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

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Welcome everyone. I'm Dr. Andrea Hannan-Dawkes, a member of the Education and Training Team at Starkey, and I am delighted you have elected to join me for this AO course focusing on Starkey's November 2025 government services contract.

There we go. Before we get started, there are a couple of webinar FAQs to cover. If you would like to ask a question during the presentation, please click on the Q and A area, type in your question and click Send. I will address all questions at the end of the session today, but please do feel free to enter them as they come to mind. A PDF handout of this presentation is available for you through your pending courses on Audiology Online or by clicking on the link in the chat within the classroom.

Today, one CEU Hour is available for this course if you participate in the CEU program offered by Audiology Online. After completing the course, go to your pending courses on AO and pass the short multiple Choice exam. Keep in mind that you have seven days to complete the quiz when viewing live courses and 30 days when viewing recorded courses. And finally, if you need any technical assistance, please stay logged in and request help by using the Q and A window or by calling or emailing Audiology Online.

You are welcome to review the risks and benefits that are applicable to all courses offered through ao. I'll give everyone a moment to review the information on this slide and please know it will also be available in the handout Learning Outcomes for Today. After this course, participants will be able to describe Starkey's innovative product portfolio. You will be able to list connectivity applications for supporting better hearing and you will be able to identify features for optimizing listening in every environment.

I would also like to point out that this course has been designed with professional and evidence based best practices in mind and with that I think we are ready to jump into the highlights of Starkey's November 2025 government partnership.

For years Starkey has been focused on providing service and technology that is faster, simpler and stronger to meet the unique needs of patients and professionals. The result is unparalleled escalating capabilities for promoting better hearing as we move from one generation of hearing aid technology to another.

And now with the November 2025 contract, we are excited to introduce a brand new hearing aid family Omega AI providing the best hearing experience Starkey has ever offered.

Taking better hearing in a whole new direction. We have engineered Omega AI with industry leading AI and our third generation neuroprocessor. The result is innovation that comes closer to restoring the normal sense of hearing than any hearing aid technology before it. The G3 processor delivers sound that is rich and authentic and in alignment with every listening environment that is experienced by an individual.

The G3 Neural Processor features the industry's only neural processing unit that is fully integrated into the chip. Its speed and power provide unprecedented capabilities and enable Omega AI to deliver benefits that go far beyond better hearing. This new technology family really pushes the limits of what's possible when it comes to performance, connectivity, reliability and automation.

NeuroSound Technology 2.0 is our proprietary best in class sound experience system. Wherever the patient goes and regardless of what the acoustic input is, they are covered. From a quiet, easier listening environment all the way to a bustling, challenging scene. There are multiple features working to make better hearing a reality. Like the brain's auditory cortex, Omega AI's neural network classifies complex soundscapes, enhances speech and reduces noise all in real time with advanced and powerful AI automatically and seamlessly at work.

With Edge AI introduced last year, we integrated deep learning into the main audio processing path, utilizing our speech probability predictor to quickly and accurately determine speech signals of interest and manage those not of interest. Like multitalker Babel. Using DNN to identify speech versus speech noise really elevated Starkey's sound management system to be more accurate and provide the patient with an easier listening experience.

With Omega AI, Starkey is excited to introduce the world's first DNN powered directionality system. DNN360 builds on multi channel deep neural network processing to provide the appropriate directionality pattern for a variety of listening situations. It's been trained using a vast deep neural network data set and because of that, DNN360 in Omega AI predicts rather than estimates optimal microphone adaptation parameters, resulting in enhanced accuracy. Three key sources of input acoustic information, sensor information and user intent information. They're all fed into a central processing system that evaluates multiple factors simultaneously.

Several important acoustic and environmental cues are analyzed, including the presence of speech noise, wind and motion loudness information, signal to noise ratio, frequency band information, and user intent selection. And then all of these data points are interconnected, allowing the hearing aid to dynamically interpret the listening environment. Based on this intelligent analysis, the hearing aid is able to predict where speech may be and selects the most appropriate directional mode for the user situation. This degree of sophistication allows the hearing aid to provide personalized optimized hearing performance by seamlessly adapting to the environment and intent in real time.

With Starkey's proprietary DNN360, spatial awareness is preserved while the most appropriate Directionality patterns are applied for a better listening experience in every situation, resulting in better hearing all around.

Let's take a closer look at how DNN360 works. When the hearing aid user is in a quiet environment and there's no background noise present, the system will use a traditional omnidirectional microphone response and to capture sound from all directions equally, providing a natural listening experience.

In situations where there is some source of noise in the environment but speech is not detected by the speech probability predictor, the system will automatically default to enhancing environmental awareness. This is important for staying connected to the world when no active conversation is happening. During these times, the DNN strategically applies omnidirectionality in the lower frequency bands for environmental awareness while maintaining directionality in the higher frequency bands to ensure speech cues will be audible if they occur. If speech is detected, the system will automatically shift into DNN enhanced adaptive directionality to focus on a speaker for optimized communication. An improved signal to noise ratio is achieved with precision as DNN algorithms are trained again using a large data set of authentic acoustic scenarios to predict desired outcomes accurately, even if an exact data set has not been encountered before.

In addition, this enhanced speech understanding and noise is accomplished with no degradation of battery life. It's truly remarkable.

Motion based optimization is a feature designed to provide listeners with greater environmental awareness and this has also been enhanced with Omega AI. This feature will continue to engage as soon as motion like running or walking is detected thanks to the onboard sensors and Starkey hearing aids, but will now offer enhanced audibility when activated. Low frequency channels will be in an omnidirectional microphone mode with an additional 3dB of gain, and high frequency bands will be set to a fixed directional response to provide the best spatial hearing possible regardless of whether or not speech is present. The value of motion based optimization brings is enhanced safety and fewer wind artifacts.

With DNN360, patients can seamlessly transition from a conversation in front of them to someone calling their name from behind to a bike ride on a city street and then back home to read a book, all with no manual intervention required. This all new directionality system in Omega AI replaces our traditional adaptive directionality for everyday all situations. Listening DNN360 allows hearing aid users to experience improved speech intelligibility and a significant signal to noise ratio improvement over legacy technology. In a Study comparing Omega AIs DNN Power directionality to a legacy directionality feature, an improvement in speech intelligibility of up to 28% was evident using the hearing and noise test. In addition with target speech presented at 67 dB, French 135 degrees and food court noise, pretty challenging type of noise signal played at 70dB from an eight speaker array.

Binaural spatial adaptation, also known as DNN spatial awareness consistently improved the signal to noise ratio for the target speech sounds with up to an 8dB improvement. DNN 360 is always on and ready with no limitations in use, time or impact on Starkey's industry leading battery life. It's truly remarkable and next level for patients.

So here is the Omega AI product family which offers a variety of custom and standard form factors. All styles are compatible with the My Starkey app and Starlink Edge accessories including the Table microphone, remote microphone, TV streamer and remote control 2.0 and all include a 2.4 GHz radio with Le Audio. An exciting enhancement with Omega AI is auto stream functionality with the TV streamer and we'll talk about that in a few minutes. But first I'm excited to share another very big win. Status Indicator LED lights on the Omega AI Rechargeable Rics Multicolor LED lights will make it quick and easy to tell if the hearing aids are on, off or even if Bluetooth connected.

They also blink continuously when the Find My Hearing Aid feature is activated from the My Starkey app.

If we highlight or outline the functionality of the LED indicator lights on the RIC RT and the Microric R, a 3 second solid green light indicates the device is powered on. Solid red for 3 seconds will indicate the device is powered off. A 5 second blinking green light will indicate a successful Bluetooth connection as well as a successful firmware update and a continuously blinking green light will be active when utilizing the Find My Hearing Aid feature from the My Starkey app.

I'm also very excited about this. The LED lights will be enabled by default but may be disabled by the professional in the Profit software on the indicator screen. I think this provides you with very important flexibility for each patient you care for.

So let's take a quick look at some of the attributes of the different styles of Omega AI. The Ric RT with the R designating Rechargeable and the T designating Telecoil delivers up to 51 hours of battery life on a single charge and is Cross compatible with 29 hours of battery life. The RIC RT also features a rocker switch user control and is compatible with the Starlink Edge wireless accessories and the My Starkey mobile app. As I mentioned earlier, all rechargeable Omega AI hearing aids are also engineered to be waterproof.

The MRIC R style delivers up to 41 hours of battery life on a single charge and features a push button user control. And again, it is this style along with the Ric RT that offer the new LED lights.

The Ric 312 delivers up to six days of battery life and is cross compatible as well. The RIC 312 also features a rocker switch user control. All Omega AI RIC devices are compatible with Snapfit 2.0 receivers and are available in a comprehensive range of matrices from L through up, providing an effective solution for a wide range of hearing losses. Popular Custom Cased Receivers those are receivers that are embedded in custom ear molds. Those remain available for all receiver strengths and continue to be required for the UP receiver options. These are really great for comfort, retention and maintenance of the correct sound path in the ear.

Omega AI wireless custom hearing aids are available in four styles CIC, ITCR, half shell R and ITER. Like the RICs, all include the latest LE audio streaming protocol for enhanced sound quality and connectivity capabilities. Hearing aid matrices and color options are consistent with the current Edge AI product portfolio and custom devices continue to be compatible with starlink, Edge Wireless Accessories and the My Starkey mobile app. In addition, generally speaking, all rechargeable styles are, as I mentioned, waterproof and also important to mention continue to be compatible with Starlink 2.0 chargers.

I mentioned battery life through or while I was on various slides before and I just wanted to highlight or illustrate that it's really incredible what Omega AI provides with regards to battery performance. It's industry leading amounts of battery life that definitely delight patients and professionals alike. And please know that this battery performance is quoted with streaming included and so I think that's a really important consideration. The battery life again that you can see here includes streaming as I mentioned with no degradation with new features like the DNN360 that we talked about earlier as part of Starkey's commitment to excellent product design, quality innovations are continuously being implemented to take our technology to new levels of endurance and durability. And I think we would all agree that the most advanced hearing aids only deliver their full value when they're performing their best.

And that's why Starkey invests heavily in product design and quality control to ensure reliable performance that supports the patient's day to day life and strengthens the hearing care professional's confidence and reputation. So it's exciting to tell you that Omega AI hearing aids are protected by our all new Pro 10 hydroshield process which goes beyond the IP68 standard to make all rechargeable styles waterproof. As I mentioned before. And this really relentless investment has resulted in several additional manufacturing upgrades, including next generation waterproof coating, enhanced automation

and stronger shell resin, which really put the performance of Omega AI in a class by themselves.

So with this new Pro 10 HydroShield coating, this next generation coating, the devices are 10 times more durable than previous technology. It's remarkable. If we take a closer look at a couple of these considerations here, we've got just a little bit more on that next generation waterproof coating. So what it's able to do is provide more coverage with less material. We've replaced the kind of our current liquid based coating with a patent pending polymer coating.

And that process is applied through a vapor process. So the coating is vapor deposited on the circuit. And not only does it eliminate potential gaps and voids, but in tests the polymer coating resists oils and chemicals better than previous technology and it provides superior electrostatic protection. It's eco friendly as well and lasts a minimum of 10 times longer than Edge AI's nano coating. So we really have that wonderful addition here with Omega AI.

And I love this next element here. The video I'm going to show in just a moment. What you're going to see here is a common household sponge, one that is untreated and the second that has been treated with this next generation waterproof coating. And those are both going to be placed in the beakers of water that you see here. So let me go ahead and advance the video.

You can see that the uncoated sponge on the left hand side quickly soaks up the water. But the coated sponge on the other side or adjacent to it is impervious to the water around it.

Another exciting development in durability is stronger shell resin without sacrificing the ability for professionals to make modifications to it in the field, we've upgraded the material used in our custom shells to one that is more elastomeric and less brittle. So let's take, let's watch here. As you can see the pressure applied. So what? The new resin can absorb more impact energy before breaking, yet can still be modified again by the professional by buffing and even grinding.

So big steps forward in the reliability and durability department with Omega AI. So now let's shift gears and talk about connectivity. With Omega AI, it's easy and intuitive for patients to interact with the hearing aids and connect them to their smartphones, accessories or even other streaming devices. The 2.4 GHz Bluetooth, low energy radio included in every Omega AI provides easy pairing, ensures reliable connections and delivers the best sound quality available. Along with AuraCast compatibility, a diverse array of Starlink Edge accessories are compatible with the new Omega AI family.

The Starlink Edge table mic remote microphone, the TV streamer and the remote control 2.0 new and exclusive to Omega AI is that the Starlink Edge TV streamer now features Auto stream to enhance the user experience. The TV streamer will automatically start and stop streaming to the hearing aids when the television and the TV streamer are turned on and Omega AI hearing aids are within range. Nothing could be simpler for patients.

The Auto Stream feature defaults on but may be toggled off through the accessories screen in the Profit software or even through the My Starkey app. I really love this flexibility because it really helps you meet the needs or preferences of different patients.

All Omega AI hearing aids are also ready to connect to any AuraCast broadcast. This is a new Bluetooth capability that will soon become the next generation assistive listening technology. The Starlink Edge TV streamer is AuraCast Ready, which will allow other compatible devices to connect to it. In addition to Starkey hearing aids, for example, there are a number of headphones and earbuds that are AuraCast compatible, so now the whole family can enjoy the sound quality and capabilities of AuraCast broadcasts from the TV streamer, just touching on the accessories for a couple of minutes here. Another valuable accessory is the Starlink Edge Table microphone.

It features eight built in microphones making it easy for hearing aid wearers to automatically focus on varying signals of interest in multi speaker environments. It instantly starts and stops streaming the moment the accessory is turned on or off and features up to 10 hours of streaming on a single charge, which is accomplished in only two hours and it has an operating range of up to 50ft. The sleek rechargeable Starlink Edge remote microphone makes it easy for hearing aid wearers to enjoy one on one conversations in challenging environments. It provides effortless binaural streaming with instant start and stop capability as well so when powered on or off, and also features up to 10 hours of streaming time with just three hours required to achieve a full charge. It also boasts an operating range of 50ft.

And then what's more with the remote microphone is that when it is powered, when the remote mic is powered off and so not actively streaming it, it can be used as a remote control for hearing aid volume and program changes when off. A short press of the plus or minus volume buttons will adjust hearing aid volume instead of streaming volume and a long press of the buttons will cycle through the hearing aid programs provided by the professional and then the last accessory to mention is the Starlink Remote Control 2.0, which allows patients to manage volume adjustments, change programs and quickly access one of several program features through the star or favorite button. It's a great tool for patients with dexterity challenges or those who do not have a smartphone or who do not like to use apps on their phones. The lock unlock switch on the side of the device can be used to prevent unintentional changes and preserve remote control battery life when not being used. And then conveniently, this accessory uses a field replaceable CR2032 battery and comes with a pre attached lanyard.

The motto at Starkey is Hear Better, Live Better. As evidenced by the Omega AI product line. We are constantly looking for we ways to improve the patient's overall experience with our technology to help them lead a better life. We all know how personal someone's hearing journey can be and the My

Starkey app is an empowering tool for patients with smartphones or tablets. The My Starkey app is easy to download from the Apple app or Google Play stores.

You can also use this QR code in clinic to easily identify devices that are compatible and then to download the app. It's available in a couple of different form factors including a magnet and business cards. Please reach out to your Starkey account manager for more information on that. And a big win with the My Starkey app in May was the addition of the veteran technical support line specifically for government services accounts. It's a game changer for easy access to the support patients need when they need it.

So in the My Starkey app it can be accessed from the more icon in the bottom right corner of the home screen and then a simple tap on the phone number in blue text will place a call to the tech support team, really adding an incredible element of convenience for the patient and for professionals as well.

The My Starkey audio streaming screen replaces the home screen whenever there is an active stream occurring. So maybe that's a phone call or music or even an accessory stream. And this screen is now enhanced to include volume controls for streaming and the hearing aid microphones whenever streaming is active. So patients can easily manage what they're hearing at any time. How much preference to give the stream signal versus the signal being received by the hearing aid microphones.

The smart assistant feature in My Starkey can be used for hands free hearing aid controls to find a smartphone or even to access the Internet. Last fall we improved this feature to include a more conversational response interaction and between the patient and the smart assistant using Generative or Gen AI to improve usability and accessibility the Genai Smart Assistant has now been enhanced to support hearing aid mic pickup with Omega AI hearing aids and Edge AI devices with a firmware update.

Starkey is also delighted to introduce TeleHere AI. Powered by advanced generative AI technology, it offers patients 24. 7 support whenever they need it. This intelligent assistant accurately diagnoses hearing related concerns and delivers personalized hearing aid adjustments tailored to individual needs. It empowers patients to personalize their hearing aids through information and simple automatic adjustments to address common issues that may not necessitate clinical intervention.

And so TeleHear AI not only aims to improve patient satisfaction, but also to streamline the process and save clinicians time. So with this addition, Eliher Remote Programming now offers three options. Synchronous remote programming is a live virtual session between the patient and and the professional that allows the clinician to make live changes in the software and get immediate feedback from their patients. Asynchronous Remote Programming with this application, a patient sends a help request through the My Starkey app and the professional can send one or more adjustments for them to try and implement if helpful, all at the convenience of the patient and professional. So the patient would submit an asynchronous request at their convenience and the professional would reply or respond at their convenience.

And now with the launch of Omega AI again we're introducing TeleHere AI, a personalized real time customization all from using AI and all from within the My Starkey app. So the way this works with TeleHear AI, the patient can type or speak their sound concern to the chat like interface within the My Starkey app which has been trained to identify common sound concerns. After doing so, Generative AI will interpret the reported issue and ask follow up questions to get further clarification on the sound concern in question. The patient will be offered a new sound adjustment to try and compare to their original settings. And I think it's important to know that the adjustments that are proposed by TeleHere AI are based on expert assistant research input from our clinical research team as well as our audiology support calls database on common complaints and actions taken to resolve issues.

If the new adjustment resolves the issue or the challenge, the patient can make the selection and it will become their new default program. Patients can go through a total of up to three adjustments before being prompted to connect with their professional through an asynchronous help request. So again for more information, definitely talk with your Starkey Account manager.

Starkey has been a pioneer in promoting health and wellness in hearing aid technology by introducing a number of valuable features over the last several years, and these capabilities really align wonderfully with the VA's Whole Health Initiative that focuses on administering personalized veteran health plans rather than focusing on treating disease. With the November contract, I'm excited to announce two exciting new tools, Balance Builder and Respiratory Rate. Balance Builder helps patients proactively prevent falls through physical awareness exercises designed to bolster balance and stability. And Respiratory Rates allows patients to monitor their own respiratory rate, which is one of the four vital signs that help measure the body's most basic functions to stay one step ahead of any potential health issues.

The new Balance Builder feature complements Starkey's suite of tools for patients who may be at risk for falling. Several years ago we introduced the Fall Alert feature for identifying a fall and notifying one or more chosen contacts with location assistance. Last year we added the Balance Assessment tool for helping patients assess and monitor their balance based on the CDC's steady initiative. And now the Balance Builder feature being introduced with Omega AI provides home based exercises that are like those from the OTEGO Exercise program to strengthen aspects of balance and help mitigate the risk of falls and this will be available in all styles of Omega AI.

Balance Builder consists of eight static balance neck movements, Gaze sit to stand, knee bends, Heel raises, Weight shifts and Gait U turns. Each of these begin with instructions and provide a number of different variations and even sub variations to meet a variety of needs. So this feature is intended to be

a patient driven tool. Using the MyStarKey app, the starting page of the Balance Builder showcases the exercises that the patient can perform. It also allows the patient to view trends that show their current streaks and even their longest streak.

This gives them further insight into their progress when it comes to performing the Balance Building Builder exercises.

The Inertial Measurement Unit Sensors onboard Starkey Hearing aids have been instrumental in implementing our health and wellness features to help patients live a safe and healthy life. Expanding on this impressive technology, we are introducing the ability, as I mentioned, to measure respiratory rate with all styles of of Omega AI.

A respiratory rate feature measures breathing rate automatically every three minutes when at rest. In standard breaths per minute, the Respiratory rate screen will display the patient's respiratory rate range based on various time frames. The patient can select information for the day, the week, the month or even the year, and the patient can also find the average breaths per minute for the time frame that is selected.

The My Starkey App overall will now include an updated health screen with a new card carousel designed for easy access to health and wellness features. So here in blue you can see respiratory rate highlighted here in orange now Fall Alert and in purple Balance Assessment in addition to the new additions with the November contract, there are a variety of other incredible tools to help patients with physical health like activity tracking and step count and even cognitive difficulties like reminders and transcribe, for example. These options and others allow you to support and care for the whole individual. So we're really delighted to provide tools that allow you to care for the whole patient. And please know that the idea with these features is to really tap into the one or two.

Perhaps that might make a really nice difference for an individual. Certainly not that patients all patients use all features all right, well let's jump into Starkey's Prophets software which was built with input from hearing care professionals around the world. It was designed to save you time by helping you fit patients faster and more accurately than ever before. Profit offers a best in class fitting experience from first fit to fine tuning. Several November contract updates continue the momentum of Starkey's goal to deliver simpler and faster to allow you to spend the quality time with your patients and send them home satisfied in hearing their best.

So let's take a look at what's new. With the introduction of Omega AI, Starkey is proud to bring you the next iteration of Optimize Acoustic Model. This feature provides improved target modeling within the PROFIT software, resulting in a more accurate visual representation of ear canal acoustics and the hearing aids on the ear. The end result is faster and more accurate fittings.

Optimized acoustic model 2.0 uses the feedback cancellation initialization process to create a predicted real ear model which accounts for individual ear acoustics to improve first fit accuracy. This may help reduce the number of adjustments needed when matching targets with real ear measurements.

When the feedback canceller initialization is completed and sound leakage from the ear is measured. The originally predicted hearing aid gain and vent modeling generated by the first fit calculation are considered with improved modeling parameters including RECD and insertion depth correction so that PROFIT can generate an even more accurate modeled representation of the real ear aided response. The value add is a more accurate best fit and a more personalized fitting REM Target match is Starkey's built in Real Ear Measurement wizard which provides the ability to quickly and easily verify hearing aid frequency responses without ever having to leave the PROFIT software. Real ear measurement equipment does not support proprietary fitting formulas which account for the compression architecture that is being used and vent modeling as hearing aid form factors change

change over time in addition to other manufacturer specific signal processing considerations. So as a result professionals are restricted to using a generic or standard fitting formula like NAL and L2.

Starkey's REM target Match feature integrated into the PROFIT software provides two important wins over manual measurements which with standalone equipment, a faster match to Real Earth targets and the ability to use the fitting formula of choice including Starkey's proprietary eStat 2.0 with the November contract. REM Target Match is more efficient with Verifit Real ear systems, so here you can see the PROFIT dialog box for REM Target Match on the left set to NAL NL2 and the appropriately shown NAL NL2 targets within the Verifit system on the right hand side. So what's new is an improved visual experience for the professional when selecting to use the E stat 2.0 formula for the patient. Unlike before, NAL NL2 targets provided by the Verifit system will now be hidden from the Verifit screen to help minimize confusion. Since the hearing aids are being matched to ESTAT 2.0 targets, it's important to have fitting formulas aligned between the fitting software and the real ear system being used.

We wouldn't want to use the E Stat fitting formula and match responses to NAL NL2 targets, for example, for a couple of reasons when using the REM Target Match feature with the November update, the absence of The Verifit NAL NL2 targets should aid in avoiding that mistake.

In addition, the ability to make manual adjustments while still within the REM Target Match wizard is also a new option. So if professionals are happy with the generated REM Target Match results, they can select Skip to move forward with the rest of the steps within REM Target Match. If manual adjustments are completed but the clinician wishes to clear them, then there is an Undo all manual adjustments button that will set the gain back to the originally generated response. If the professional is satisfied with their adjustments their manual adjustments, then they may select Start to move forward with verification of their adjustments. So a few tools here really helpful streamlined process to help

support a faster and simpler REM Target Match process.

Our multiflex Tinnitus sound therapy feature has two updates with the November contract that were highly requested by professionals. As a reminder, there are a number of signals available for you to implement for patients who suffer from tinnitus. For those whom for whom amplification alone is not sufficient, there are a number number of broadband signals that you can implement to help them and provide that personalized relief. An audiogram shaped signal, a custom signal that's implemented or created using by measuring minimum detection levels and minimum masking levels through a streamlined wizard process, a broadband white noise, broadband energy consistent with the pure tone average and and then a number of colors of sound, low frequency weighted red noise all the way up through high frequency weighted purple noise and even an ocean signal as well which mimics the sound of the ocean. So a number of tools available for you to implement for patients as needed.

So by way of updates a tooltip has been added to stimulus shape to explain each option. Simply click on the blue information icon to populate a description of each signal and then also the stimulus or stimuli Play pause button is also new. It allows you to consider the stimulus shape and settings prior to starting the stimulus through the hearing aids. So when a signal is chosen choicen chosen, the stimulus defaults paused and the professional must select play to present the stimulus through the hearing aids and then play must also be selected prior to navigating away from the tinnitus screen Starkey AI Assist is a new tool within Profit that provides access to a generative AI assistant. This tool is found in the Help menu of Profit and provides an easy way to access resources available to you including troubleshooting tips, profit help files and even, you know, customer facing various customer facing materials.

You can ask questions about products, features, Profit or even my Starkey with this industry exclusive tool. And so here's a visual where you can see the AI Assist tool that lives in again in the Help menu of

Profit Session Notes Another big win with the November contract. This allows for detailed patient adjustment notes to be easily integrated in NOAA and with electronic medical records, professionals can quickly and easily assign adjustments made within Profit two specific patient complaints so that it is clear what was done in previous adjustment sessions.

So let's take a closer look at the fields that are available with session notes so clinicians can add specific topics of concerns or complaints that require fitting adjustments. Areas of concern will generate under today's topics. You can see that highlighted now at the top of the image you will see generated adjustment pills under today's Adjustments and then can move them to the appropriate complaint under today's topics and I'll show you an example of the adjustment pills in just a minute and then you can also type any additional notes or information that you wish to include regarding the fitting session. You can add that to additional notes in the dialog box that you see there at the bottom. So for example Perhaps the patient was complaining about a hot spot on your ear mold so you did some buffing or a modification was performed.

So that's not a programming complaint, but still an important consideration that was addressed at the appointment. So that would be an opportunity for you to enter that information there. So I mentioned those adjustment pills. So here you see some examples. Each adjustment that you make will generate what we call again an adjustment pill.

Adjustments made will be logged as a function of the profit screen you are on. So you can see here highlighted the example given is accessories. The accessories screen and then the adjustment pills will designate also very importantly if something was added, removed or changed and for which ear. Lots of helpful information with those adjustment pills. So topics create a section for assigning adjustments.

So here the example choir issues and what's nice is you can also assign the various pills and the adjustments made to the different topics. But and you may also in addition you may also assign check it

next session or topic resolved. And so let me kind of after highlighting kind of what you'll see on these various screens or in these various sections, let me show you a little video here that'll help it all make sense. So let me go ahead and start this. So here you can see the adjustments that were made those adjustment pills.

It's a simple drag and drop over to the topic on the right hand side and then also that ability under each to check to select check it next session or topic resolved.

Session note information can be exported or copied to the clipboard for easy uploading into electronic medical records. Regardless of whether they are copied or exported, they are automatically saved within the NOAA journal module for future access as long as you save the session before leaving the PROFIT software.

When working in Profit, all hearing aid adjustments are automatically saved to the hearing aids in real time. You do not have to save a session to ensure settings have been implemented in the hearing aids. You do have to save a session when exiting the software to add a description of the appointment and to save session notes. Selecting yes will ensure that the information obtained on the session notes screen will be visible for the next fitting session and will also save the visit within the NOAA database. When a fitting session is saved with session notes attached, you will see them within the NOAA journal module clicking the eye icon adjacent to the preferred fitting session on the right hand side.

Hope you can make that out. That's that's going. Or those eye icons will reveal the adjustments made and the associated patient complaints if they were added. If NOAA fast data is enabled in the profit system software. A much more detailed report is found within the NOAA Journal module for easy documentation and electronic medical records.

And so I do recommend that you enable NOAA Fast data. You can do this through the Profit software from the top menu General preferences menu and then you can see I've got it highlighted here. Side note also that enabling NOAA Fast data is necessary for printing and saving REM Target match results in noaa. So good good tool to just go ahead and enable that feature. So then when joining a future Profit session, any outstanding session notes from a previous session, if you have any of those you will be indicated or they will be indicated by the alert bell that you've got kind of off on the left hand left menu there.

When you revisit the session note screen itself, you will have three options to resolve the outstanding topic. Selecting yes will fully resolve the issue and clear it out of the queue. No revisit will add it to today's topics and no longer a concern will clear it from the queue as well. So there you have it with session notes. I think this is going to be a big game changer for the majority of professionals.

I hope you have enjoyed learning about the exciting new Omega AI product family and the other features that are included in the November 2025 contract to deliver better hearing all around. Forward is the only direction Starkey knows and excellence is the only quality we'll accept on behalf of patients and and professionals around the world. So I love this slide. I think it does a wonderful job of highlighting the exciting several world first capabilities that Omega AI brings to the table along with unparalleled AI sound quality and durability only seen with Starkey technology. You will be able to find a number of helpful resources@starkeypro.com this is the professional website and we do have a dedicated government page so you can go to starkeypro.com and then tap on the government page or screen at the top or just type in starkeypro.com government here you're going to be able to access again a number of helpful resources, white papers written by the researchers and engineers on the various technologies and features, quick tips ABC123 with helpful pictures on what to do and how to do it with various technologies and features, a number of videos and additional training opportunities as well through Starkey Pro.

You can also access contact information for for your dedicated government services, inside audiology representatives and territory account managers. They really are an incredible team of professionals and human beings, so please do reach out to them for additional information or to plan a meeting to learn more. They will be delighted to hear from you. And then finally, please consider joining us for one of our upcoming national symposiums. We would love to see you at any one of these engaging opportunities, and be sure to check the Pro site for additional offerings as more become available as well.

So you're welcome to use this QR code to register for one of the classes shown here on the screen. And then again, other learning opportunities, including additional symposiums, will be added to the procyte when available. So with that, I want to thank everyone for joining me today. I really appreciate your time and attention. I will now again thank you and I hope you have a great day.

I will now take a couple of moments to navigate to the Q and A area.