

Enhancing Patient Care through Innovation

Exploring the Latest Features
in the My Starkey App

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Webinar FAQs

Enhancing Patient Care
through Innovation:
Exploring the Latest Features in
the My Starkey Mobile App

How to Ask a Question

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

Where to get the Handout

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

How to Earn CEUs

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

Assistance or Tech Support

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



Risks and Benefits

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

Learning Outcomes

1

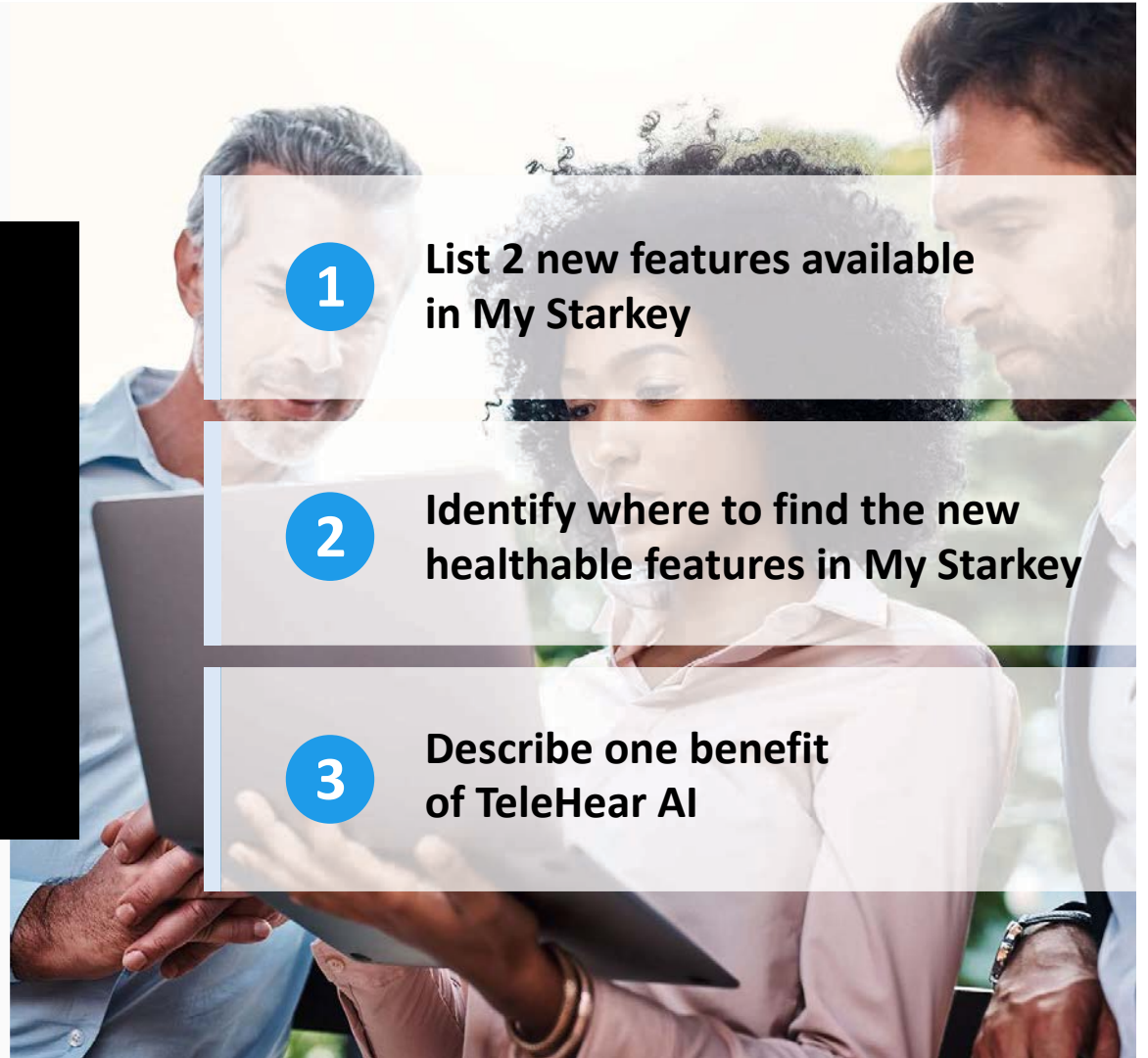
List 2 new features available in My Starkey

2

Identify where to find the new healthable features in My Starkey

3

Describe one benefit of TeleHear AI





Always creating new paths

Introducing

OMEGA^{AI}

**Technology so intelligent,
it's superhuman**



CIC

ITC R

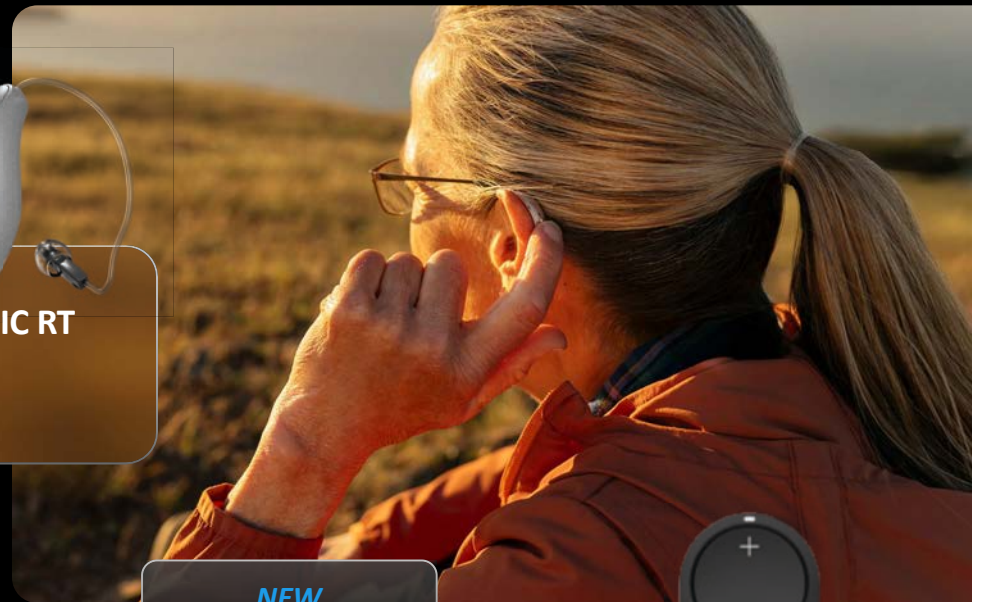
ITE R

mRIC R

RIC312

RIC RT

OMEGA^{AI}



StarLink Edge
Table Microphone



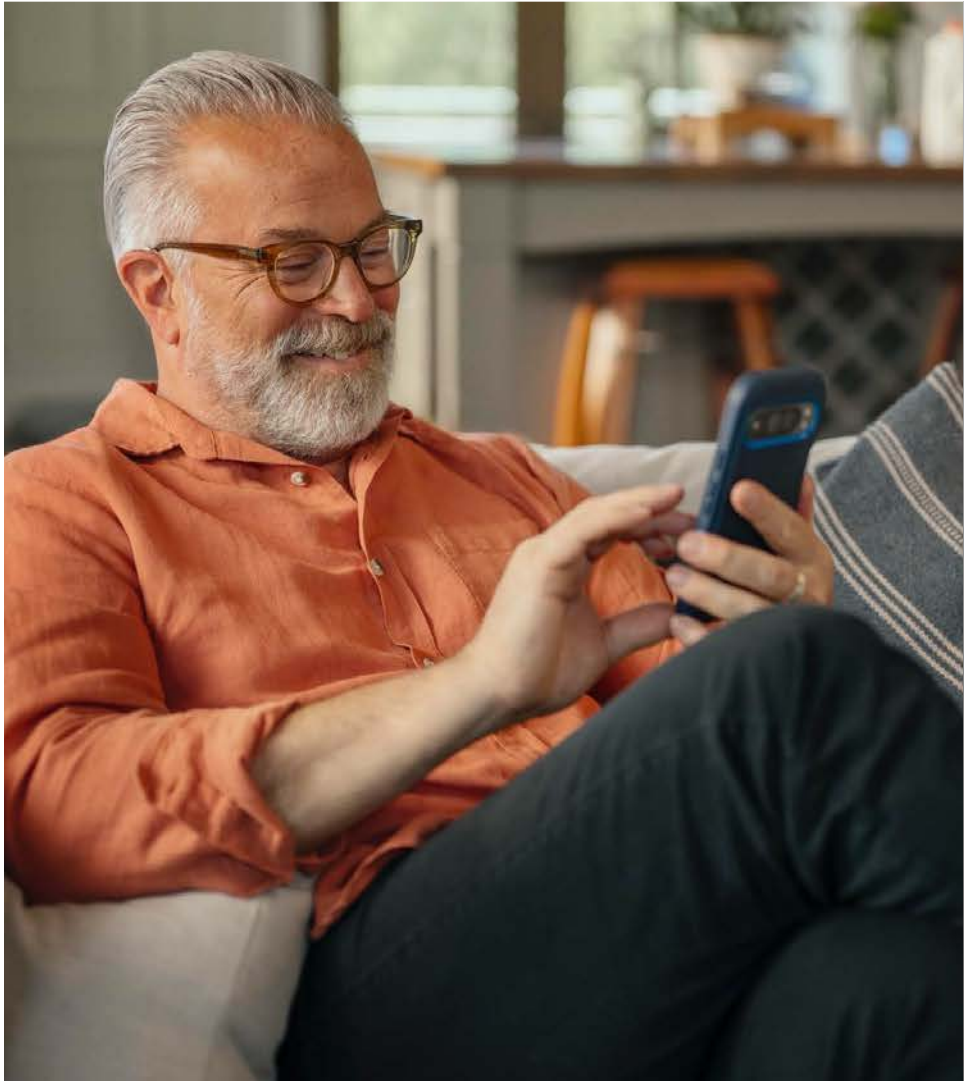
StarLink Edge
Remote Microphone



StarLink Edge
TV Streamer



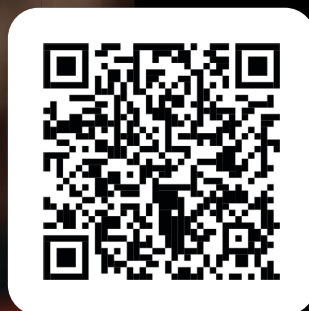
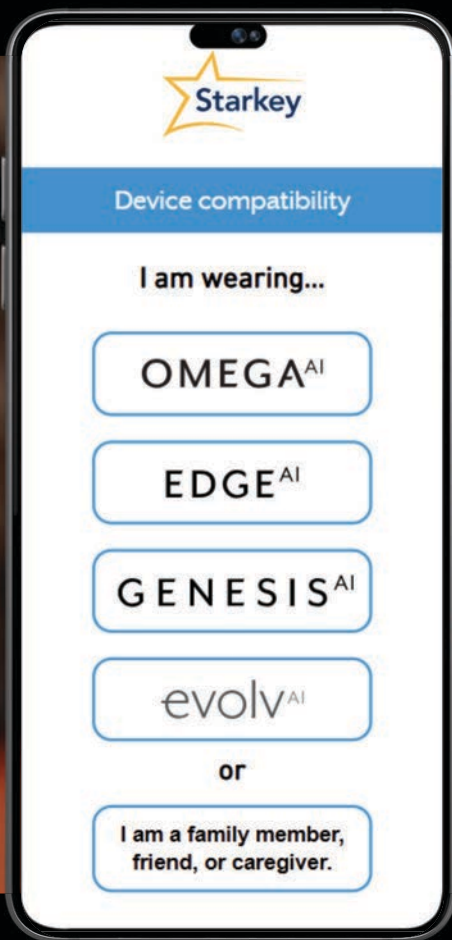
StarLink
Remote Control 2.0



OMEGA^{AI}



MyStarkey



MyStarkey

Smartphone Compatibility



Requires iOS 16
or higher

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



Requires Android
OS 8.0 or higher

MyStarkey

Streamlined Consents

Account deferral

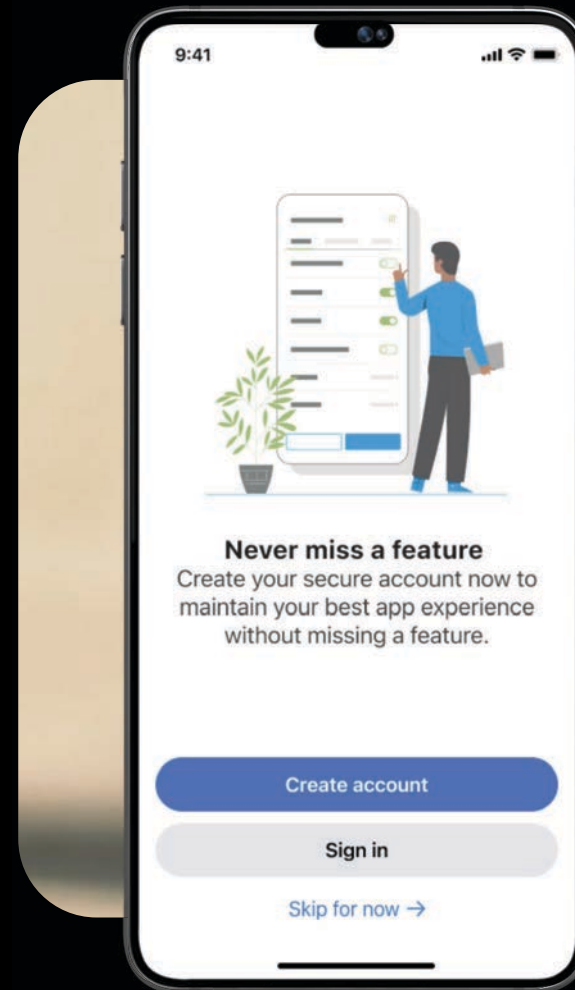
Account required for:

TeleHear

Fall Alert

HearShare App

Apple ID sign-in option



Battery Status

Current Program

Edge Mode+

Programs

Accessories/Streaming Options

Return to Home

Health

Smart Assistant

Program Options

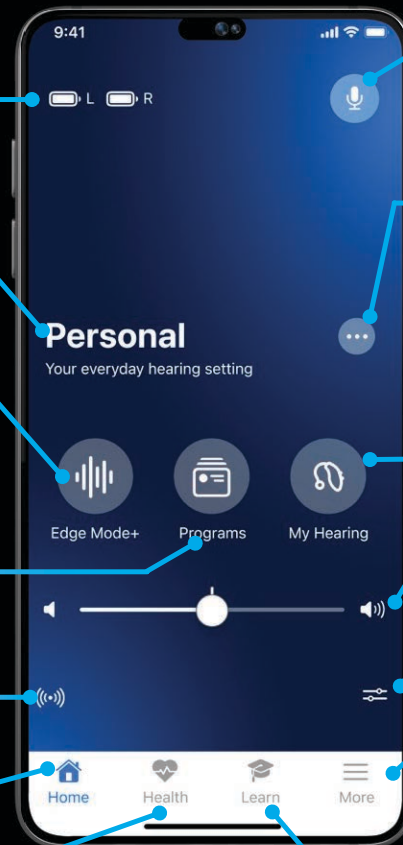
My Hearing

Binaural Volume Control

Monaural Volume Control

More

Learn



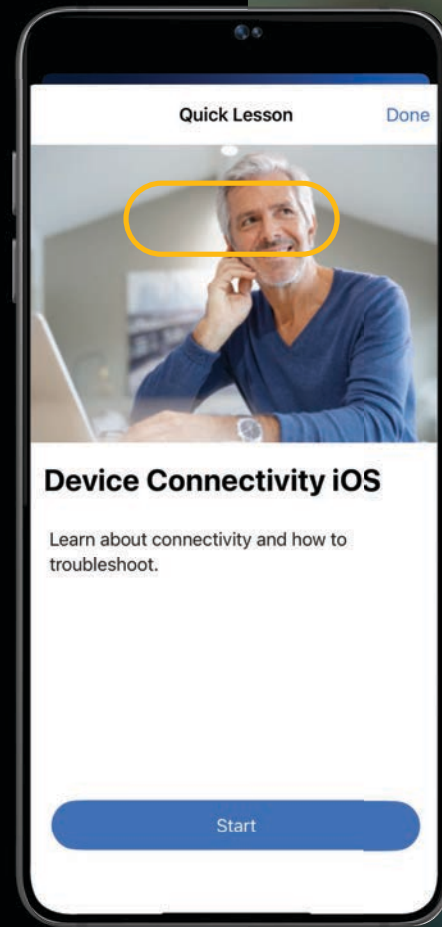
Disconnected Status

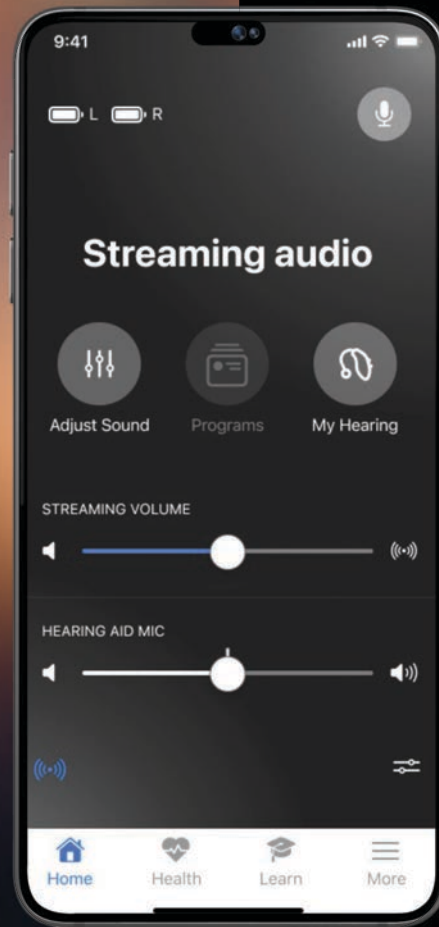
ENHANCED

Message displays when hearing aids are disconnected

Tapping “Learn more” provides the user with a quick lesson of connection tips specific to iOS or Android

Available for all products supported in My Starkey





ENHANCED

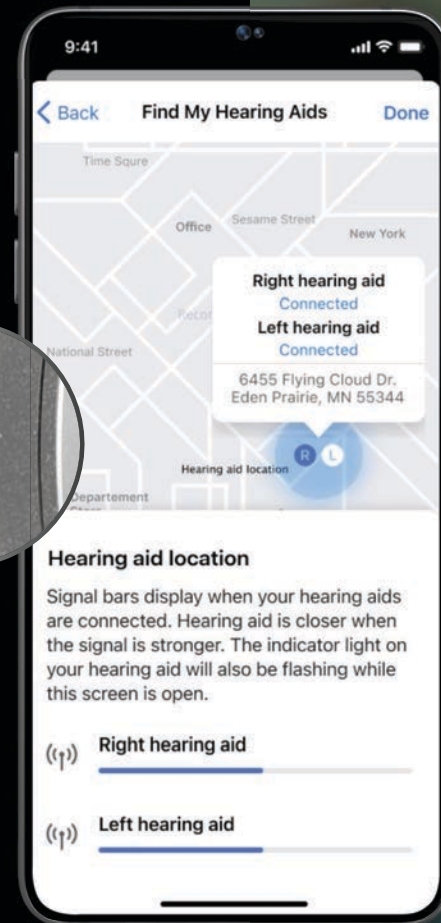
Audio Streaming Volume

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

Find My Hearing Aid Visual Indicator

Find My Hearing Aid will blink the LED when devices are connected

The R/L icons on the screens will also flash for LED products



MyStarkey

Hearing

Hear better with less effort
in any situation

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

Health

Live healthier, track activity,
and detect falls

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

Intelligent

Simplify daily life with
assistive features

- Self Check
- Learn
- Robust and personalized user guide
- Smart Assistant
- TeleHear
- Firmware updates
- Reminders
- Translate
- Transcribe
- Find My Phone

Generative AI:
Say it, solve it

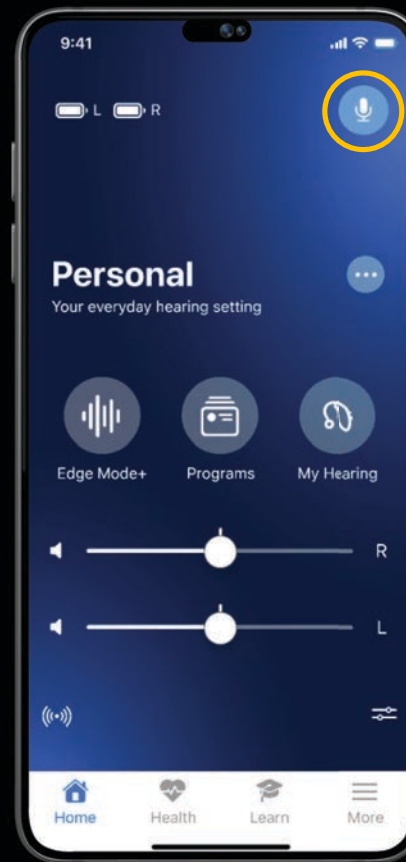
Gen AI Smart Assistant

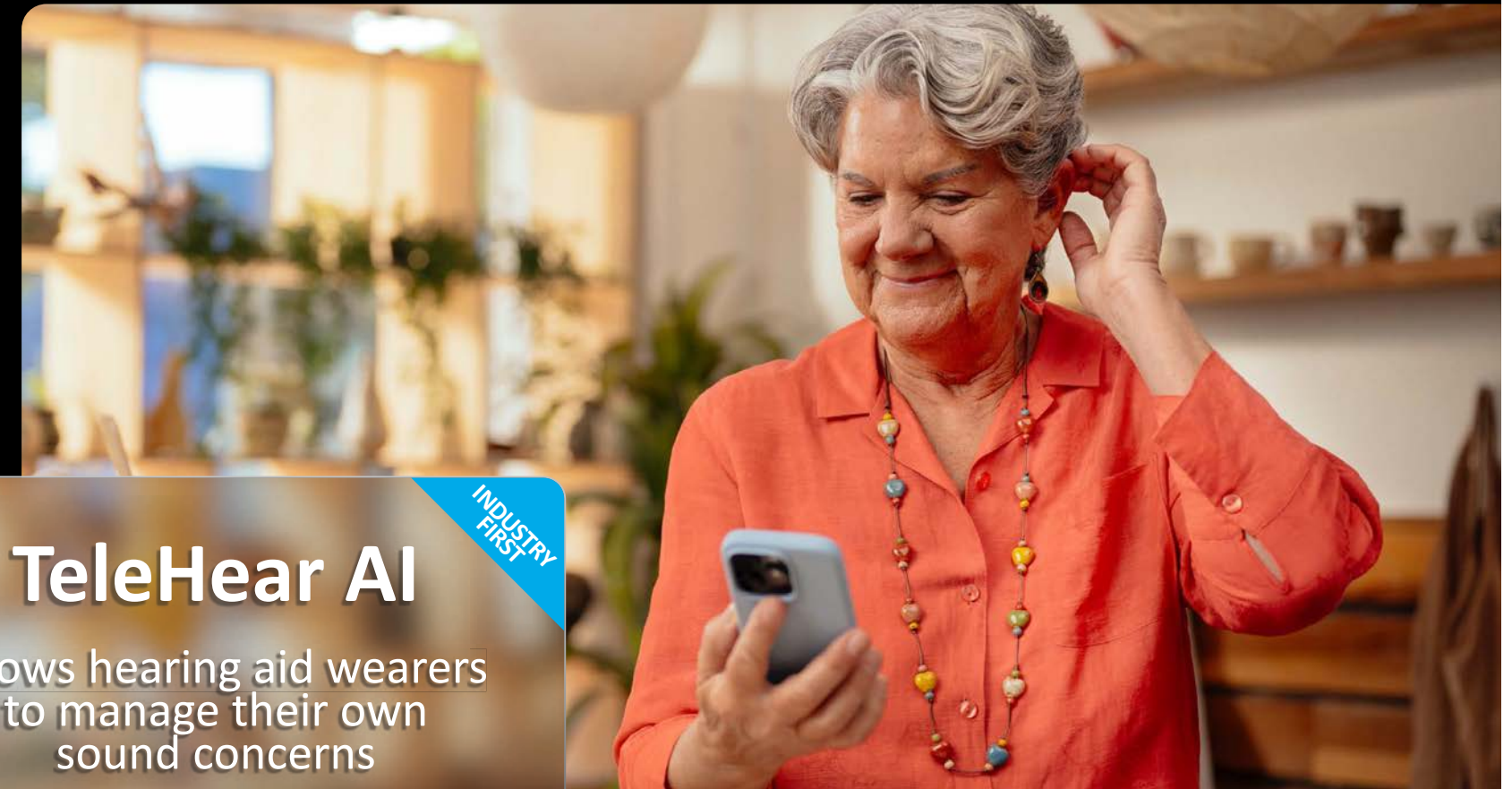
Supports hearing aid
mic pick-up

ENHANCED

Allows patients to get hands-free
help using their voice

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





TeleHear AI

Allows hearing aid wearers
to manage their own
sound concerns

INDUSTRY
FIRST

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

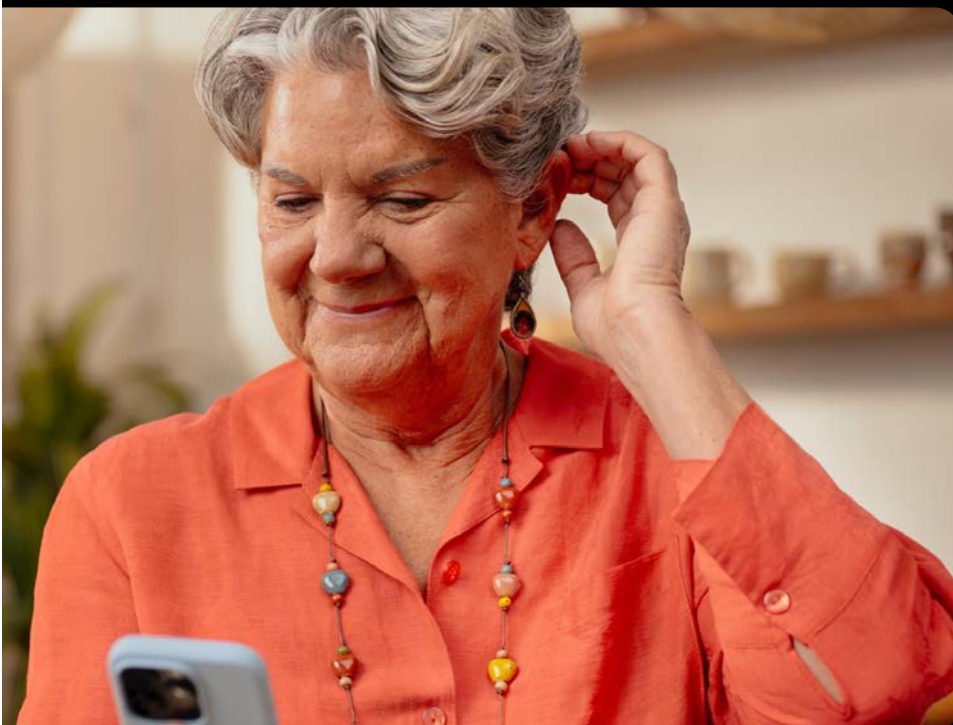
TeleHear AI

Adjustments

Patient interacts with
Gen AI technology to
improve hearing aid
settings

Real time changes made

INDUSTRY
FIRST

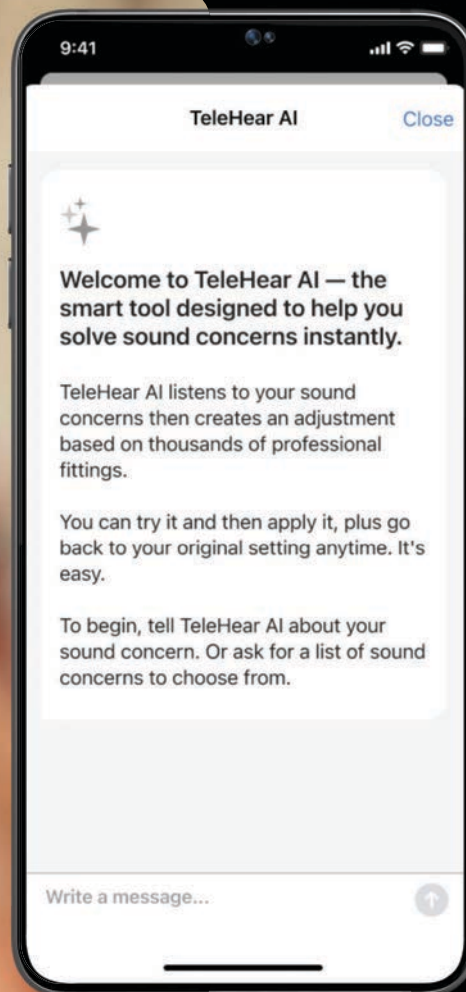
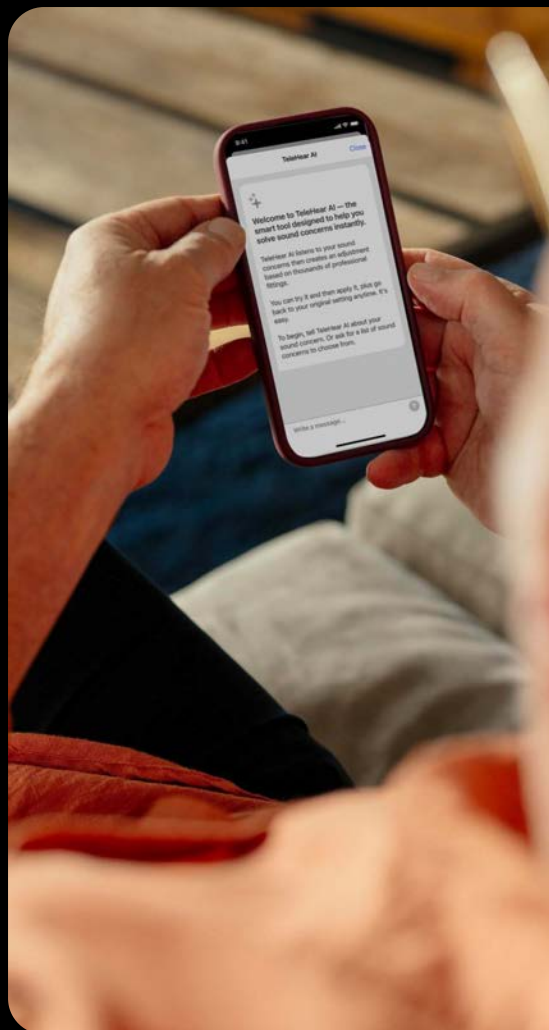


TeleHear AI

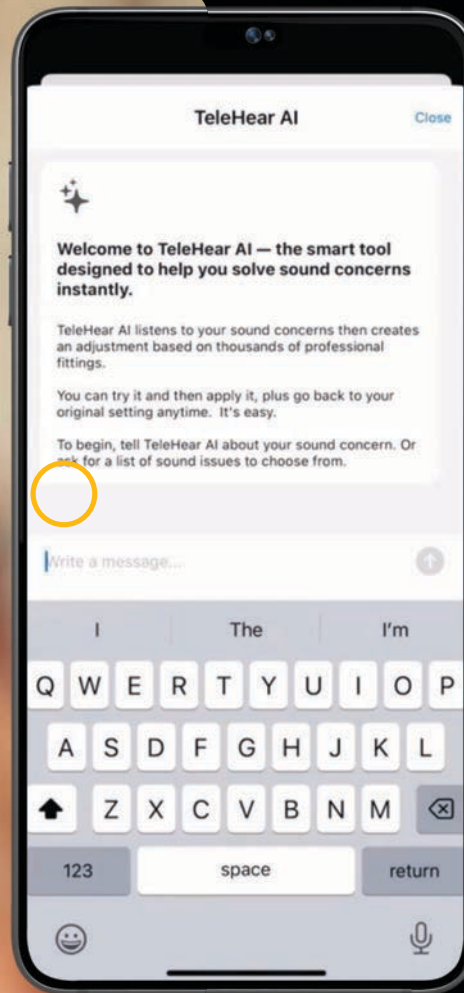
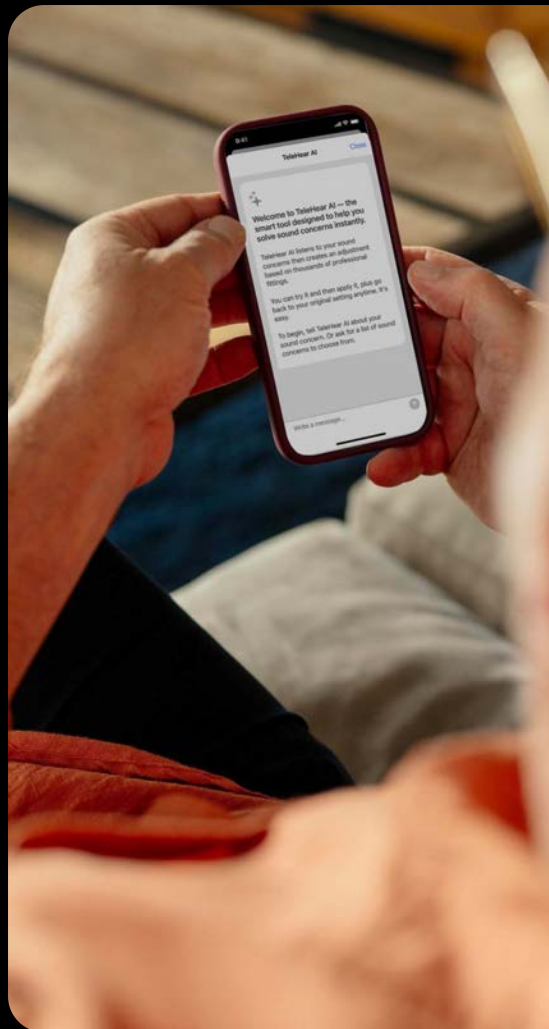
Patients describe their sound concerns via a conversational interface

AI interprets the issue and offers adjustments based on professional expertise

Exclusive to Omega AI 24



Getting Started with TeleHear AI



Using TeleHear AI

TeleHear AI Professional Notifications

Attention

The settings in the hearing aids are newer than this patient's most recent saved session. Would you like to save the current settings to your office system before proceeding with programming?

Yes

No

Cancel

Usage Hearing Aids **Help Requests** Alert History Settings

No new Help Requests.

⊕ [Closed] TeleHear AI - 27 June 2025

⊖ [Closed] TeleHear AI - 27 June 2025 ✓ Add clinical note 📁 Archive Help Request

🟢 TeleHear AI via MyStarkey App

27 June 2025 • 3:43 PM

↳ [AI Summary]: Keys rattling is too harsh or loud

✓ Issue resolved: **Decrease loud gain 3000-10000 Hz by 4 dB**

⊕ [Closed] TeleHear AI - 27 June 2025

⊕ [Closed] TeleHear AI - 27 June 2025

⊕ [Closed] TeleHear AI - 27 June 2025

Pro Fit

Provides notification if the patient makes changes using TeleHear AI

TeleHear Portal

Changes made for the patient via TeleHear AI will be visible under 'Help Requests'



TeleHear AI

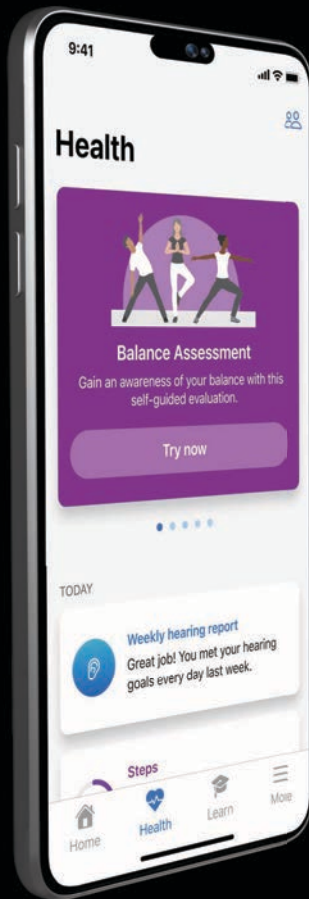
Good to Know

TeleHear must be configured by the provider

Adjustments are only made to the Personal program

Patients may save TeleHear AI settings as a custom program

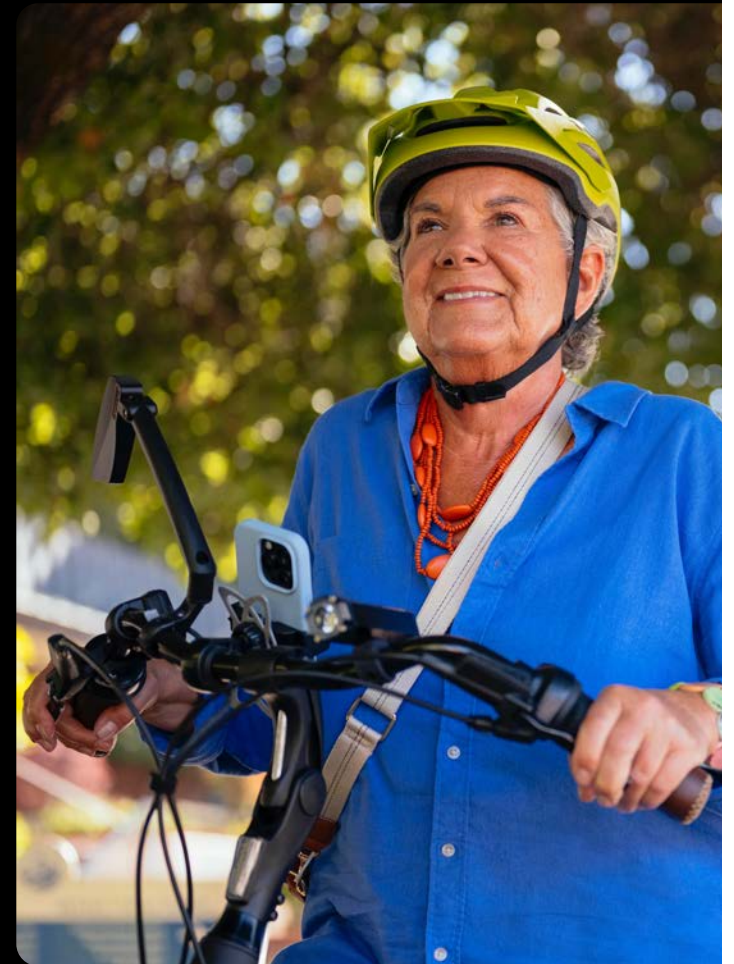
Patient can only revert to the provider's settings

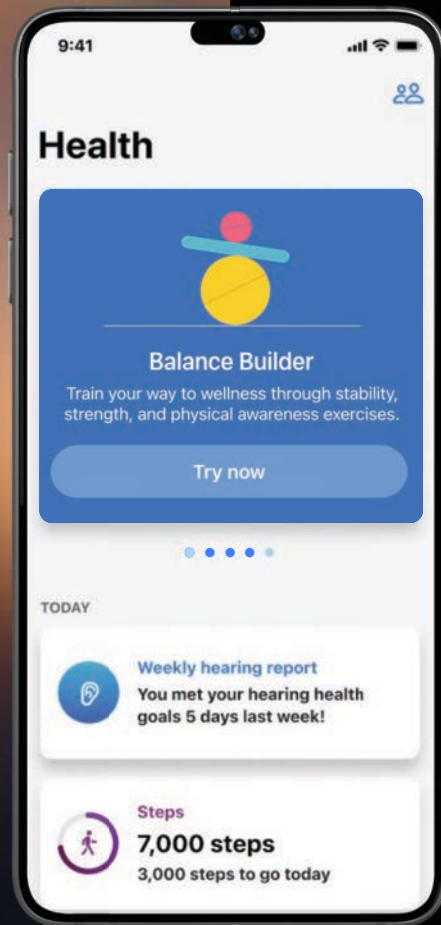


Wellness at their fingertips

ALL NEW
Balance Builder

ALL NEW
Respiratory Rate





ENHANCED

Health Screen

Card Carousel

Offers easy access to health features

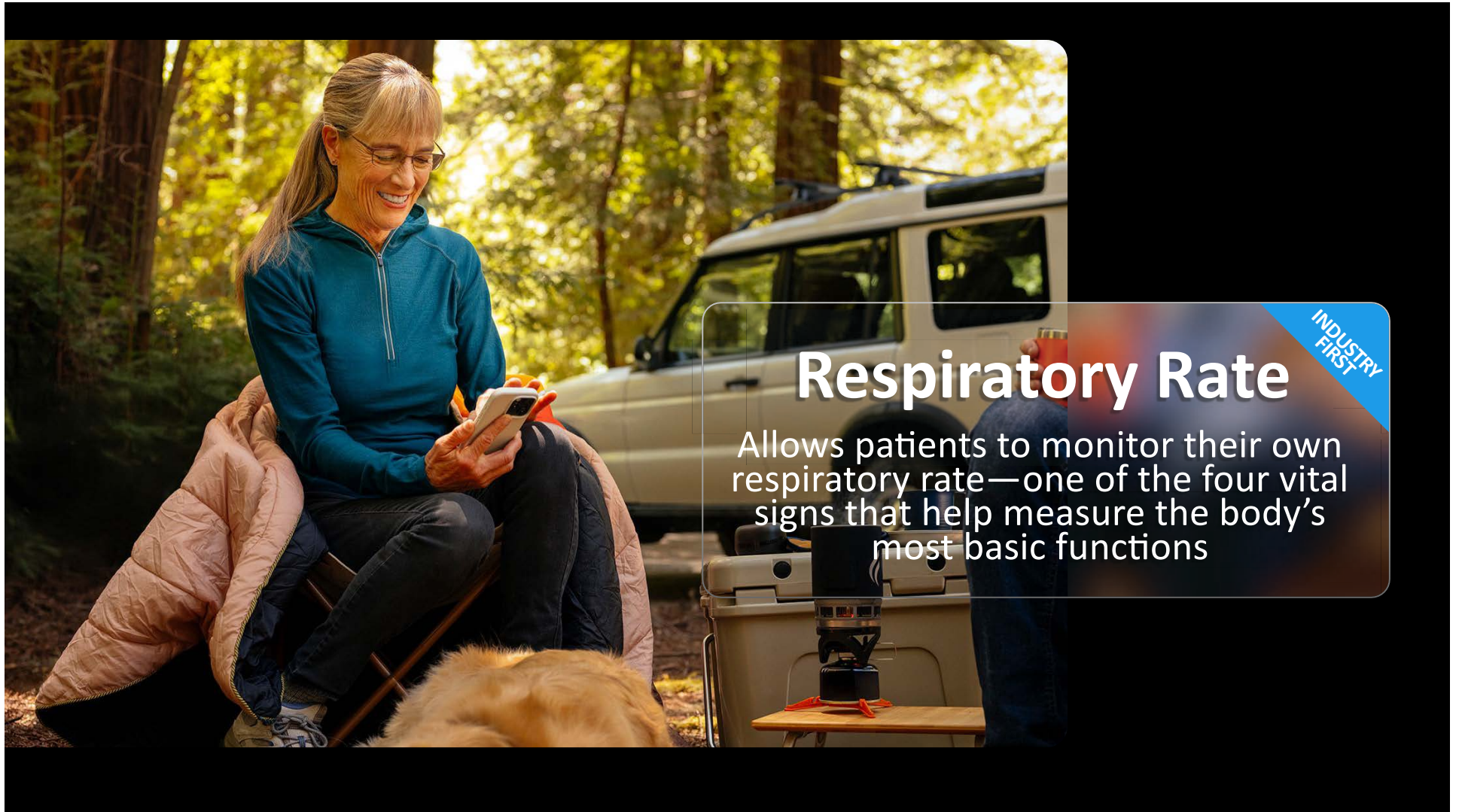
Respiratory Rate **ALL NEW**

Balance Builder **ALL NEW**



IMU

Inertial Measurement Units



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

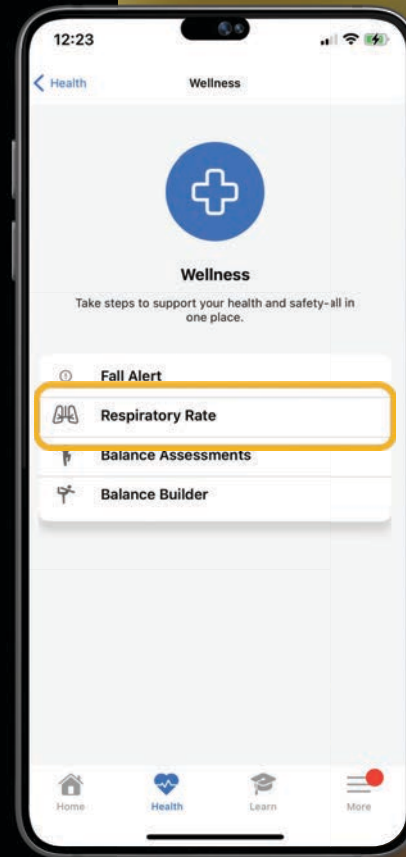
INDUSTRY
FIRST

INDUSTRY FIRST

Respiratory Rate

Accessed under
Health > Wellness

Feature is always on



INDUSTRY FIRST Respiratory Rate

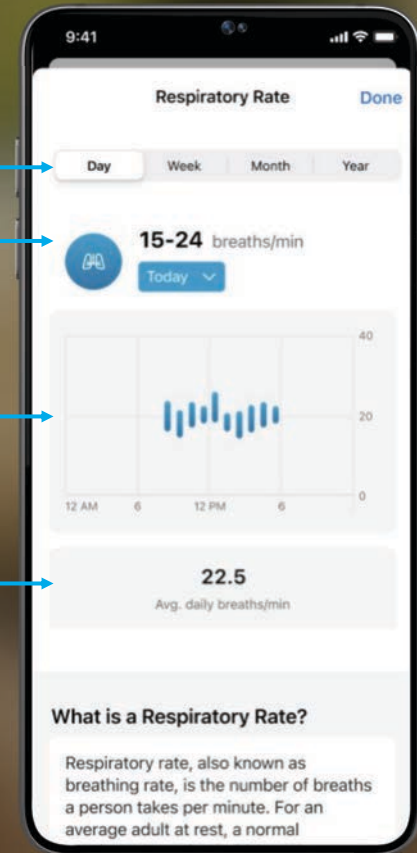
Using the IMU sensors on board the hearing aids, respiration rate is measured automatically **every three minutes** when at rest

View timeframe options

Range for selected timeframe

Graphed view of respirations

Average for selected timeframe



End User License Agreement (EULA)

Starkey is Not Providing Healthcare Services

You understand and agree that Starkey is not, by reason of supplying the App, providing medical or healthcare services, or acting as your medical or healthcare provider. Starkey, in providing the App, is not acting as a physician, audiologist, or any other medical services provider. The content and operation of the App is not, and should not be considered, medical or healthcare advice or services. You understand and agree that you are solely responsible for obtaining proper treatment for your health conditions, and that you will seek all appropriate treatment from healthcare

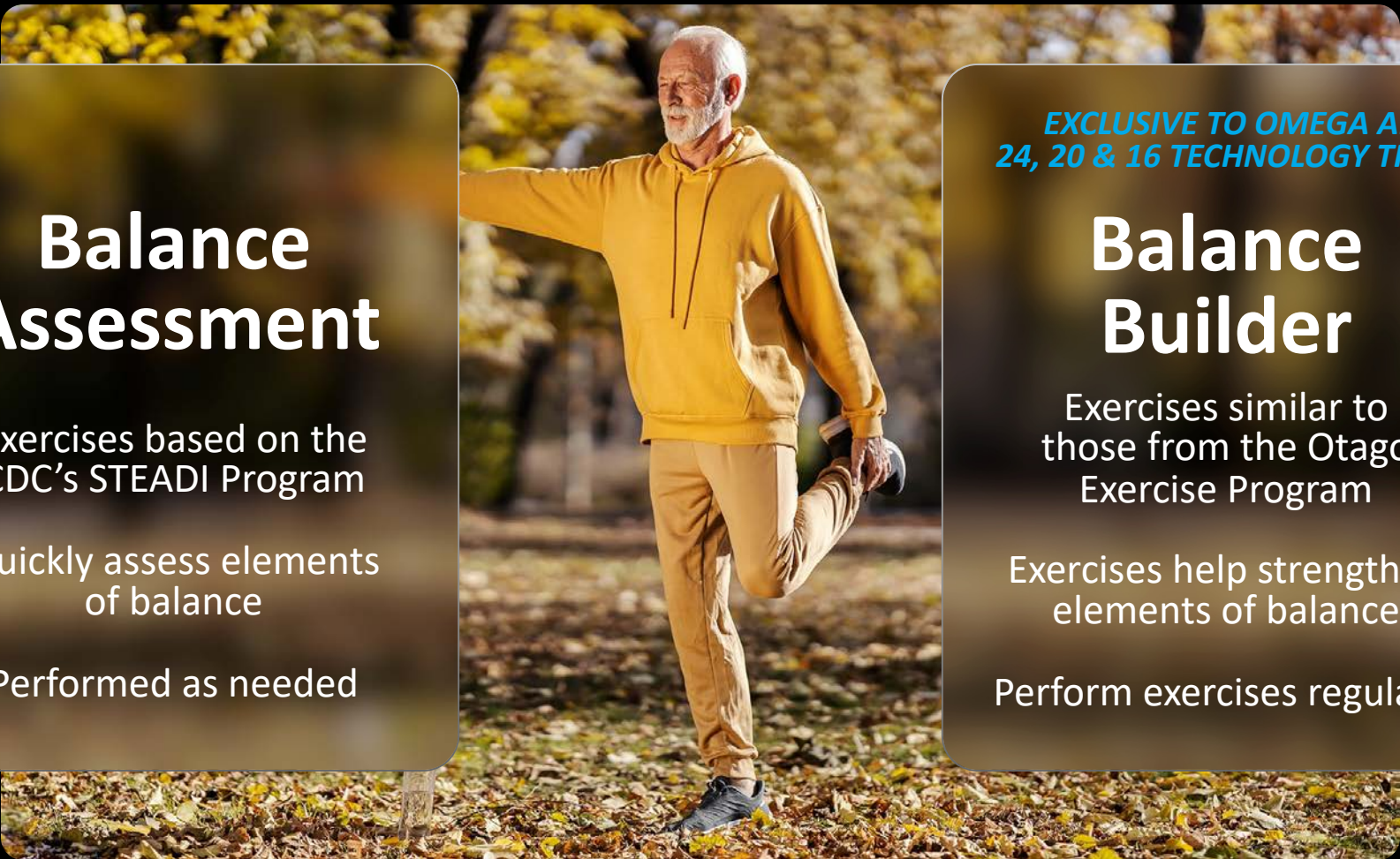
The App and information generated by the App is not a substitute for regular professional care and monitoring.

own risk, acknowledging that the App is provided without warranty except as required by law or otherwise expressly set forth in this Agreement.

Respiratory Rate

The My Starkey mobile application includes a feature for viewing a user's respiration rate which is measured by

This feature is intended solely for informational purposes and should not be used as a substitute for professional medical advice, diagnosis, or treatment.



Balance Assessment

Exercises based on the CDC's STEADI Program

Quickly assess elements of balance

Performed as needed

*EXCLUSIVE TO OMEGA AI
24, 20 & 16 TECHNOLOGY TIERS*

Balance Builder

Exercises similar to those from the Otago Exercise Program

Exercises help strengthen elements of balance

Perform exercises regularly



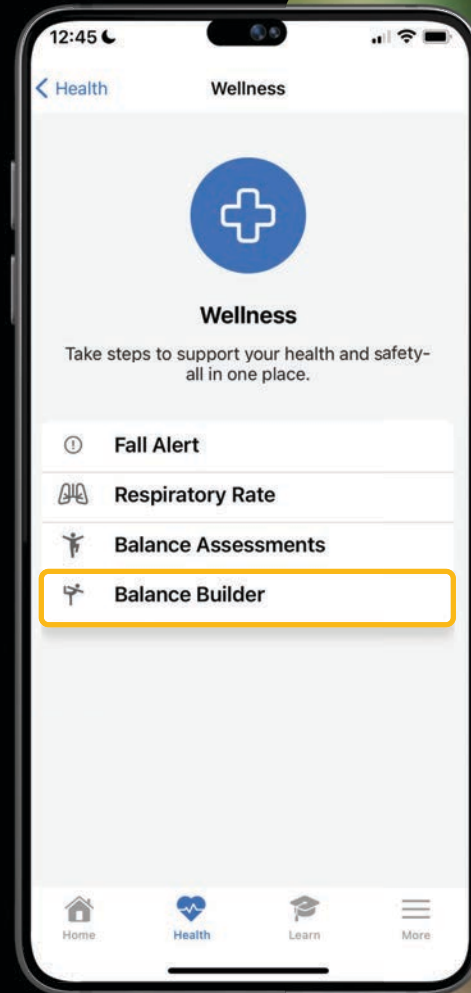
Balance Builder

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

ALL NEW

Balance Builder Access

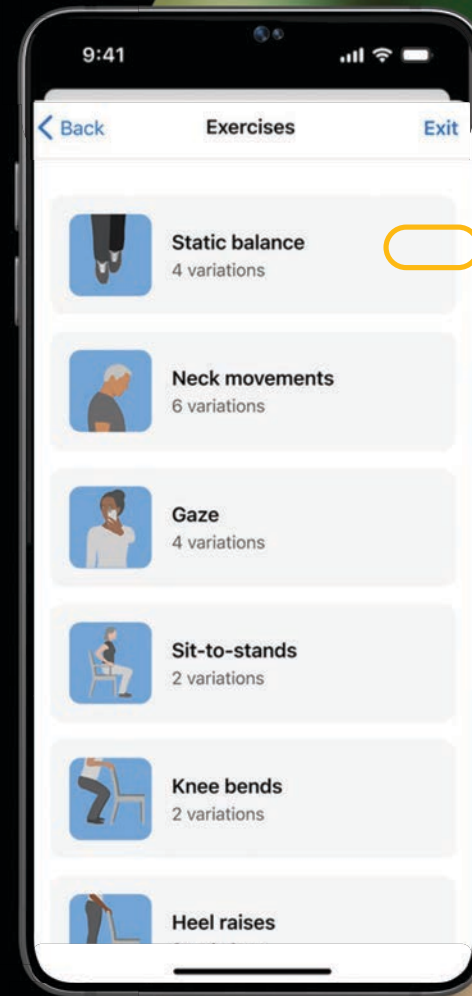
Accessed under
Health > Wellness



Balance Builder Starting Page

User can choose any exercise to begin

Click View All to see exercise list



Balance Builder

Several exercise variations available in each category

Exercises increase in difficulty as each variation is successfully completed

Option to skip variations



Static
Balance

Neck
Movements

Knee
Bends

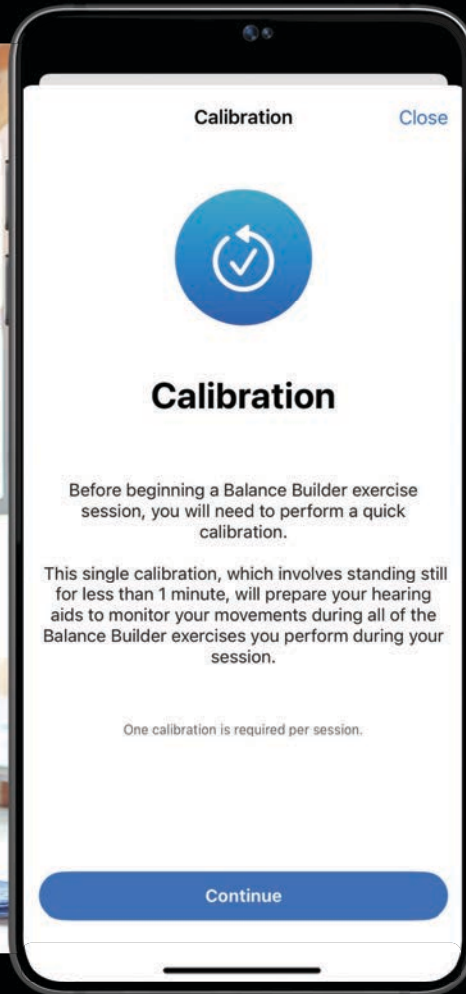
Heel
Raises

Gaze

Sit-to-Stand

Weight
Shifts

Gait
U-turns

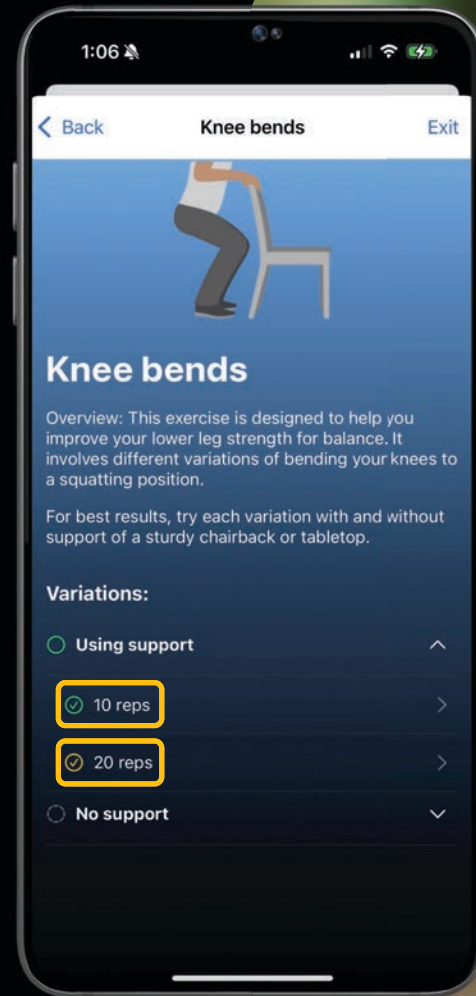


Calibration

Required at each session start

‘Successful’ or
‘Unsuccessful’ results

Balance Builder Process

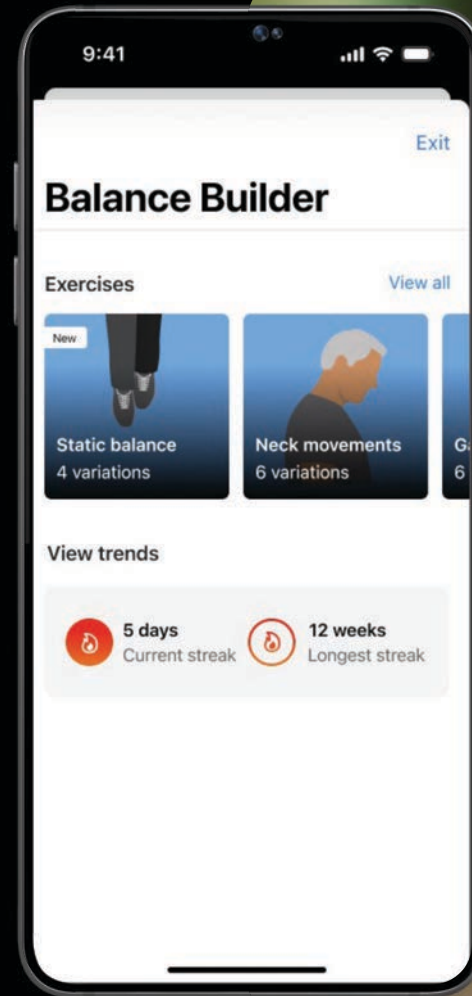


Balance Builder Trends

View trends shows current and longest streak

Found on the Balance Builder starting page

Cannot view result history



Balance Builder

Good to Know

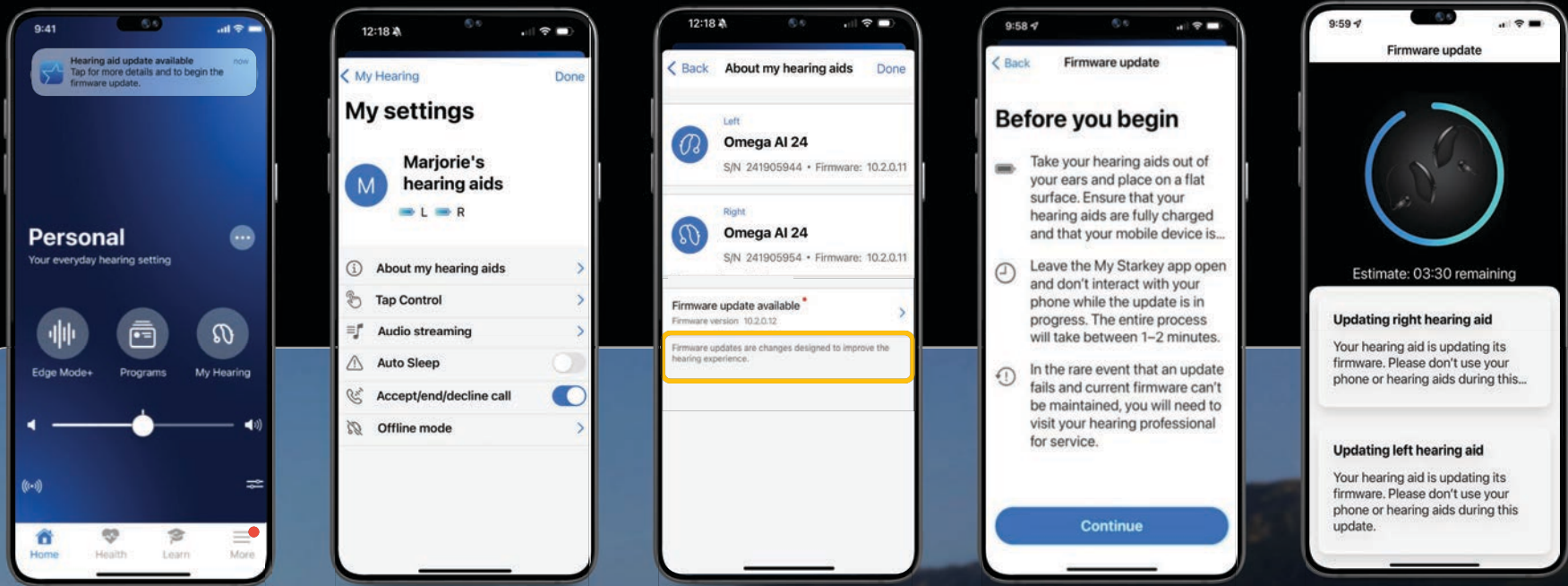
Enabling Fall Alert is recommended

Progress is not visible unless you do the calibration

Progress shown is from the previous session and builds each time you do additional exercises

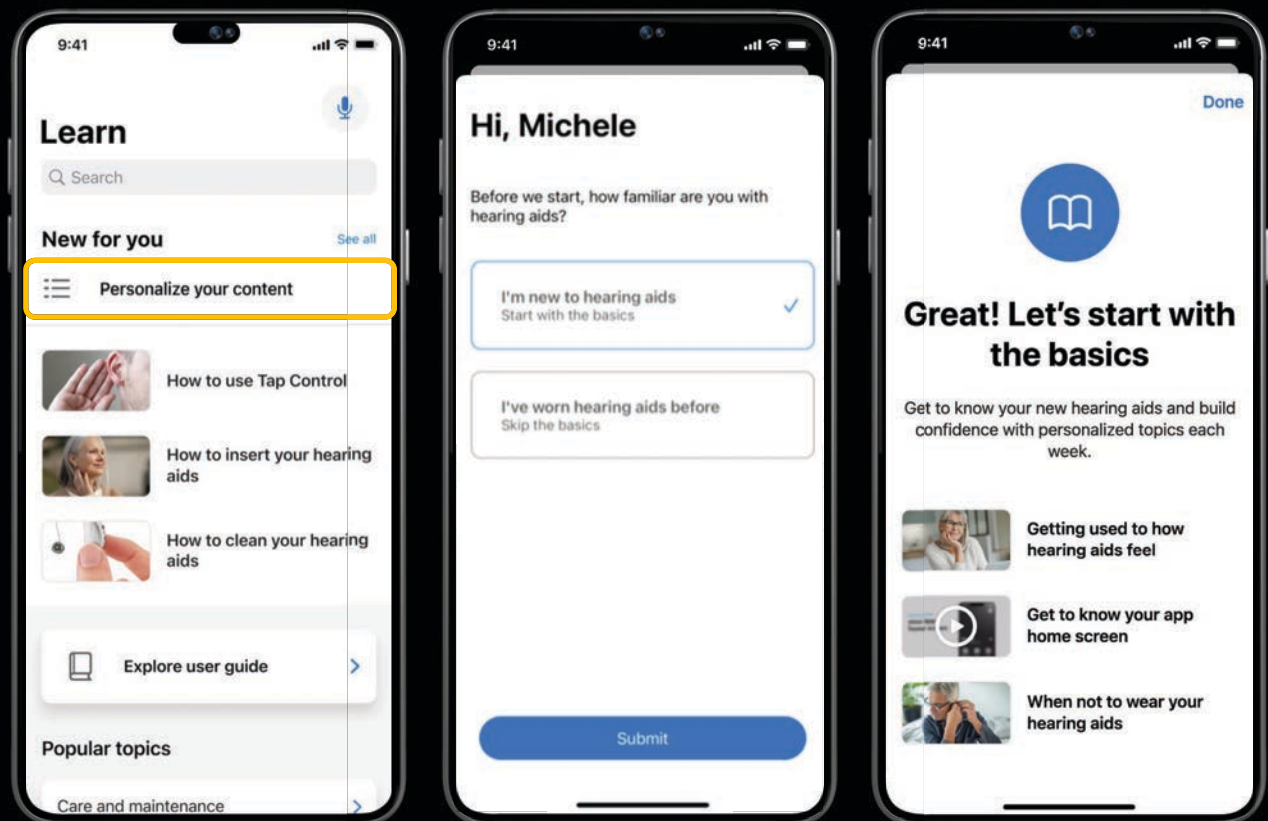


Firmware Update



Learn

Personalized Learning
Quick, simple tutorials
Searchable user guide



OMEGA^{AI}

Better hearing **all around**



