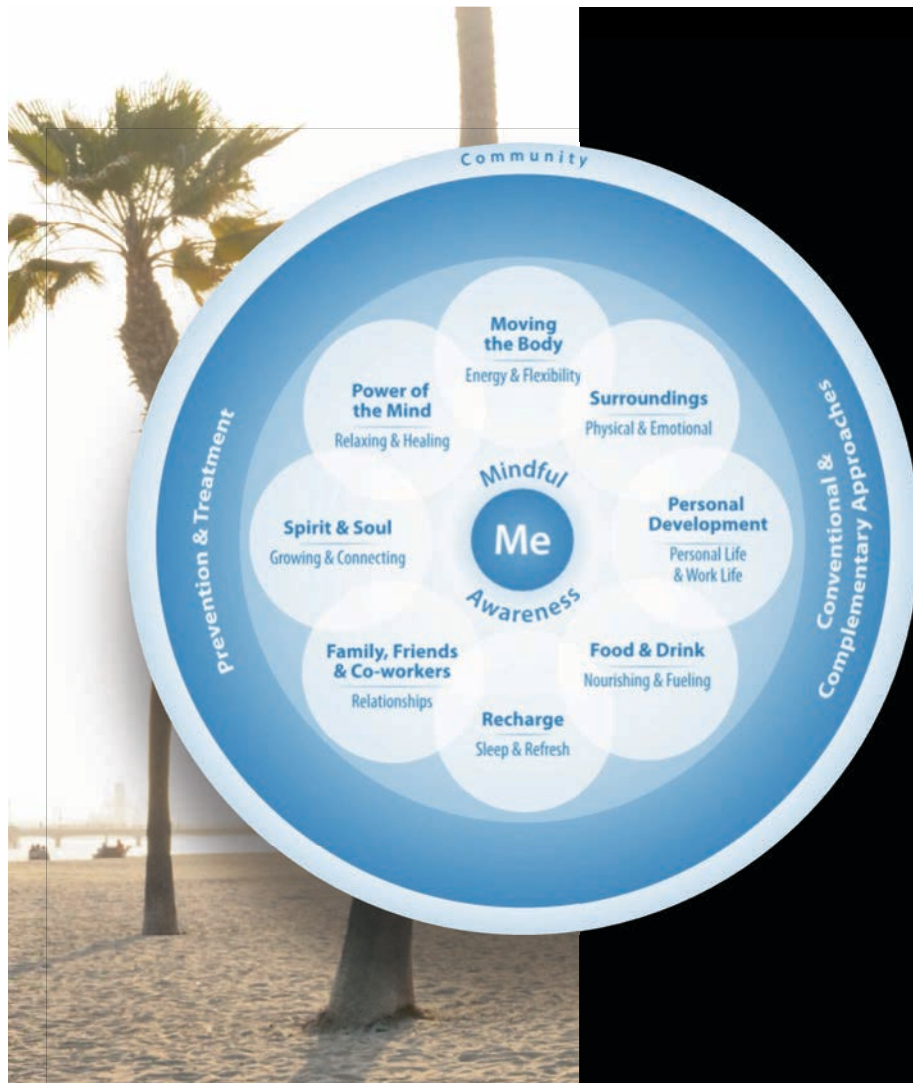
TeleHear AI

Patients describe their sound concerns via a conversational interface

AI interprets the issue and offers adjustments based on professional expertise

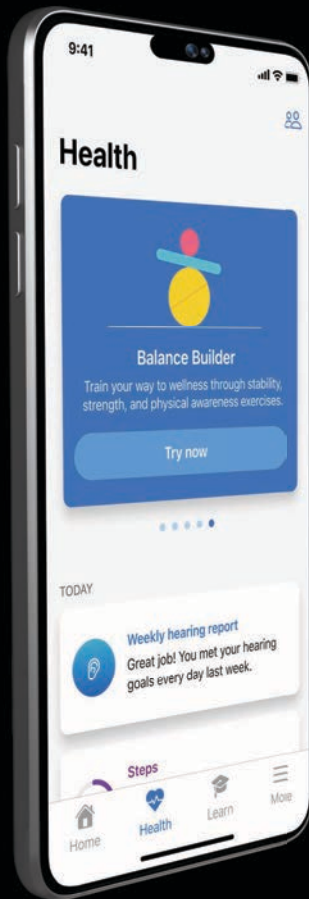
Exclusive to Omega AI

Pending DLC Approval



VA Whole Health Initiative

Whole Health supports your health and well-being. Whole Health centers around what matters to you, not what is the matter with you.

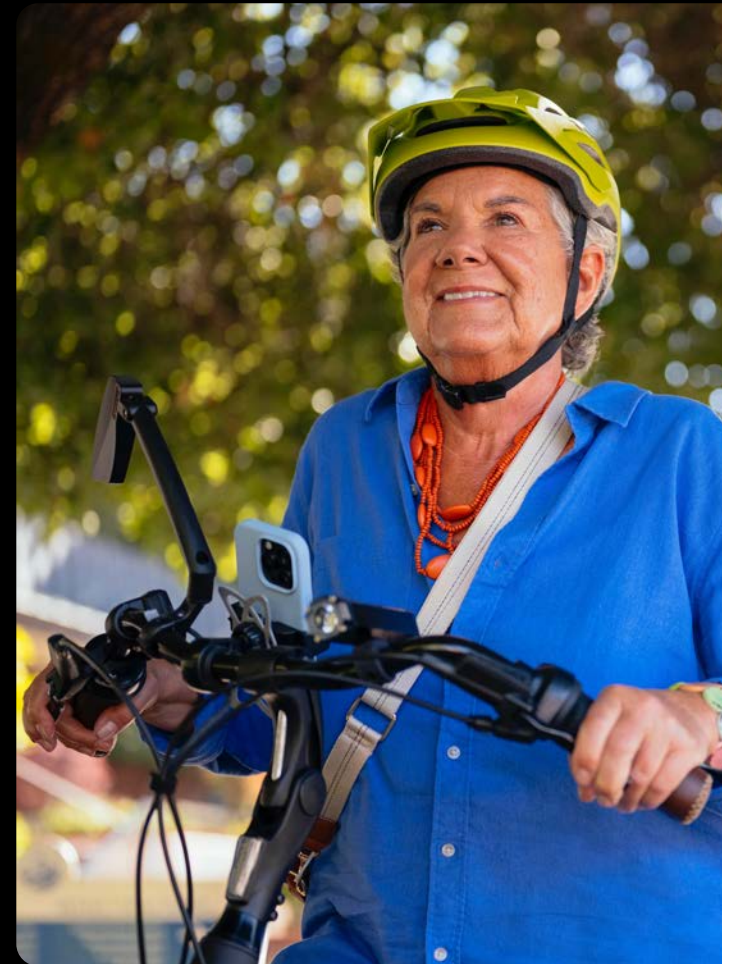


Wellness at their fingertips

ALL NEW
Balance Builder

ALL NEW
Respiratory Rate

Pending DLC Approval





Balance Builder

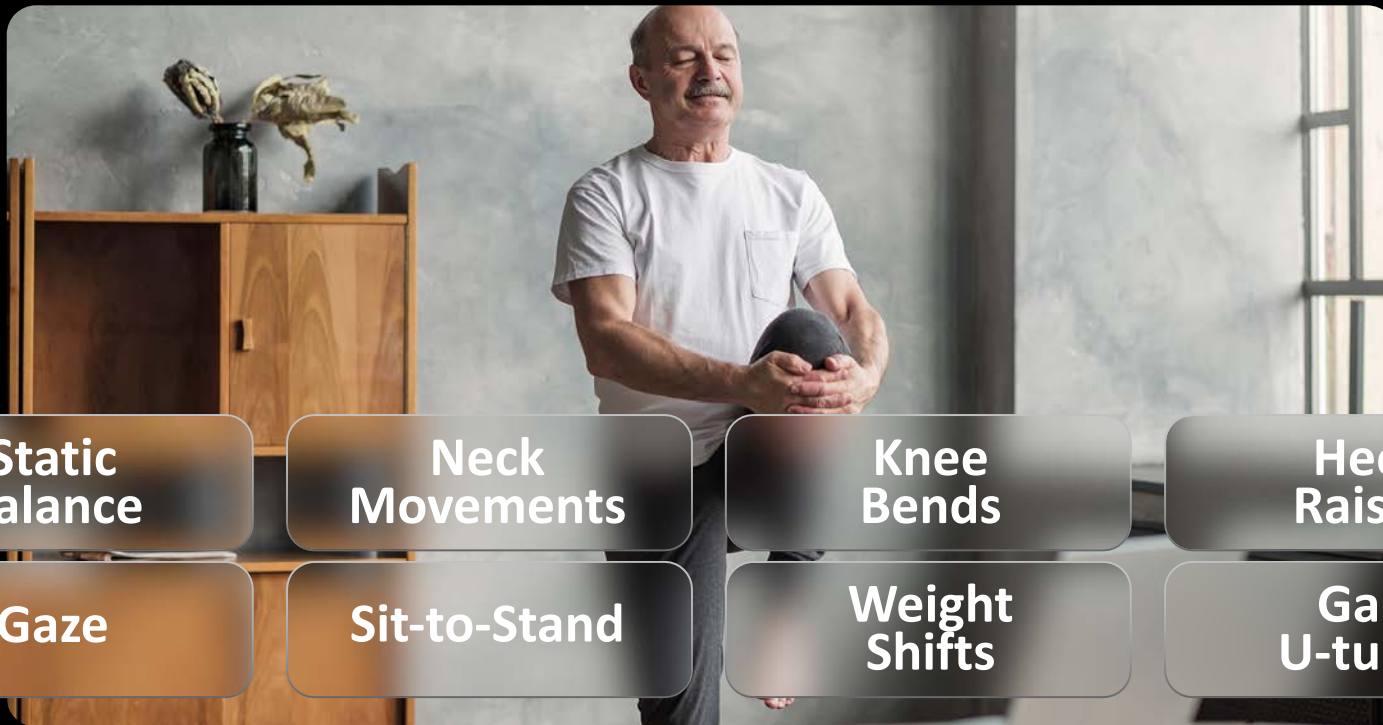
Helps patients proactively prevent falls through physical awareness exercises designed to bolster balance and stability

ALL NEW

Pending DLC Approval

Balance Builder

8 Exercises



**Static
Balance**

**Neck
Movements**

**Knee
Bends**

**Heel
Raises**

Gaze

Sit-to-Stand

**Weight
Shifts**

**Gait
U-turns**

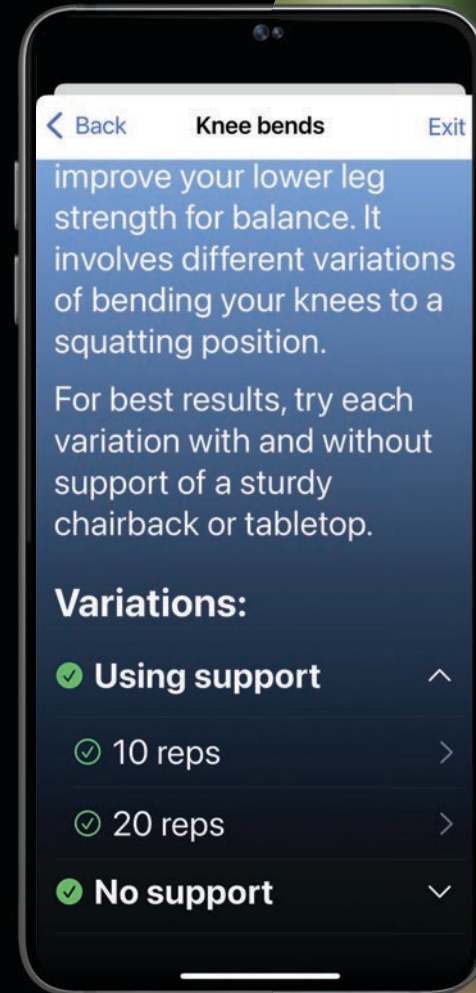
Pending DLC Approval

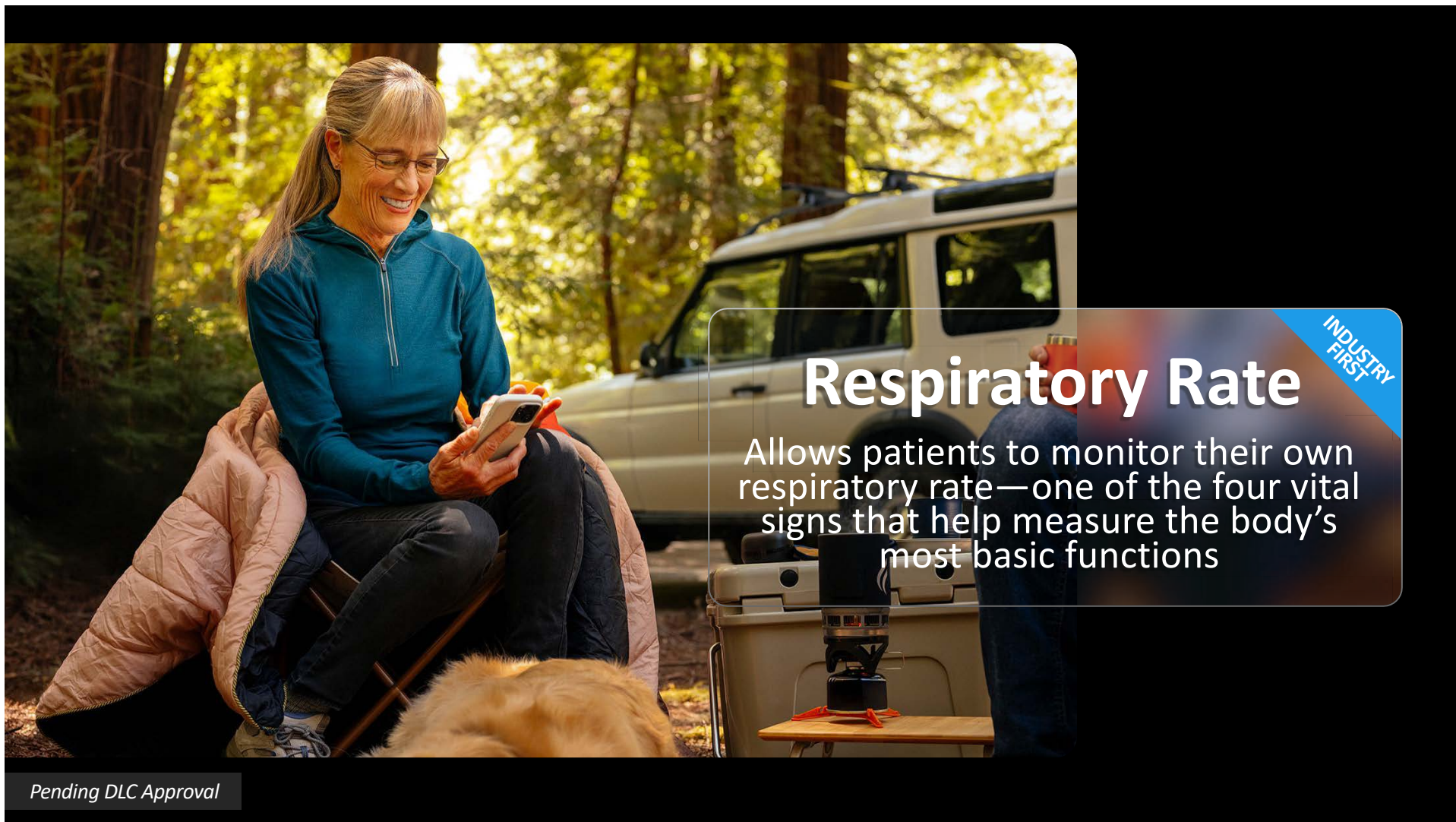
Balance Builder

Several exercise variations
available in each category

Exercises increase in difficulty as
each variation is successfully
completed

Option to skip variations





Respiratory Rate

Allows patients to monitor their own respiratory rate—one of the four vital signs that help measure the body's most basic functions

INDUSTRY
FIRST

Pending DLC Approval

INDUSTRY FIRST Respiratory Rate

Using the IMU sensors on board the hearing aids, respiration rate is measured automatically every three minutes when at rest

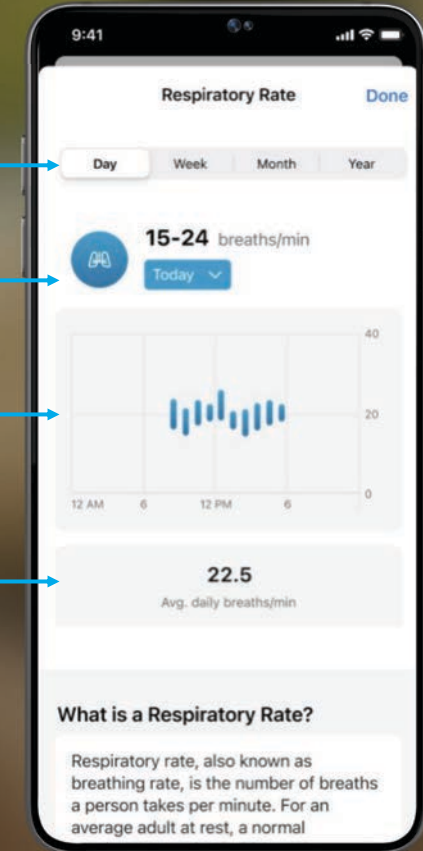
Pending DLC Approval

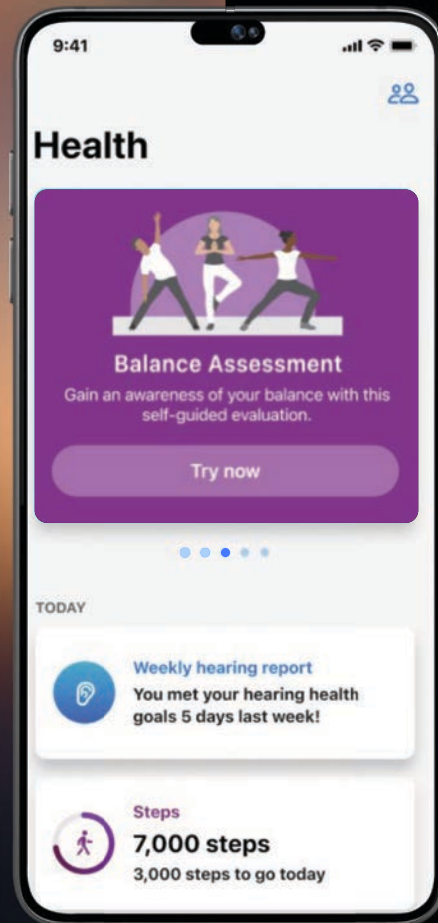
View timeframe options

Range for selected timeframe

Graphed view of respirations

Average for selected timeframe





Updated Health Screen

ENHANCED

Card carousel offers easy access to access and setup health features

Pending DLC Approval



**Faster fittings,
greater satisfaction**



Starkey Pro Fit





Optimize Acoustic Model 2.0

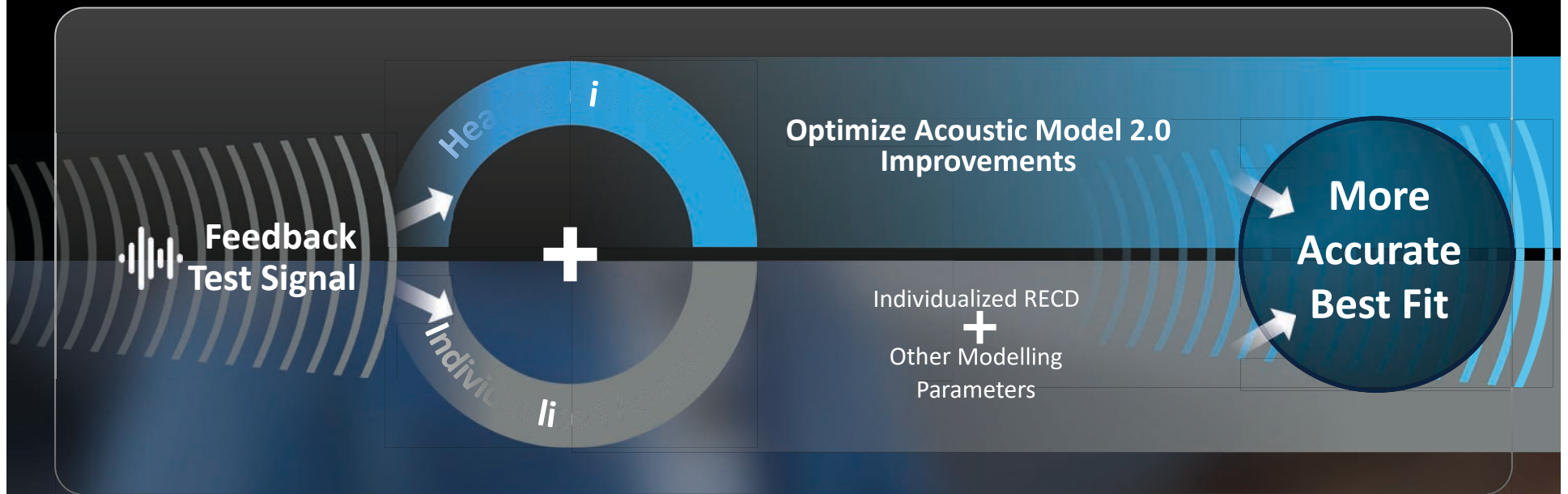
Improved target modeling to provide a more accurate Best Fit

ENHANCED

EXCLUSIVE TO OMEGA AI

Pending DLC Approval

Starkey **Pro Fit** Optimize Acoustic Model 2.0



Pending DLC Approval



REM Target Match

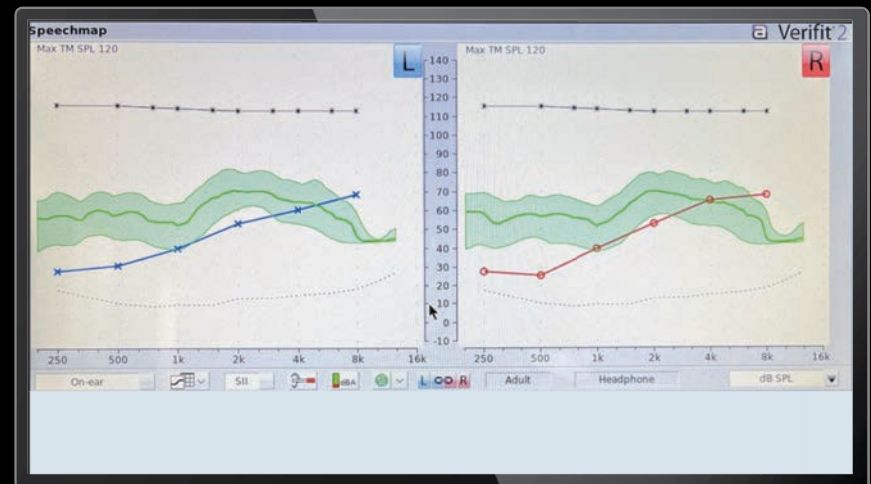
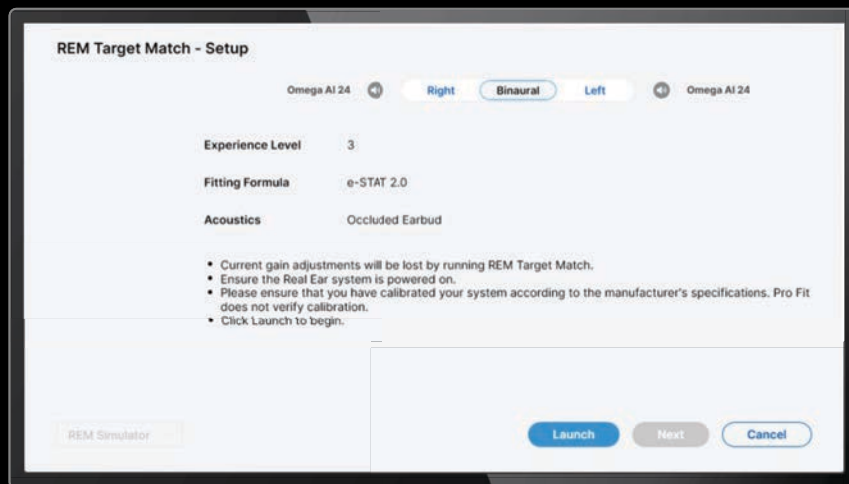
Providing your patients with a personalized, accurate and exceptional fitting

ENHANCED

REM Target Match + Verifit

REM Target Match
Target: e-STAT 2.0

Verifit



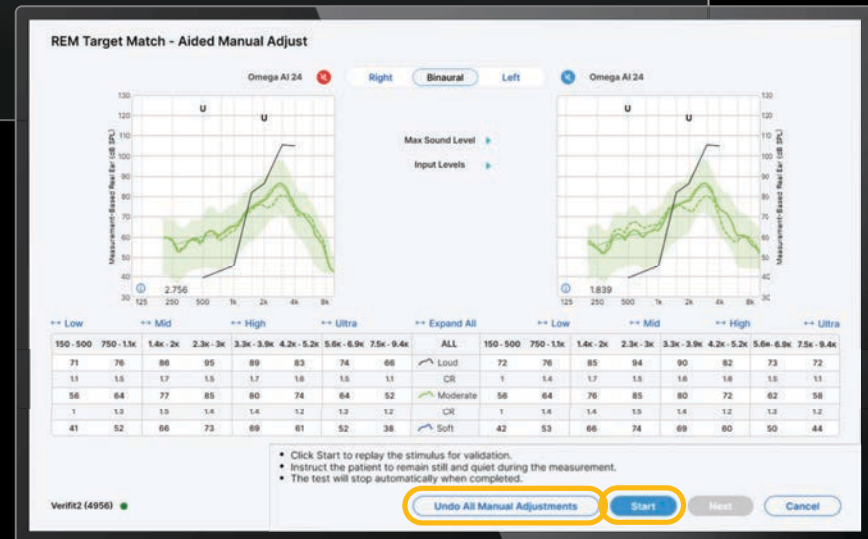
When REM Target Match is set to e-STAT 2.0: Pro Fit displays e STAT 2.0 targets, Verifit does not display any targets

ENHANCED REM Target Match Manual Adjust

Available after REM Target Match Aided Auto Adjust



Select 'Skip' if manual adjustments are not needed



Select 'Undo All Manual Adjustments' to clear any manual adjustments
Select 'Start' to re run measurement curves



Multiflex Tinnitus Pro

Delivering personalized
relief for each individual

ENHANCED

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

PROVIDER REQUESTED

Multiflex Tinnitus Pro

Tooltip added to explain the characteristics of each stimuli

Tinnitus Play/Pause allows professionals to consider the stimulus shape and settings prior to playing the stimulus

Defaults 'Paused'

Shape Options

Audiogram-shaped: Automatic shaping based on the patient's hearing loss.

White Noise: Signal level based on PTA and comprised of equal energy distribution across frequencies.

Pink Noise: Comprised of less high-frequency energy compared to White Noise.

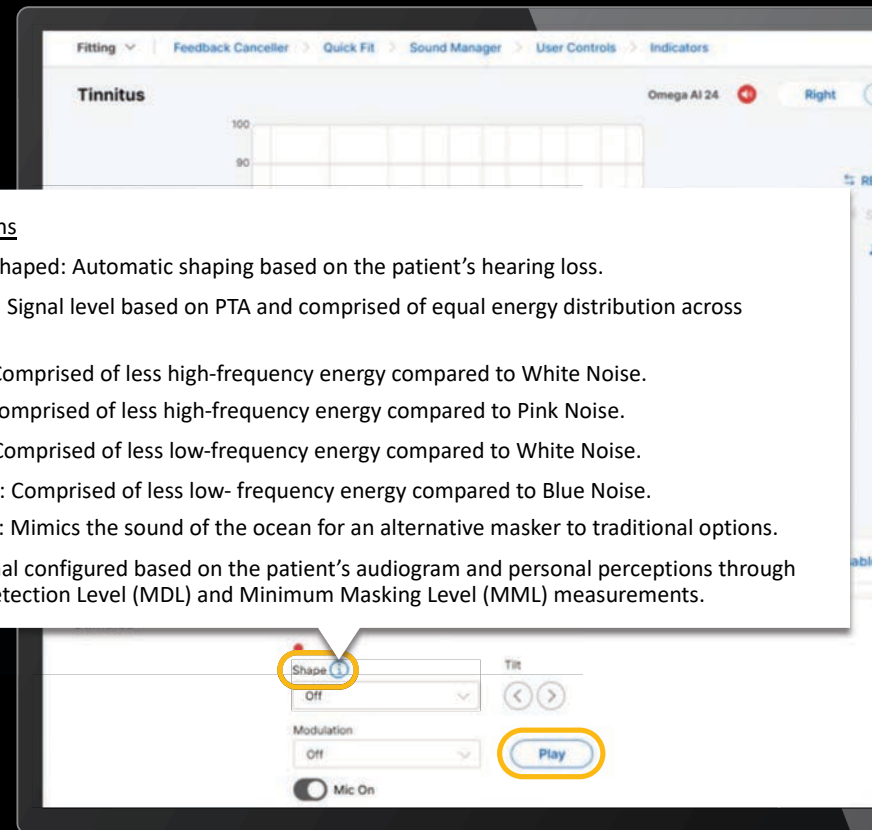
Red Noise: Comprised of less high-frequency energy compared to Pink Noise.

Blue Noise: Comprised of less low-frequency energy compared to White Noise.

Purple Noise: Comprised of less low-frequency energy compared to Blue Noise.

Ocean Noise: Mimics the sound of the ocean for an alternative masker to traditional options.

Custom: Signal configured based on the patient's audiogram and personal perceptions through Minimum Detection Level (MDL) and Minimum Masking Level (MML) measurements.



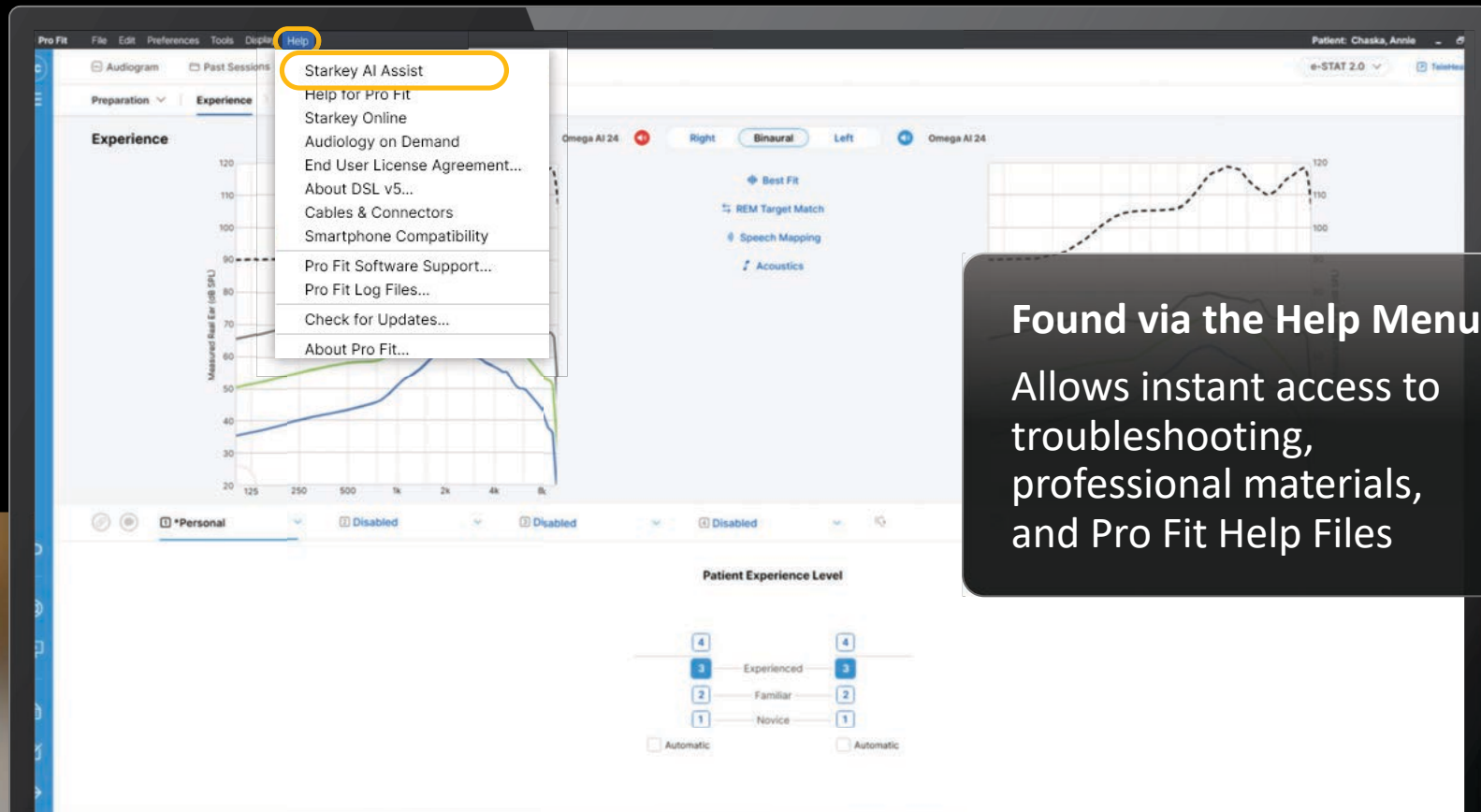


Starkey AI Assist

Answers your product-related
questions by leveraging Gen AI
and current Starkey content

ALL NEW

Starkey AI Assist





Session Notes

ALL NEW

**Automatically track Pro
Fit adjustments**

**Quickly assign adjustments
to patient complaints**

**Upload into electronic
medical records**

Session Notes

Pro Fit* File Edit Preferences Tools Display Help INVESTIGATION USE ONLY

AC Audiogram Past Sessions Signal strength icons Noahlink Wireless 2

Preparation ▾ | Experience > Programs > User Controls > Accessories

Session Notes

Add today's topics. Topics can include complaints and issues that require fitting adjustments. Enter each topic as a separate item.

Add

Assign Adjustments

Associate adjustments with today's topics. Drag adjustments below to the topics on the right.

Today's Adjustments
No adjustments yet.

Today's Topics
No topics yet.

Additional Notes

Export Session Notes

Copy Session Notes to Clipboard

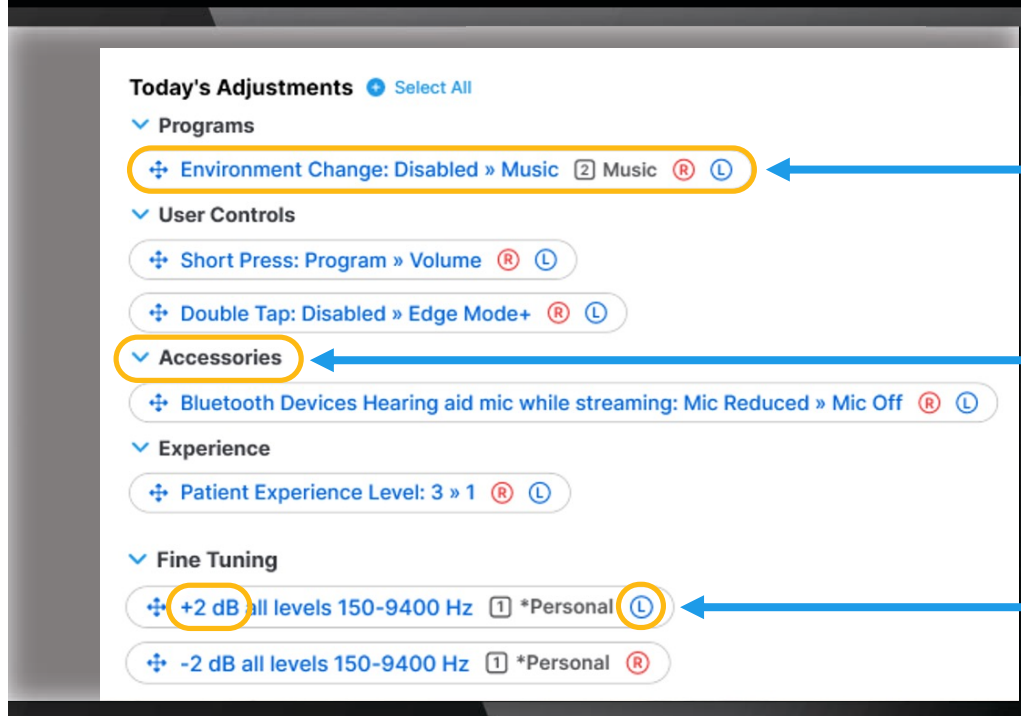
Session Notes will automatically save in Noah's Journal Module when the Session is saved.

Add Topics
of Concern

Any adjustments
made are
automatically
documented

Space for
Additional Notes

Session Notes



Each adjustment generates an Adjustment Pill

Pills will be categorized by Pro Fit Screen/Tool

Pills will indicate what modification was made and for which ear

Session Notes

Each topic creates a section for assigning adjustments

Select 'Check at next session' or 'Topic Resolved'

Today's Topics

▼ **Choir Issues**
No adjustments assigned.

Check at next session Topic resolved

▼ **BGN Struggles**
No adjustments assigned.

Check at next session Topic resolved

▼ **Streaming Issues**
No adjustments assigned.

Check at next session Topic resolved

Session Notes

AC

Audiogram

Past Sessions

Noahlink Wireless 2

e-STAT 2.0

TeleHear

Preparation | Experience | Programs | User Controls | Accessories

Session Notes

Add today's topics. Topics can include complaints and issues that require fitting adjustments. Enter each topic as a separate item.

Enter today's topic

Add

Assign Adjustments

Associate adjustments with today's topics. Drag adjustments below to the topics on the right.

Today's Adjustments

Select All

Programs

Environment Change: Disabled » Music

Music

User Controls

Short Press: Program » Volume

Double Tap: Disabled » Edge Mode

Accessories

Bluetooth Devices Hearing aid mic while streaming: Mic Reduced » Mic Off

Experience

Patient Experience Level: 3 » 1

Today's Topics

Choir Issues

No adjustments assigned.

Check at next session

Topic resolved

BGN Struggles

No adjustments assigned.

Check at next session

Topic resolved

Streaming Issues

No adjustments assigned.

Check at next session

Topic resolved

Additional Notes

Export Session Notes

Copy Session Notes to Clipboard

Session Notes will automatically save in Noah's Journal Module when the Session is saved.

Notes can be exported to electronic medical records

Export Session Notes

Copy Session Notes to Clipboard

Session Notes will automatically save in Noah's Journal Module when the Session is saved.

Notes can be copied to Clipboard

Saving Session Notes

When exiting Pro Fit, you must select 'Yes' to ensure Session Notes are saved

Save Session As

[Visit Session Notes to add and export details »](#)

Hearing aid settings and features are automatically saved to the devices.
Please disconnect the devices at your convenience.

Do you want to save your session?

Please enter a description

Yes

No

Cancel

Session Notes will automatically save in Noah's Journal Module when the Session is saved.

Saving Session Notes

Session Notes are saved within the Noah Journal Module

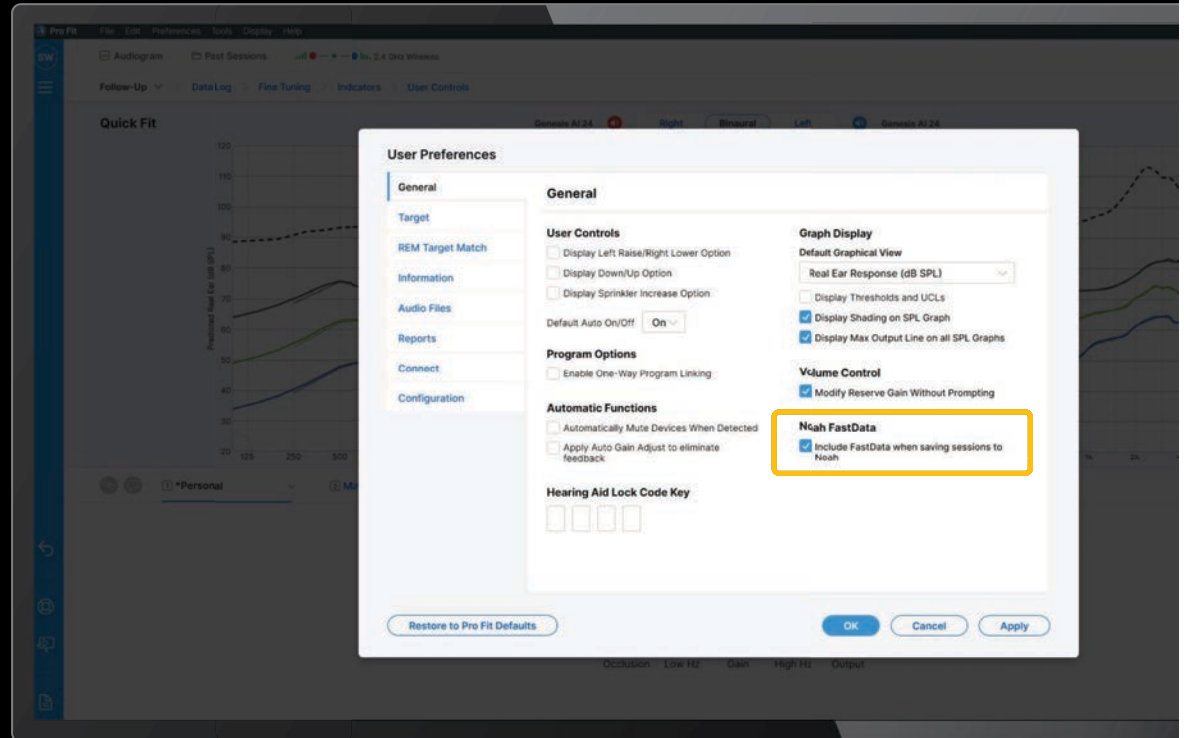
 Click on the eye icon to view

Saving Session Notes

Saving Session Notes

Enabling Noah FastData

Navigate to
Preferences > General
and check the box to
'Include FastData'



Session Notes

The screenshot displays the 'Session Notes' interface. A central modal window titled 'Session Notes' contains a bell icon and the text 'Last Visit's Topic: BGN Struggles'. Below this, it asks 'Was this resolved?' with three buttons: 'Yes', 'No, revisit', and 'No longer a concern'. Blue arrows originate from these buttons: one points to a 'Session Notes' entry in a sidebar menu, another points to the 'Today's Adjustments' list, and a third points to the 'No longer a concern' button. The sidebar menu shows a 'Session Notes' entry with a bell icon and a message 'Session notes not complete.' Below it is a 'Session Notes' entry with a right-pointing arrow icon. The 'Today's Adjustments' list includes items like 'Programs', 'Environment', 'User Controls', 'Short Phases', 'Double Tap', 'Accessories', and 'Electronics Devices'. The 'No longer a concern' button is highlighted with a blue border. The background interface includes a top section for 'Session Notes' with a text input and an 'Add' button, and a bottom section for 'Additional Notes' with an 'Export Session Notes' button and a 'Copy Session Notes to Clipboard' button. A note at the bottom states: 'Session Notes will automatically save in Medtronic Journal Module when the Session is saved.'

Session Notes

Add today's topics. Topics can include complaints and issues that require fitting adjustments. Enter each topic as a separate item.

Enter today's topic: Add

Session Notes

⚙️ Last Visit's Topic: BGN Struggles

Was this resolved?

Session Notes

Session notes not complete.

➔ Session Notes

Today's Adjustments

- Programs
- Environment
- User Controls
- Short Phases
- Double Tap
- Accessories
- Electronics Devices

Check at next session

Streaming Issues

Check at next session

Export Session Notes

Copy Session Notes to Clipboard

Session Notes will automatically save in Medtronic Journal Module when the Session is saved.

OMEGA^{AI}

Better hearing **all around**



Pending DLC Approval

OMEGA^{AI}

THE WORLD'S FIRST

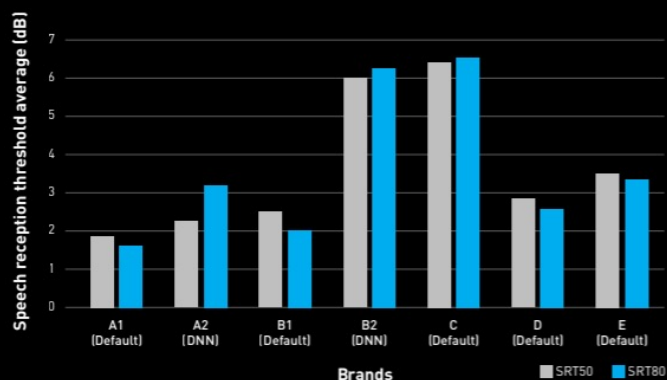
DNN-POWERED DIRECTIONALITY FEATURE

Starkey introduces **DNN 360**, an all-new approach to intelligent directionality.

BETTER THAN THE REST IN NOISY CONDITIONS

Larissa, T. & Marquardt, D. [2025]

Omega AI achieved superior performance across all major brands with up to a 6.5 dB SNR advantage (70% improvement) in speech intelligibility measures.



8^{UP TO}dB **IMPROVEMENT**
SNR FOR BETTER SPATIAL AWARENESS

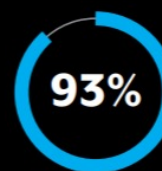
Marquardt, D. et al. [2025]

28%

**BETTER SPEECH
INTELLIGIBILITY**

COMPARED TO PREVIOUS TECHNOLOGY

Marquardt, D. et al. [2025]



World's first **generative AI**
assistant with 93% accuracy

Mehraei, G. et al. [2025]

**WORLD'S FIRST
BALANCE BUILDER &
RESPIRATORY RATE**
WELLNESS FEATURES

Pending DLC Approval

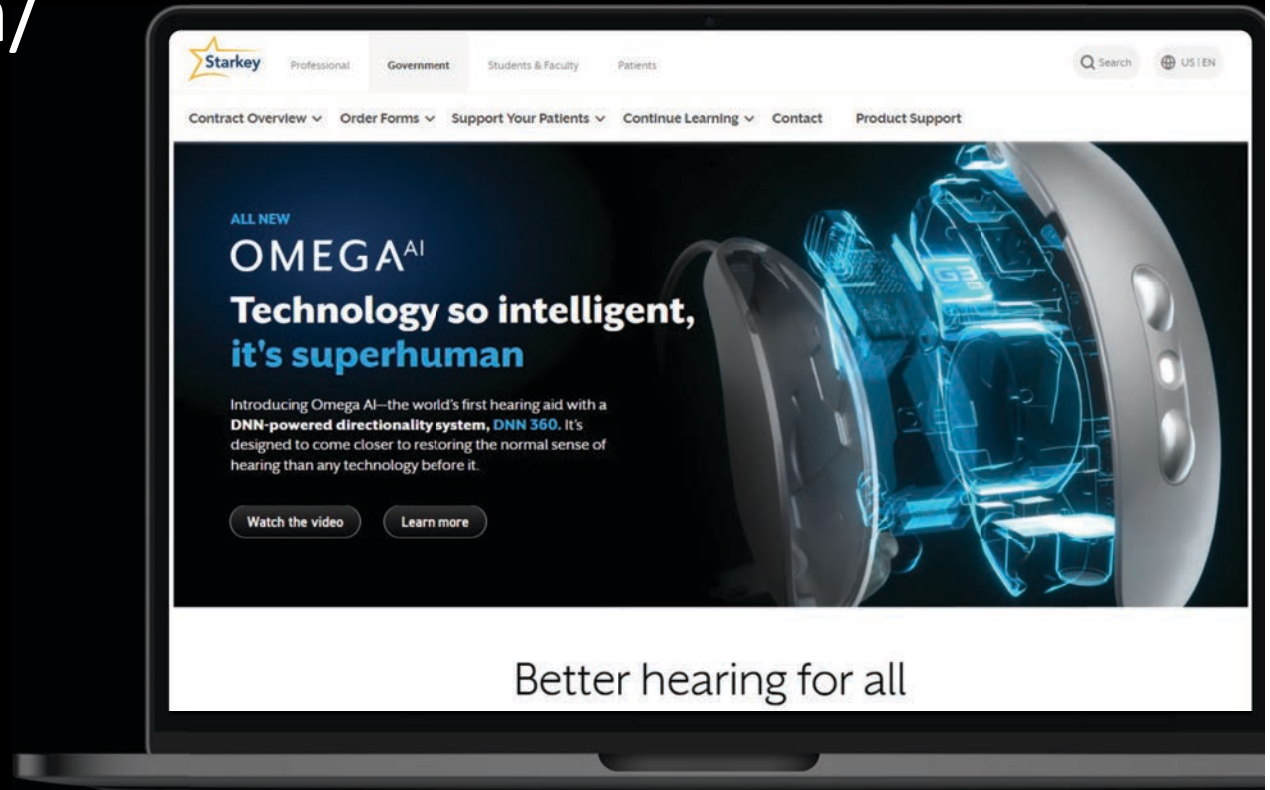
Starkeypro.com/ Government

White Papers

Quick Tips

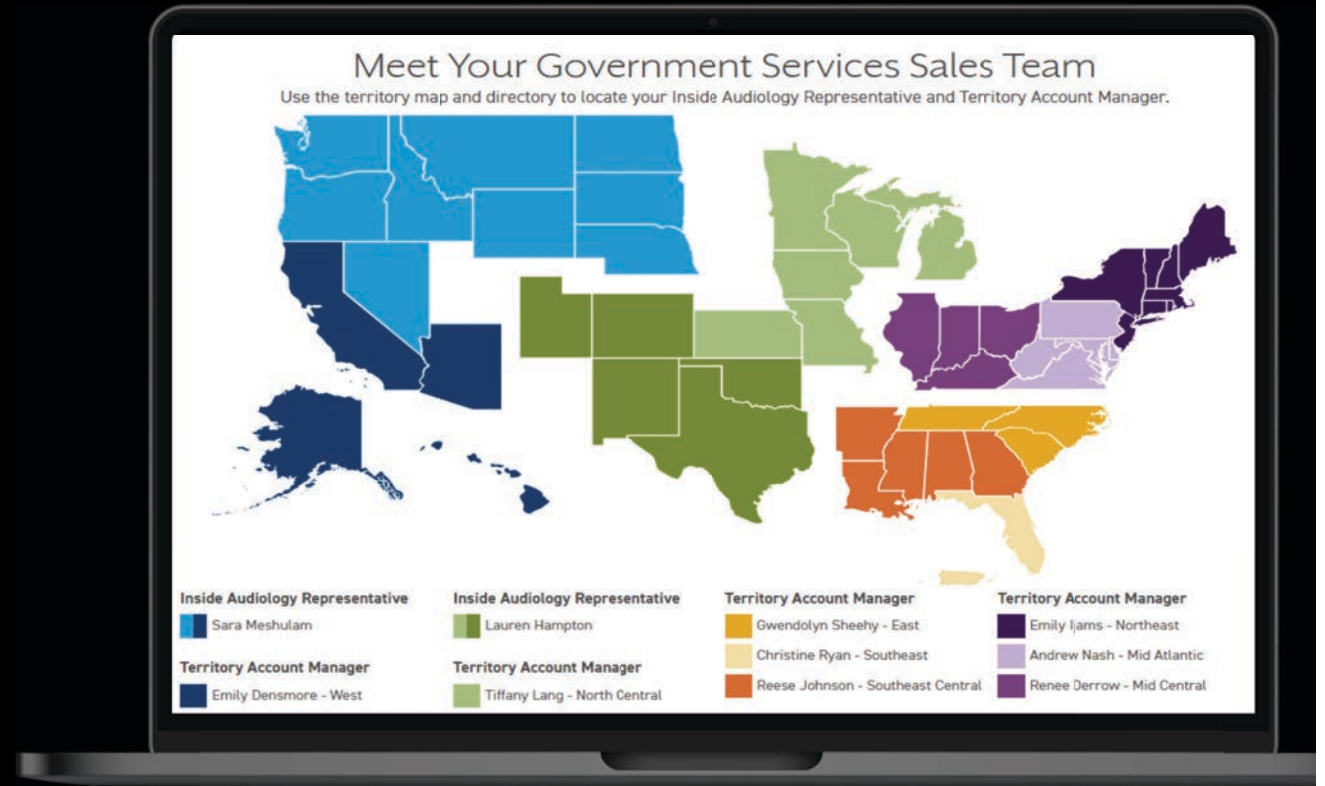
Videos

Training Opportunities



Pending DLC Approval

We Are Here for You



National Symposiums

Starkey leads the way in providing the relevant and engaging training opportunities you need to stay on top of your game

Orlando, FL January 21 - 23, 2026

Orlando, FL - JDVAC March 11 - 13, 2026

San Diego, CA* March 6 - 8, 2026

**Pending DLC Approval*



Register here

