

Webinar FAQs

Better Hearing All Around: Choosing the Ideal Starkey Product for the Patient

Rachel Barrett, Au.D., CCC-A

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 Resources tab 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.

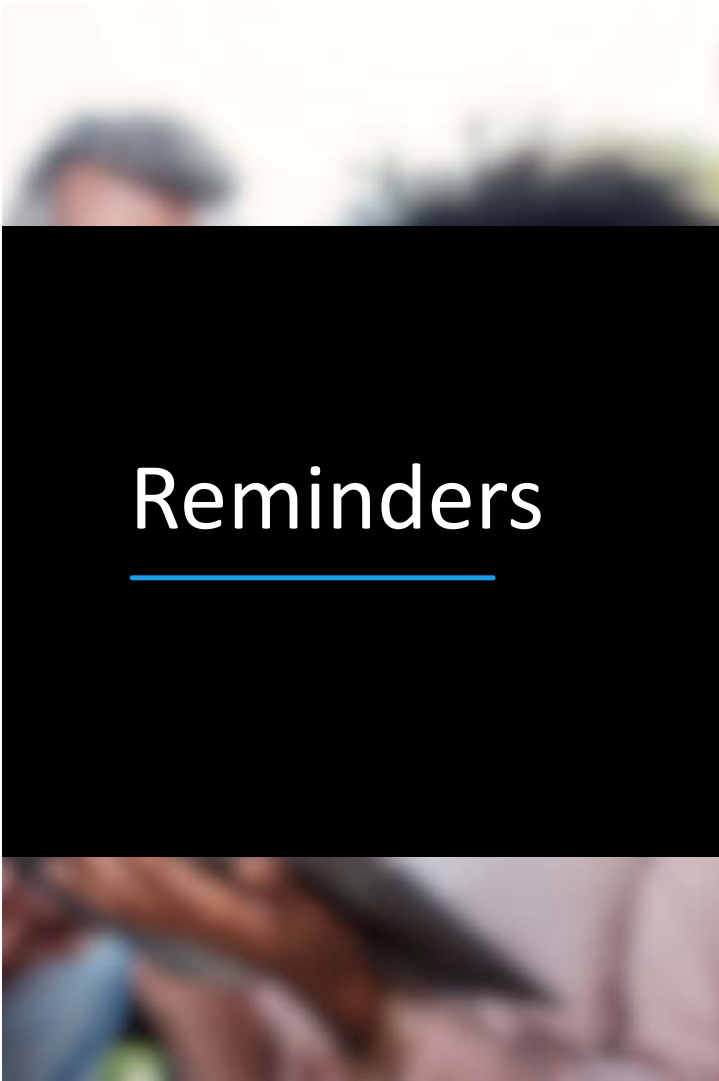
The interventions discussed in this course may be limited in generalizability, requiring practitioners to consider specific individual and population factors.

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.



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.

Learning Outcomes

1

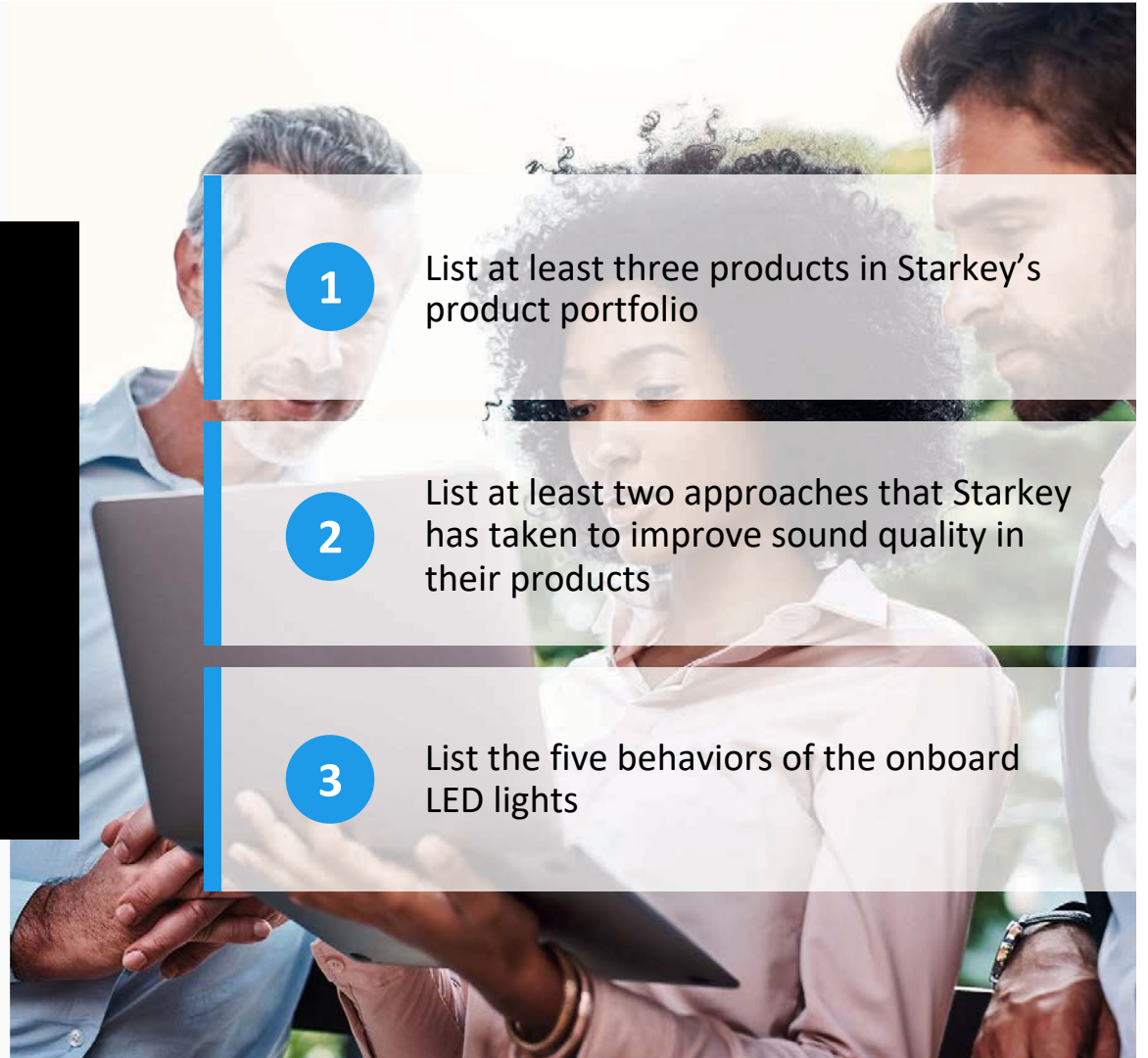
List at least three products in Starkey's product portfolio

2

List at least two approaches that Starkey has taken to improve sound quality in their products

3

List the five behaviors of the onboard LED lights



Better Hearing All Around: Choosing the Ideal Starkey Product for the Patient

Rachel Barrett, Au.D., CCC-A
Education and Training Audiologist



Agenda

Omega AI Products

Sound Quality Enhancements

Connectivity

Custom Solutions

Closing



PREMIUM PLUS

Wireless

OMEGA^{AI}



CIC ITC R ITE R mRIC R RIC312 RIC RT

ESSENTIAL

Wireless

G SERIES^{AI}



RIC 312 RIC R P BTE 13 UP BTE 13

PREMIUM PLUS

Non-wireless

Signature
SERIES



IIC CIC CIC R

CUSTOMIZED SOLUTIONS



SOUNDGEAR



SHIELD



PHANTOM



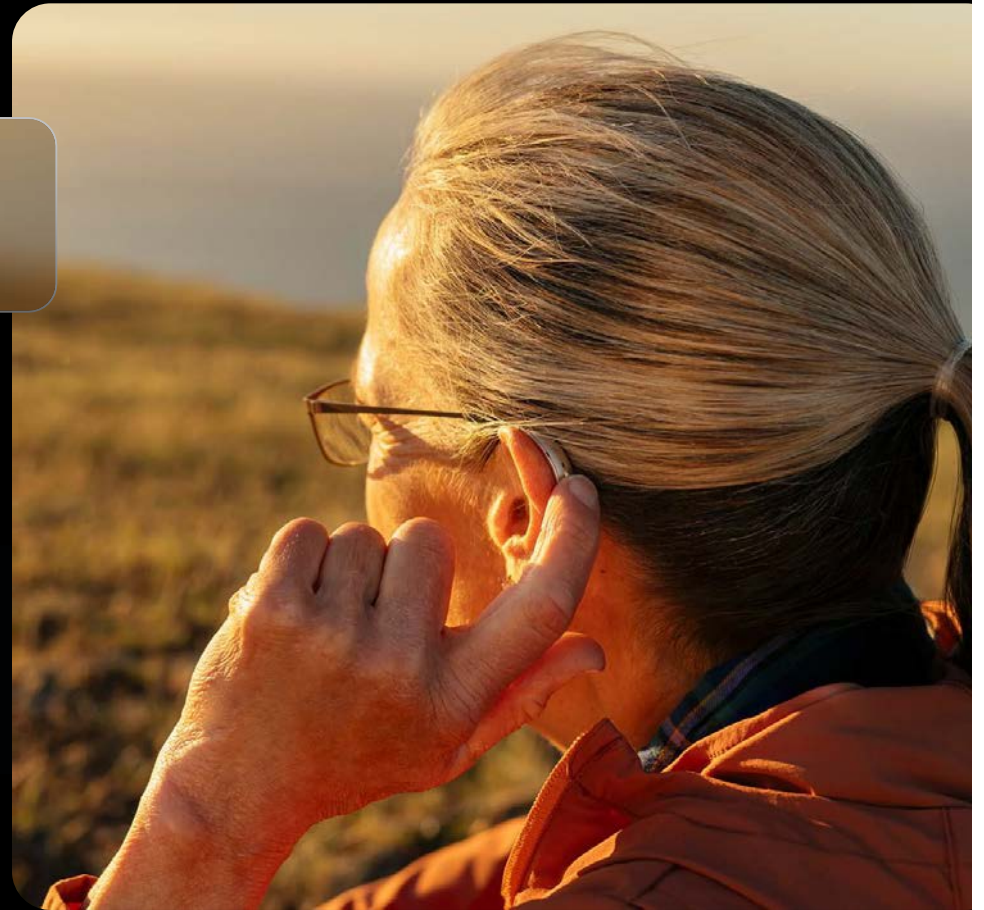
EAR MOLDS

OMEGA^{AI}

Technology so intelligent,
it's superhuman

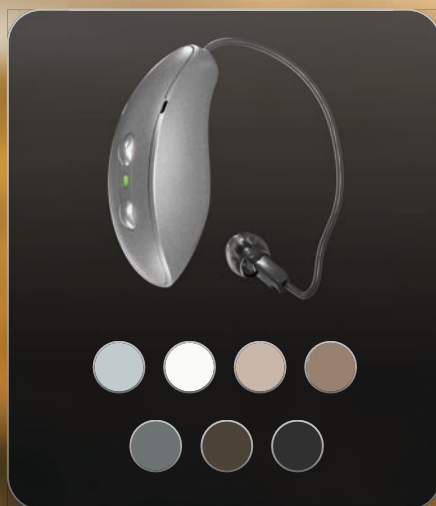


Tech tiers
24 | 20 | 16



OMEGA^{AI} RIC RT with LED

TECH TIERS
24 | 20 | 16



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

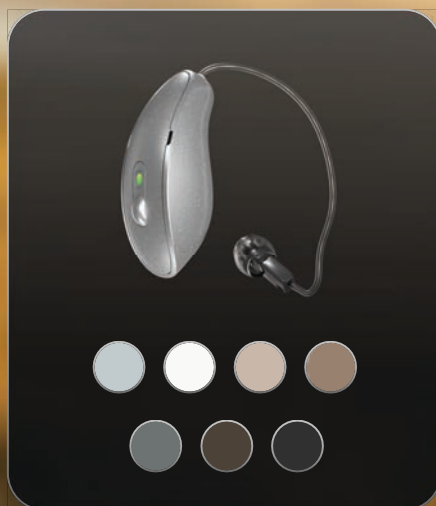
StarLink 2.0 chargers
StarLink Edge wireless accessories
My Starkey mobile app



**Engineered
to be waterproof**

OMEGA^{AI} mRIC R with LED

TECH TIERS
24 | 20 | 16



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

2.4 GHz radio with LE Audio

Push button user control

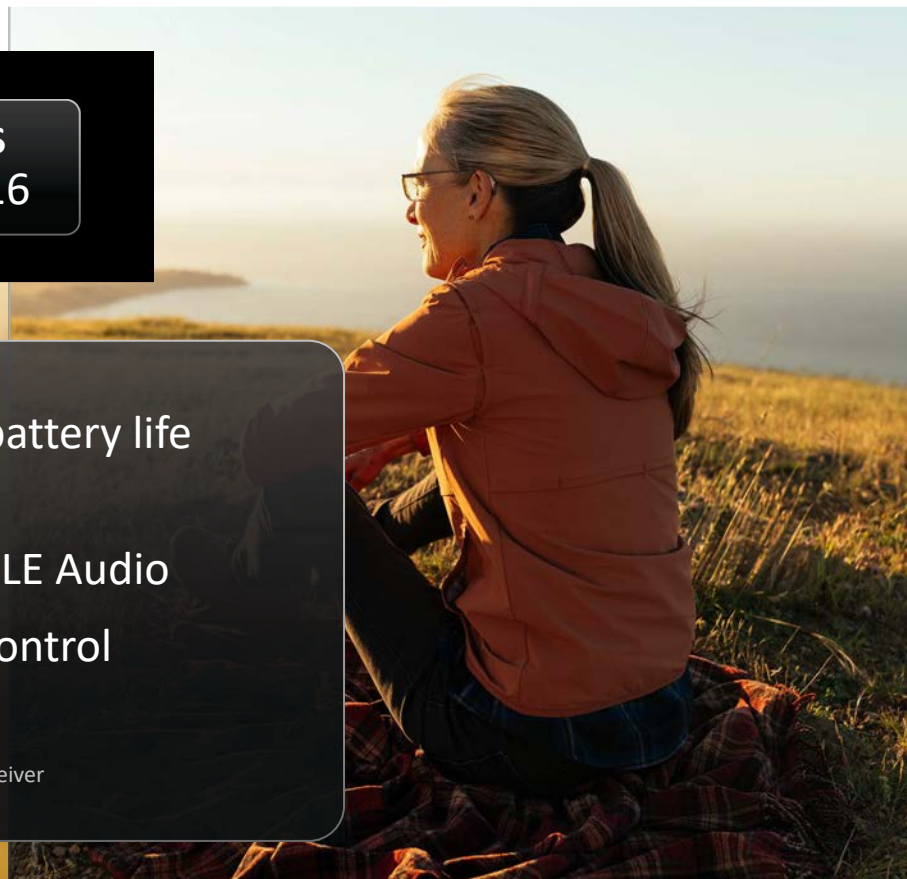
*Battery life based on M (50 gain) receiver

COMPATIBLE
WITH

StarLink 2.0 chargers
StarLink Edge wireless accessories
My Starkey mobile app

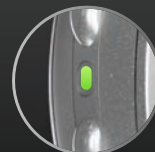
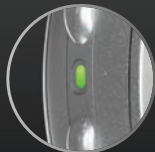


Engineered
to be waterproof



LED Indicator Lights

INDICATOR LIGHT



STATUS

Hearing Aid is
Powered ON

Hearing Aid 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

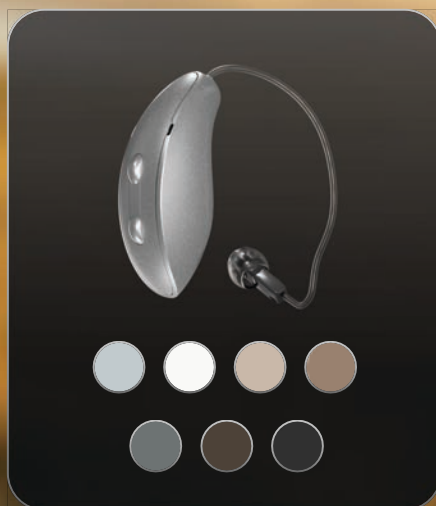
BLINKING FOR
5 Seconds

BLINKING
CONTINUOUSLY

*Device Firmware Update with compatible App

OMEGA^{AI} RIC 312

TECH TIERS
24 | 20 | 16



Up to 6 days of battery life
4 days with CROS

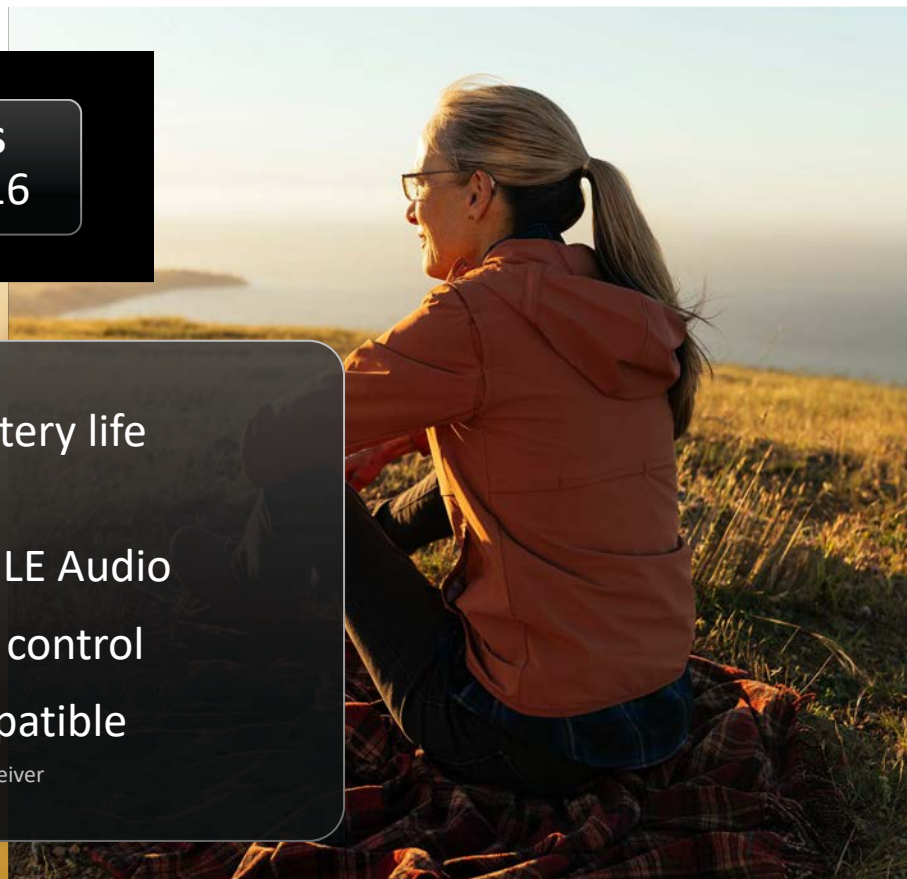
2.4 GHz radio with LE Audio

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





RIC 312



RIC RT



NFMi

Utilizes NFMi to provide a robust ear-to-ear connection

COMPATIBLE WITH

StarLink Edge wireless accessories
My Starkey mobile app

A woman with blonde hair in a ponytail, wearing glasses and an orange jacket, is sitting on a grassy hillside at sunset, looking out over a body of water.

**Omega AI
CROS System**

SnapFit 2.0 Receiver

featuring FlexForm™ Receiver Cable

10-pin connector

Reduction in cable diameter,
increased pliability, and Kevlar-
reinforcement for a discrete,
comfortable fit that's built to last



Flexibility to meet
patients needs



Matrix Options

L | M | P | UP*

*Custom Cased Required

OMEGA^{AI} Custom Solutions

TECH TIERS
24 | 20 | 16



CIC

ITC R

ITE R

Faceplate Colors



Shell Colors



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**

StarLink 2.0 chargers
StarLink Edge wireless accessories
My Starkey mobile app



**Engineered
to be waterproof**

INDUSTRY LEADING

Battery Performance



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

StarLink Charger 2.0

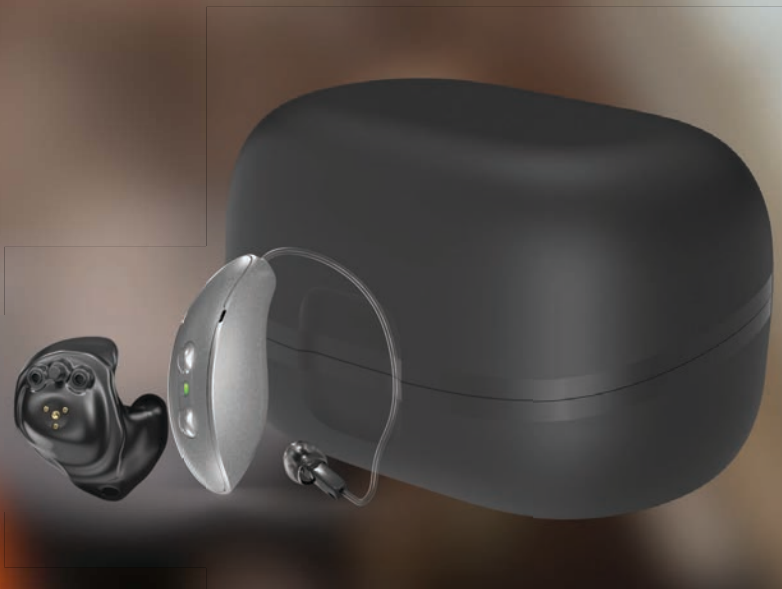


StarLink Charger 2.0
Default



**StarLink Premium
Charger 2.0 with
onboard battery**
Orderable





Ship Mode

Prior to first use:

StarLink Charger 2.0 must be plugged into a power source (e.g. wall outlet)

Rechargeable RIC and custom devices must be placed in the appropriate charger for 3 seconds and then removed to exit Ship Mode

Durability by design



OMEGA^{AI}



**INDUSTRY-
LEADING**
BATTERY LIFE

**WATERPROOF
SWEATPROOF
EVERYDAY-PROOF**

OVER 50
DURABILITY TESTS



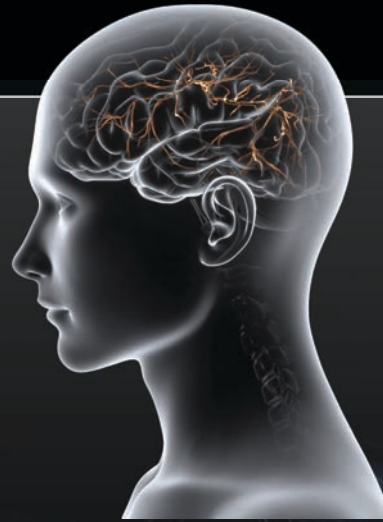
500+ HOURS OF
HIGH-STRESS TESTING



Sound quality
is *key*



G3 Neuro Processor



Neuro Sound Technology

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

Sense

Additive Compressor

Dynamic Range

eSTAT 2.0

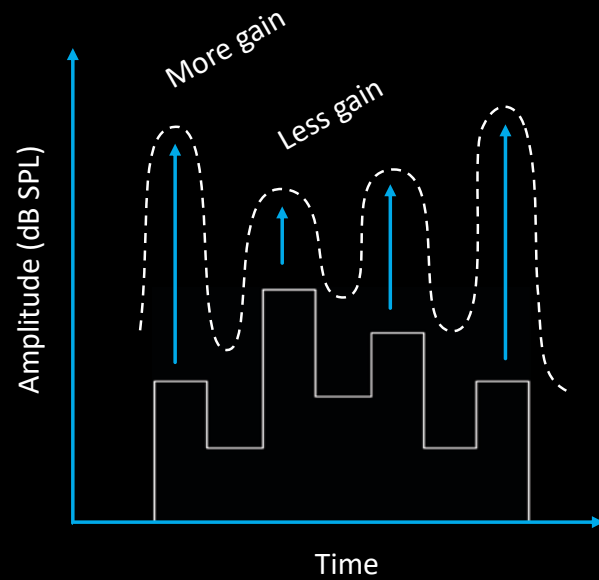
REM Target Match

IMU Sensor technology

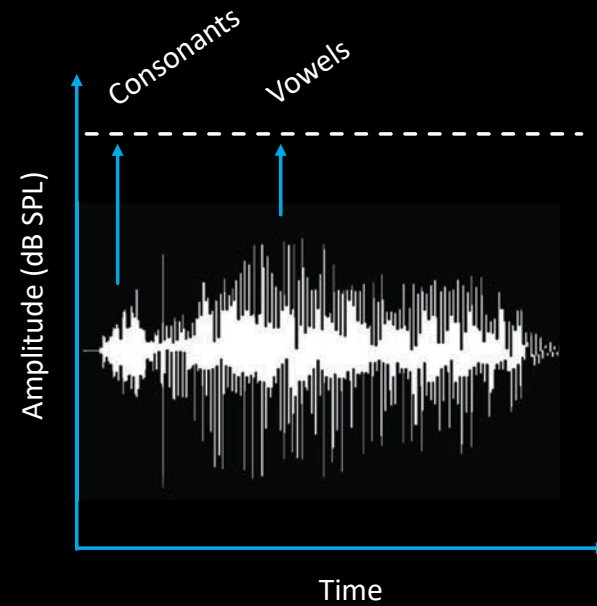
Deep Neural Network



Slow Compressor



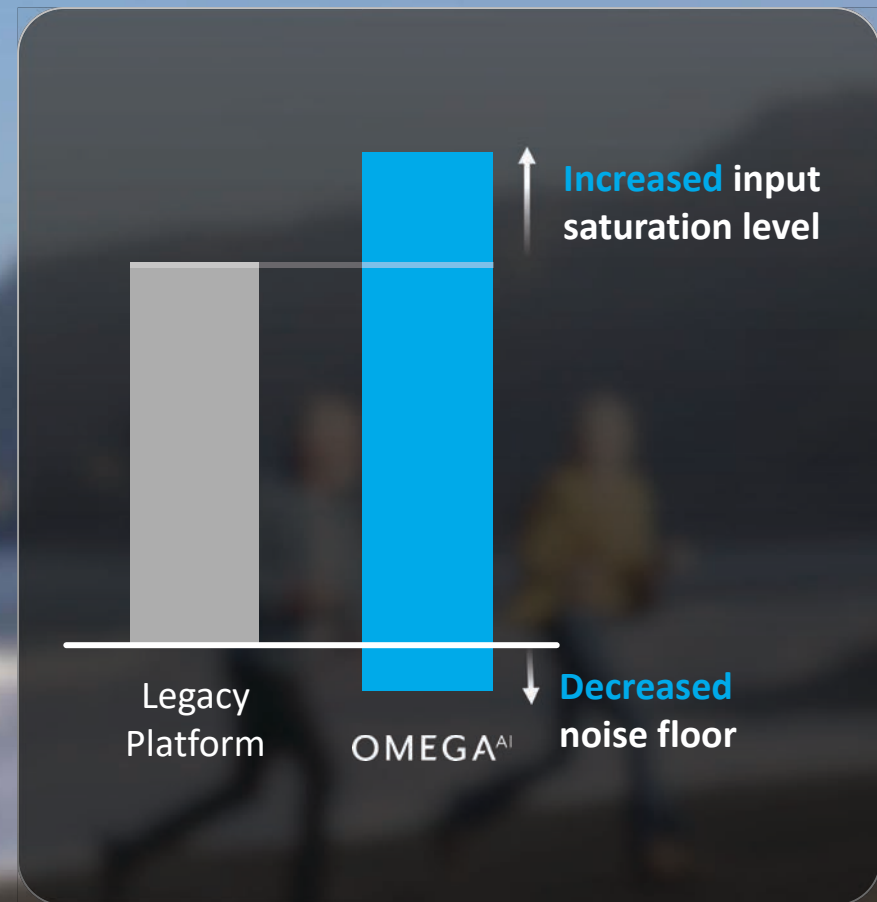
Fast Compressor



Additive Compressor

Dynamic Range

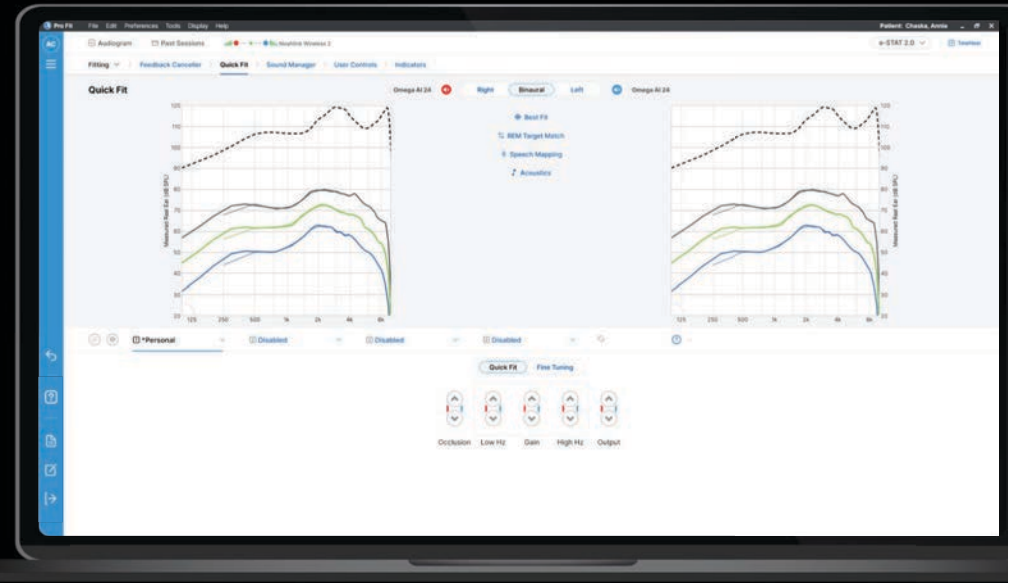
20 dB improvement to circuit dynamic range



eSTAT 2.0

Proprietary Fitting Formula

Developed with the additive compressor architecture to provide more gain for soft speech and better audibility at higher frequencies



~4-6 dB more gain for soft sounds*

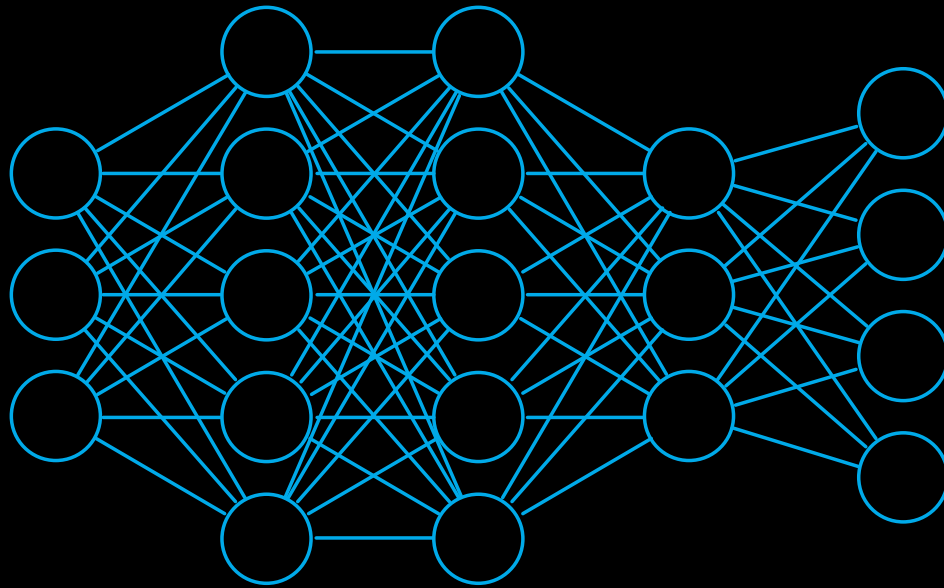
10% higher speech intelligibility scores for soft speech vs. previous technology

*Varies with the audiogram and acoustic stimuli

More gain at higher frequencies**
($> 3\text{kHz}$)

Improved vent modeling

**Varies with audiogram and with frequency



Starkey's Deep Neural Network

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

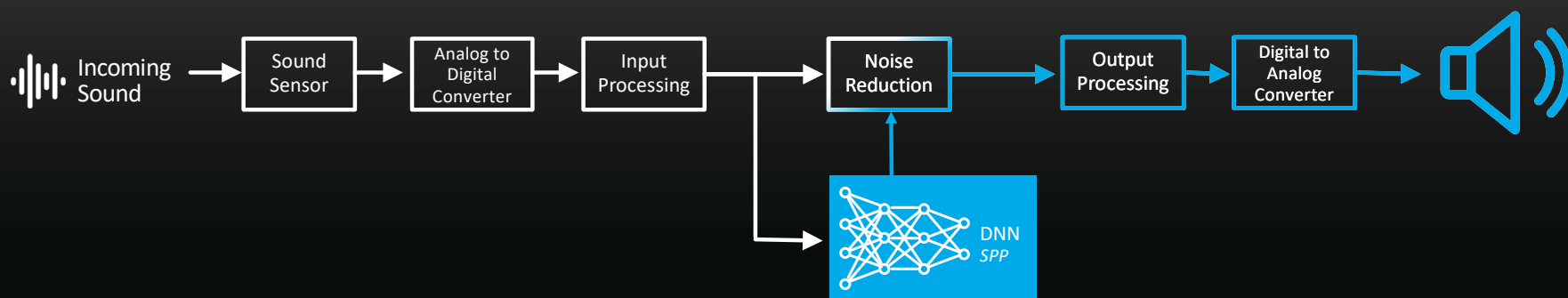


Deep Neural Network Enhanced Speech in Noise

Speech Probability Predictor

30% more accurate
at identifying speech

Conventional Omega AI Noise Reduction



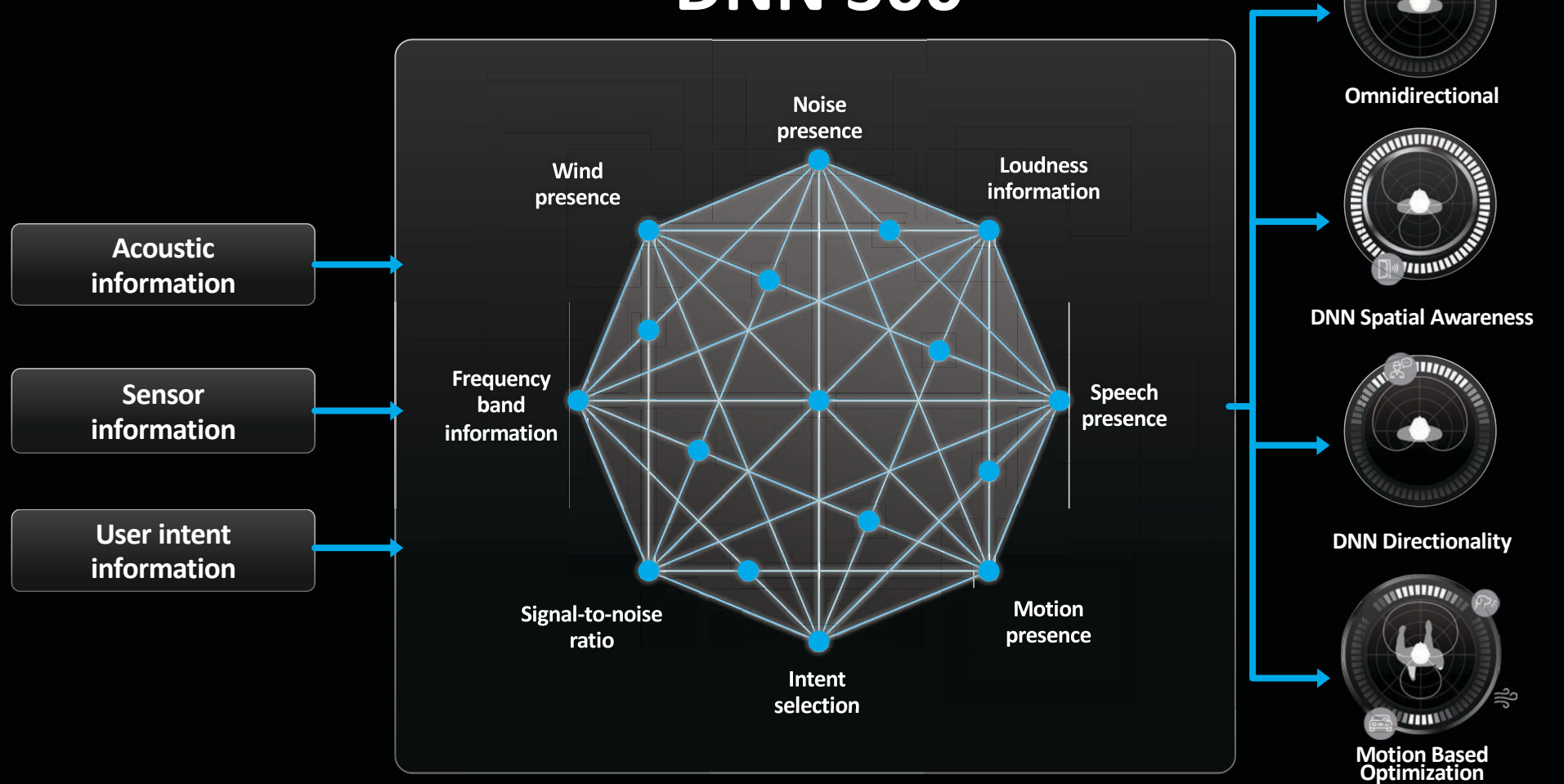


DNN 360

Better hearing
all around

Exclusive to
Omega AI 24 RICs

DNN 360



Adapt

Sound Manager

Sound Enhancement

Situational Sound Management

Directionality

Feedback Canceller

Frequency Lowering

Streaming



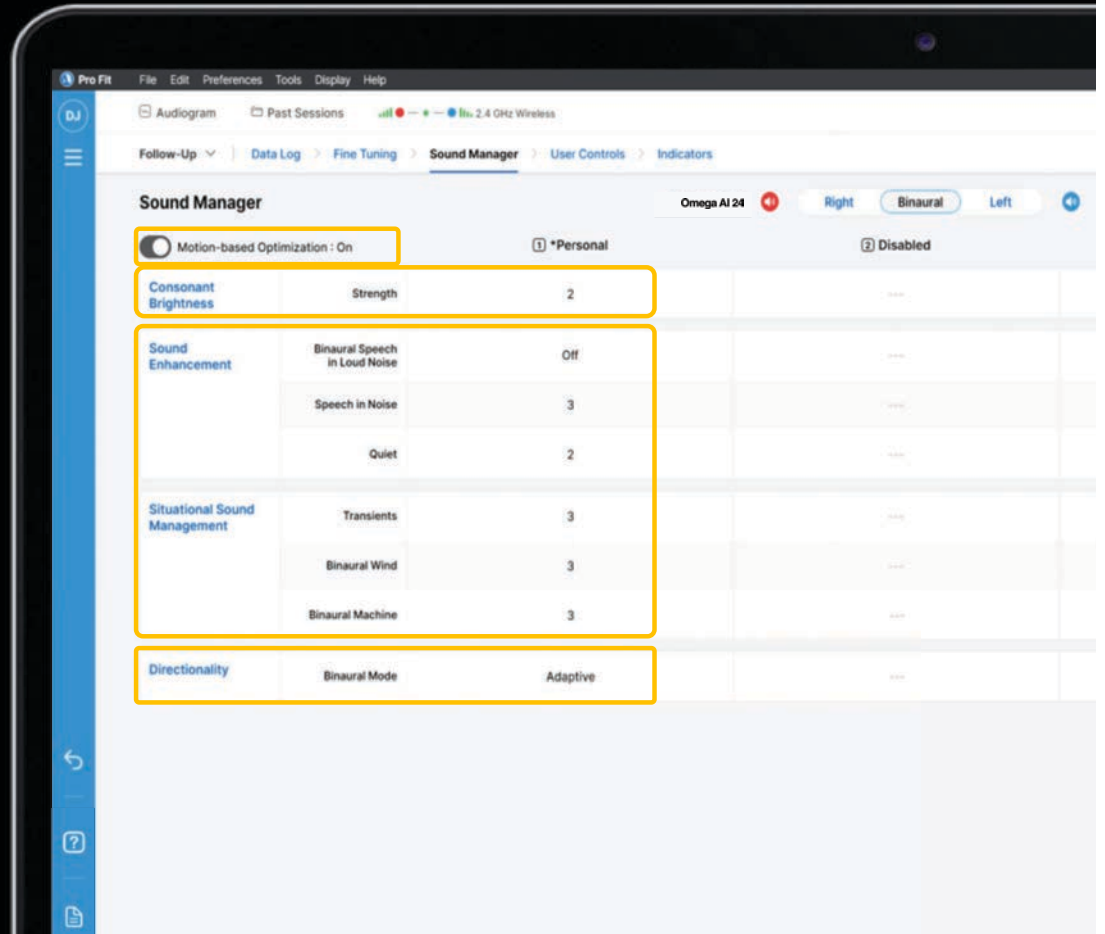
Sound Manager

Motion-Based
Optimization Controls

Consonant
Brightness Controls

Algorithm Controls

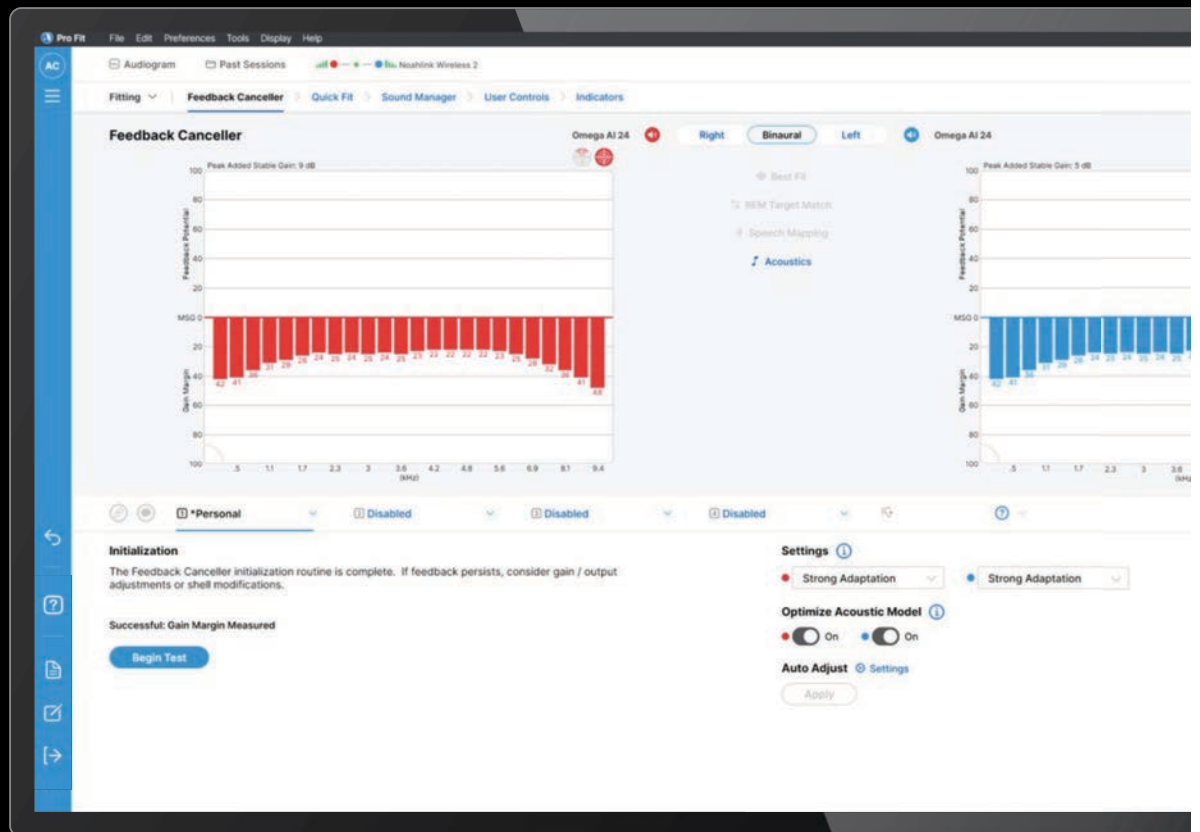
Directionality Controls



Feedback Cancellor

Automatically suppresses feedback before it happens with the primary goal of maintaining audibility

Recommended at every first fitting





Best-in-class streaming sound experience

Streaming configuration for
all streamed inputs

Customize the streaming
frequency response through
Pro Fit or the My Starkey App

Control

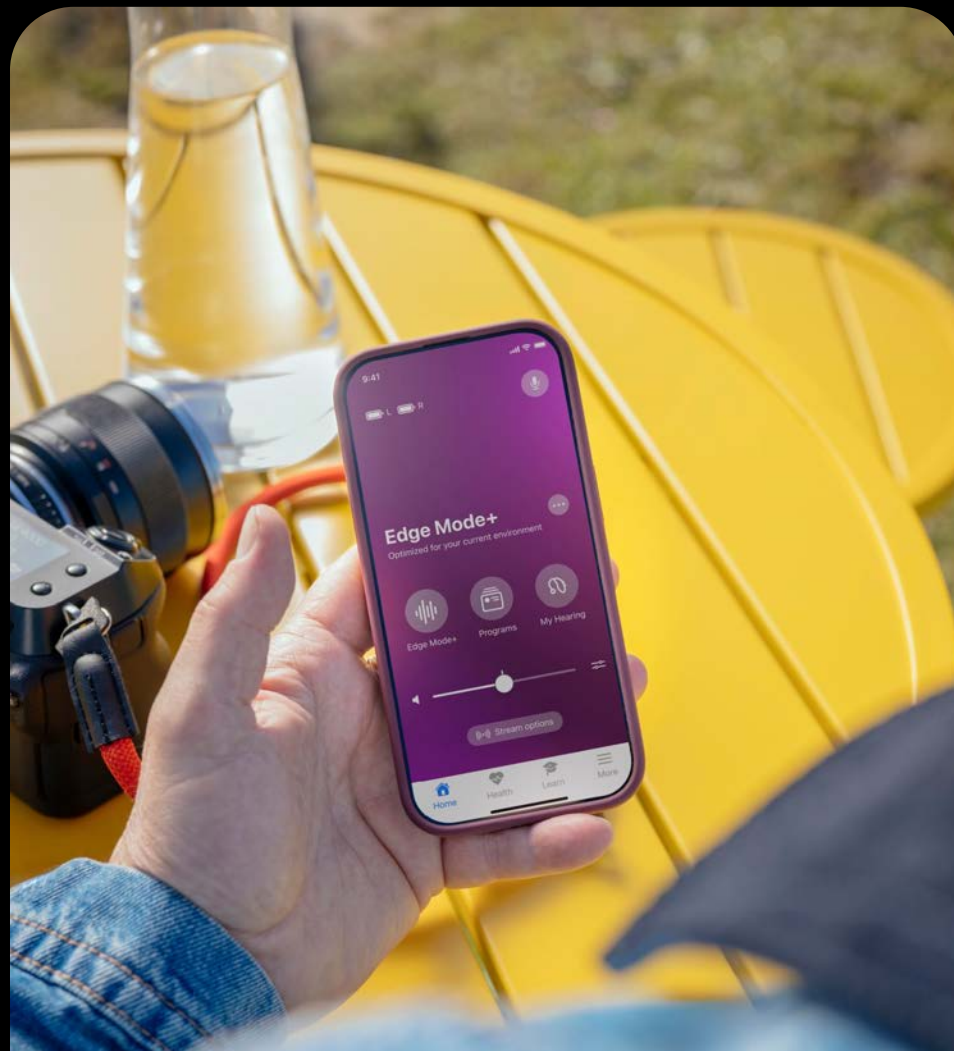
User Controls

MultiFlex Tinnitus Pro

My Starkey App

Self Check	Find My Hearing Aids
TeleHear	Reminders
Balance Assessment	Smart Assistant
Balance Builder	Translate
Respiratory Rate	Transcribe
Fall Alert	

Edge Mode+





Multiflex Tinnitus Pro

*Personalized Sound Therapy for
Tinnitus Management*



Personalized Masking Options

White Noise
Audiogram
Shaped
Custom

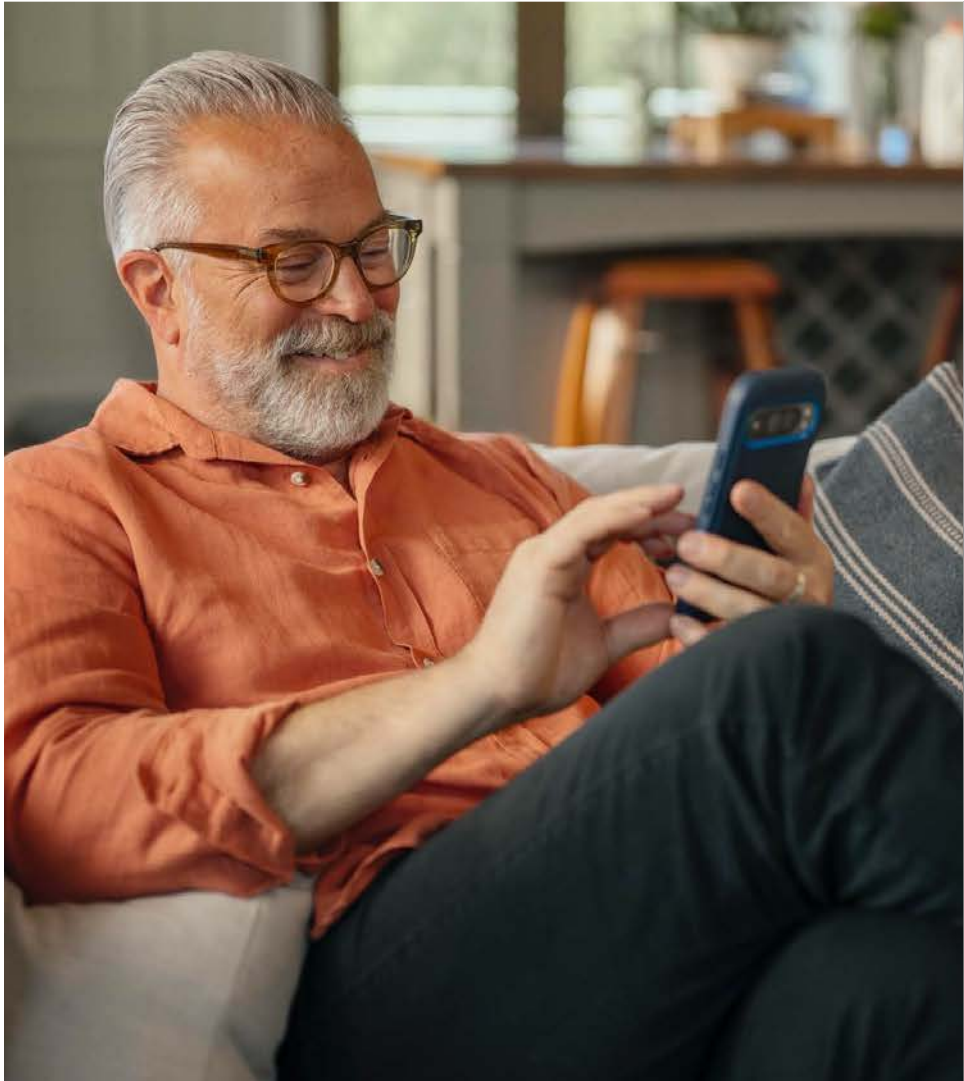
White Noise
Weighted Options

Ocean Noise
Red Noise
Pink Noise

Low Frequency
Weighted Options

Blue Noise
Purple Noise

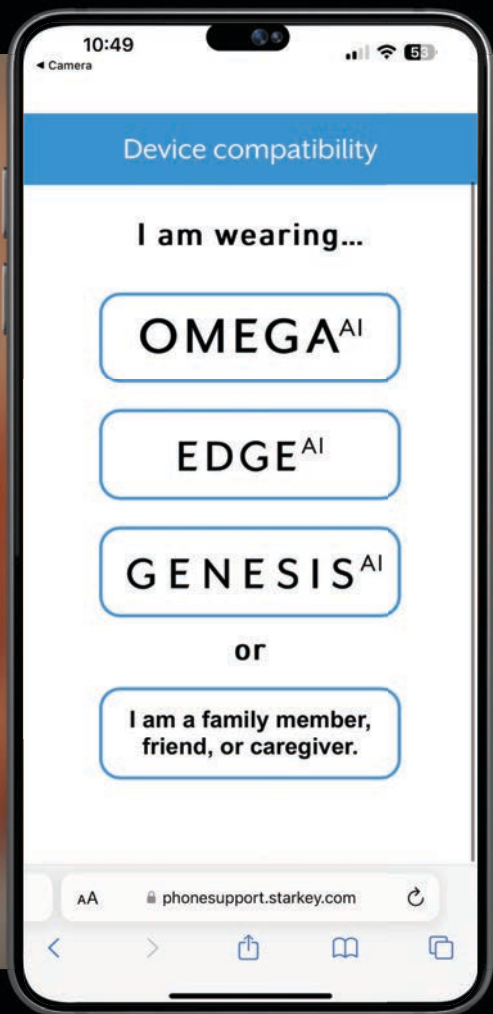
High Frequency
Weighted Options



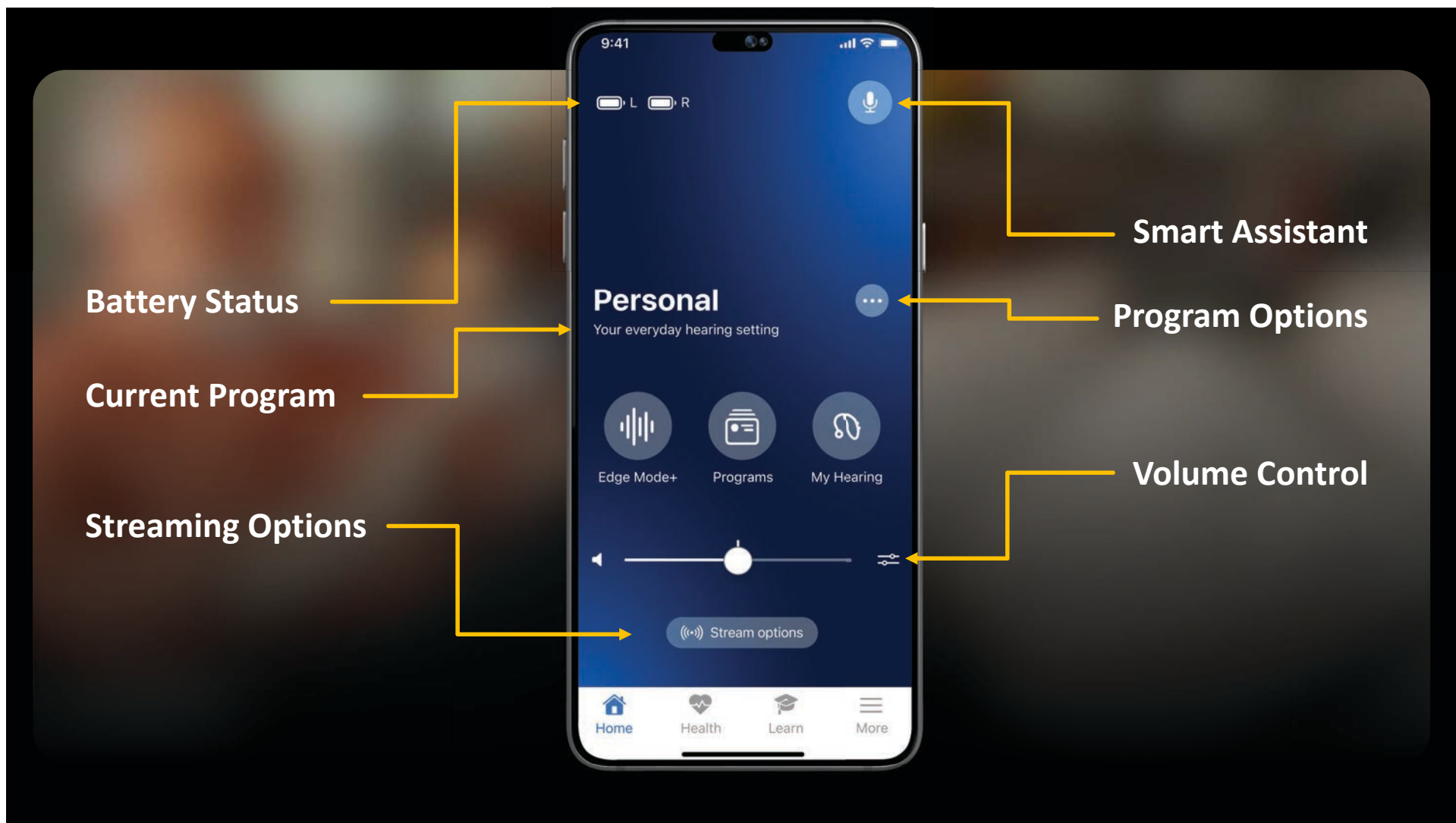
OMEGA^{AI}

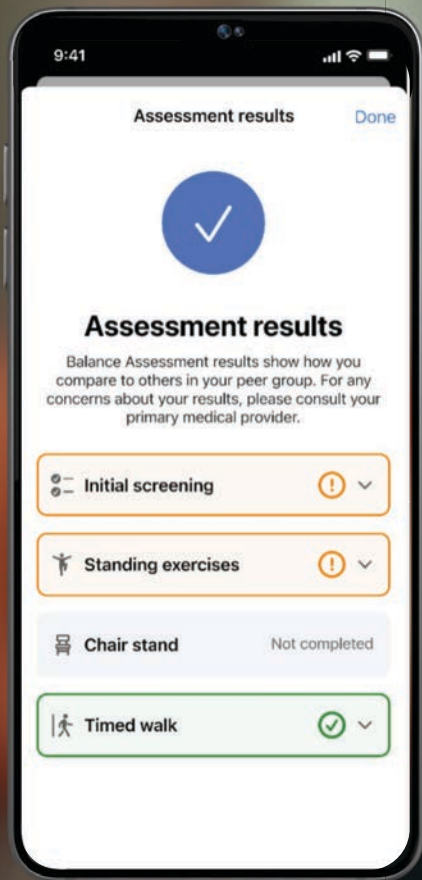


MyStarkey

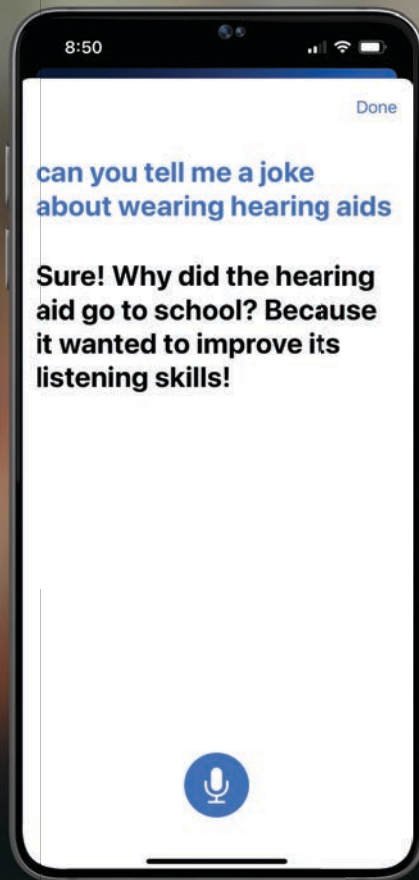


Device Compatibility





Balance Assessment



Smart Assistant

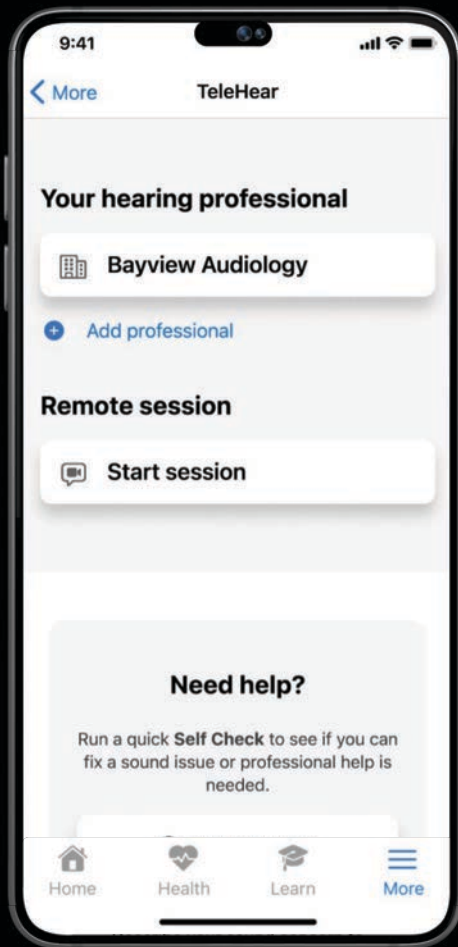
Convenience Features

Making every day healthier

- Activity tracking
- Engagement tracking
- Fall Alert
- Respiratory Rate
- Balance Assessment
- Balance Builder

Making every day easier

- Gen AI Smart Assistant
- Auracast Assistant
- Push-to-Talk
- Self Check
- Learn
- Reminders
- Find my Hearing Aids



TeleHear

Making remote care even more convenient for you and your patients

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



Edge Mode+

The industry's first-of-its-kind intelligent, on-demand noise management and comfort feature

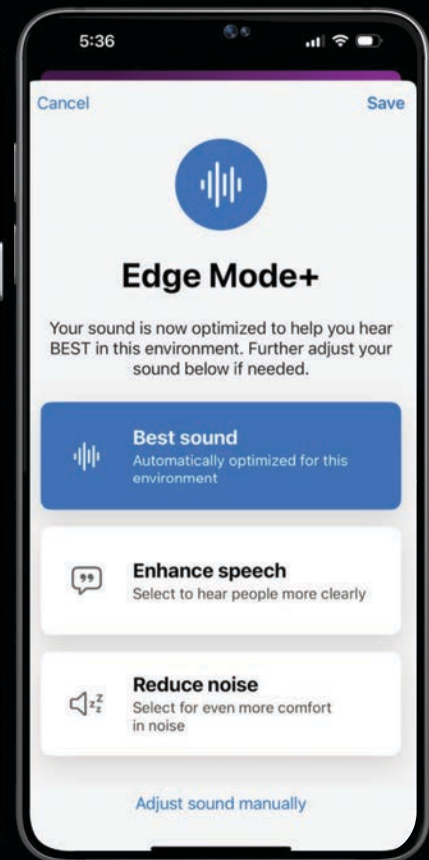
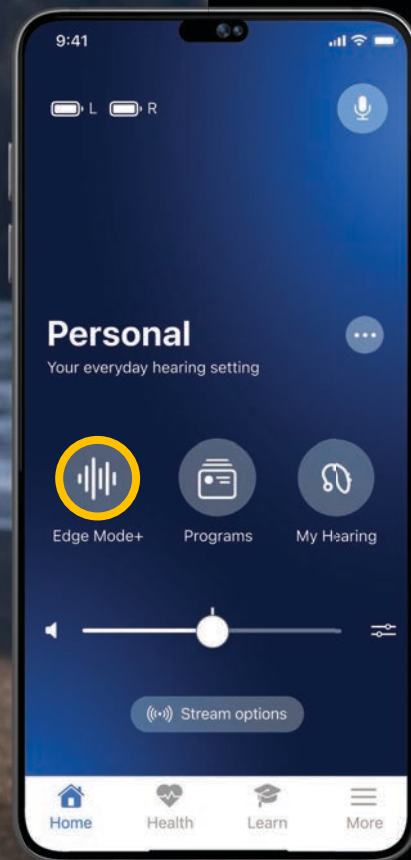
Edge Mode+

User Intent Options*

Enhance Speech

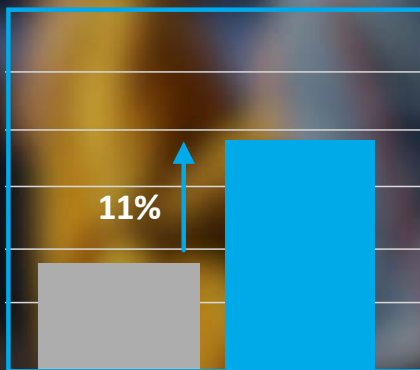
Reduce Noise

*24 & 20 technology tiers



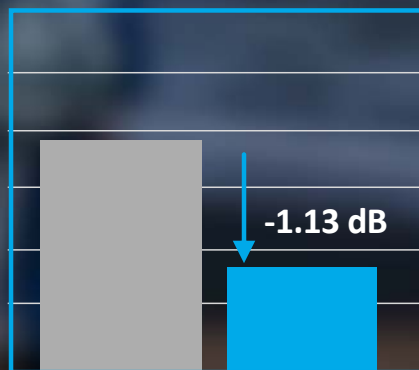
Edge Mode+ has been shown to improve speech recognition and decrease listening effort

Word Recognition Score



Default Settings Edge Mode+ Enhance Speech

Listening Effort SNR



Default Settings Edge Mode+ Enhance Speech

Edge Mode+

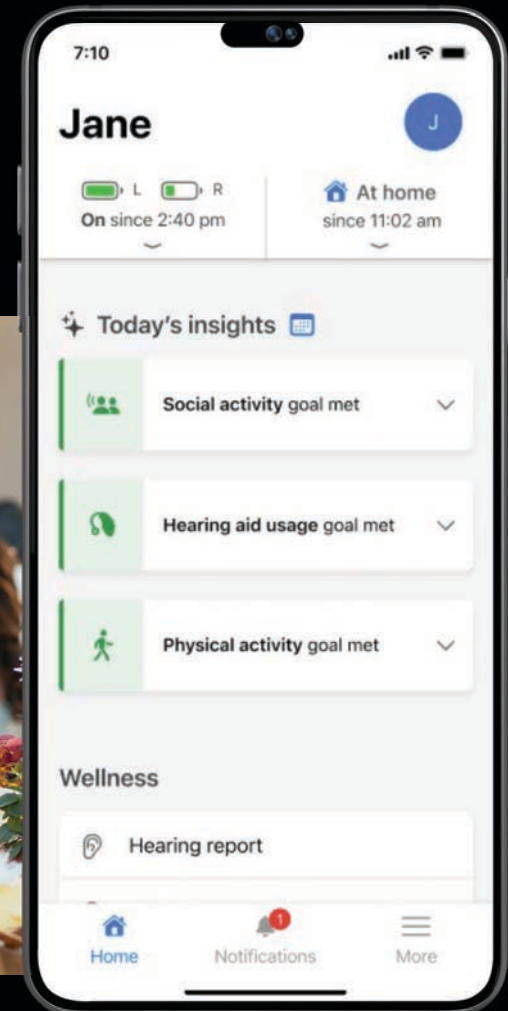
Utilizes the integrated NPU to process the environment and uses AI to select the best settings based on that sound scene

The user can further clarify their intent to enhance speech or reduce noise



HearShare

Providing peace of mind for caregivers and independence for hearing aid wearers



Hear with clarity, **connect with confidence**



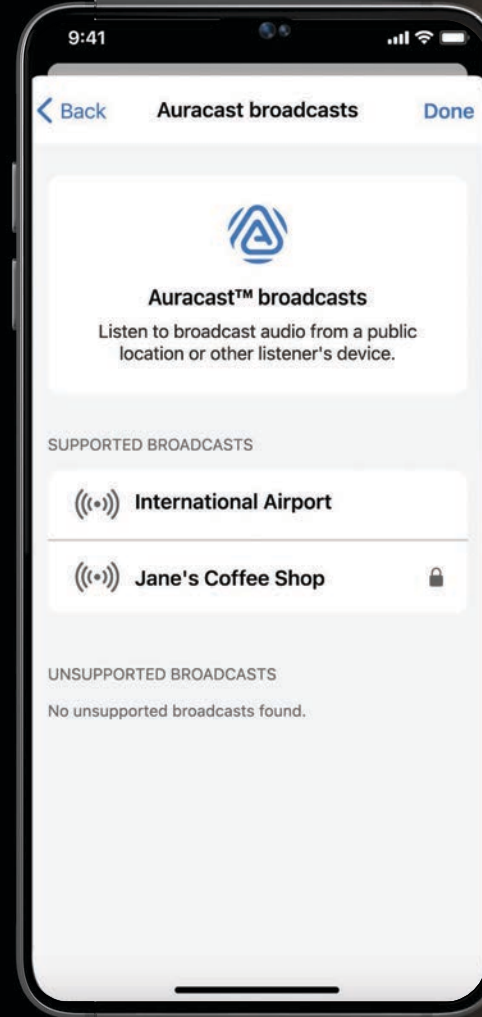


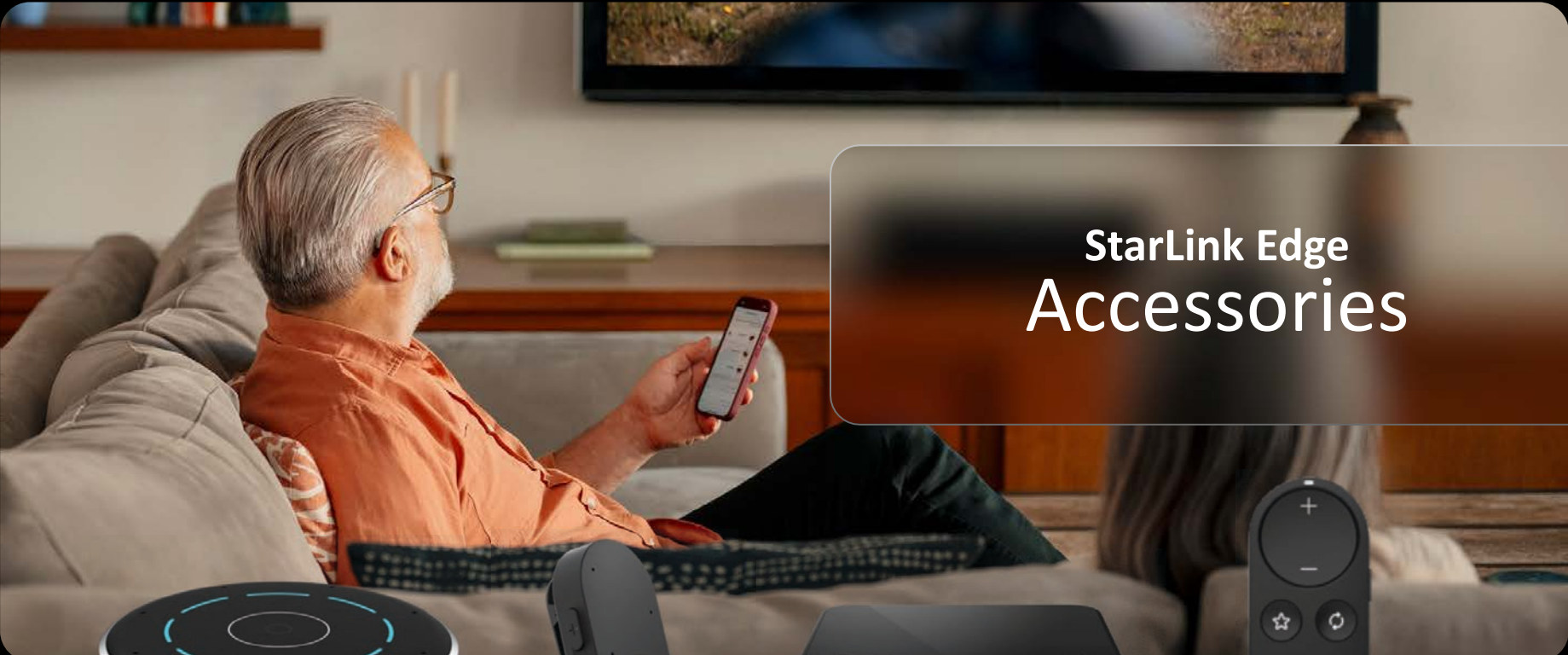
Best-in-class
Streaming Experience

2.4 GHz Radio with LE Audio

Auracast Assistant

Use the My Starkey app on a mobile device to easily connect to an Auracast broadcast





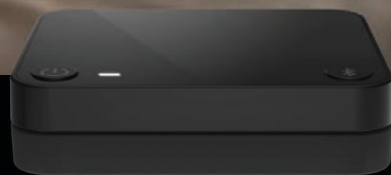
StarLink Edge Accessories



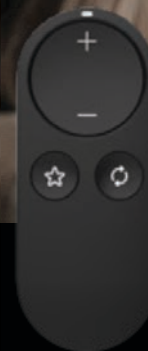
StarLink Edge
Table Microphone



StarLink Edge
Remote Microphone



StarLink Edge
TV Streamer



StarLink
Remote Control 2.0



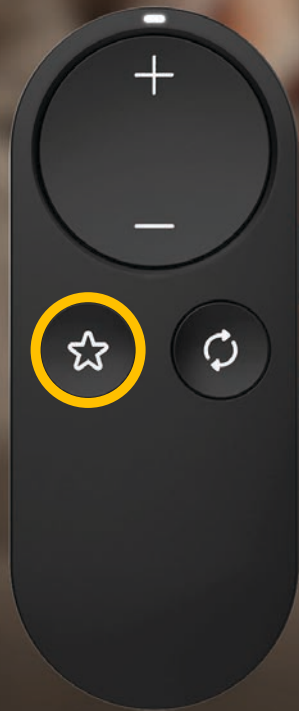
StarLink Edge TV Streamer

Auto Stream

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

Exclusive to Omega AI

StarLink Remote Control 2.0



Manage:

Volume
Program

Favorite Button:

Home (default)
Start/Stop Broadcast Stream
Edge Mode+
Tinnitus on/off

StarLink Edge Table Microphone

Featuring eight built-in microphones, our rechargeable StarLink Edge Table Microphone makes it easy for hearing aid wearers to automatically focus on varying signals of interest in multi-speaker environments





StarLink Edge Remote Microphone

Our sleek, rechargeable StarLink Edge Remote Microphone makes it easy for hearing aid wearers to enjoy one-on-one conversations in noise

It also works as a remote control

Feature Tiering



**For iOS users only*

DNN 360

	24	20	16
Edge Mode+			
Automatic & User Control	●		
Personalization	●	●	
App Control	●	●	●
Speech Optimization			
Consonant Brightness	●	●	●
Voice AI*	●		
Sound Manager			
DNN Directionality	●		
DNN Spatial Awareness	●		
Quiet	■■■ Maximum expansion	■■■ Moderate expansion	■■■ Mild expansion
Machine Noise Reduction	■■■■ Up to 22 dB reduction	■■■■ Up to 12 dB reduction	■■■■ Up to 8 dB reduction
Speech in Noise Reduction	■■■■ Up to 22 dB reduction	■■■■ Up to 10 dB reduction	■■■■ Up to 8 dB reduction
Transient Noise Reduction	■■■■ Up to 15 dB reduction	■■■■ Up to 9 dB reduction	■■■■ Up to 6dB reduction
Wind Reduction	■■■■ Up to 35 dB reduction	■■■■ Up to 19 dB reduction	■■■■ Up to 10 dB reduction

Feature Tiering



*For iOS users only

**Rechargeable styles only

***For Android users only

Features listed in blue are available within the My Starkey app

	24	20	16	
●				Gen AI Smart Assistant & TeleHear AI
●				Translate & Push-to-Talk
●	●			Transcribe
●	●			Multiflex Tinnitus Pro
●	●	●		Smart Assistant & Find My Hearing Aids
●	●	●		2-Way Audio
●	●	●		Hearing Health & Activity Tracking
●	●	●		Fall Alert, Balance Assessment, Balance Builder
●	●	●		Reminders & Self Check
●	●	●		Auracast Assistant
●	●	●		Tap Control
●	●	●		TeleHear Remote Programming
●	●	●		Google Fast Pair***
●	●	●		Demo Stream
●	●	●		Waterproof up to 1m**
●	●	●		Apple Watch Controls*

**Faster fittings,
greater satisfaction**



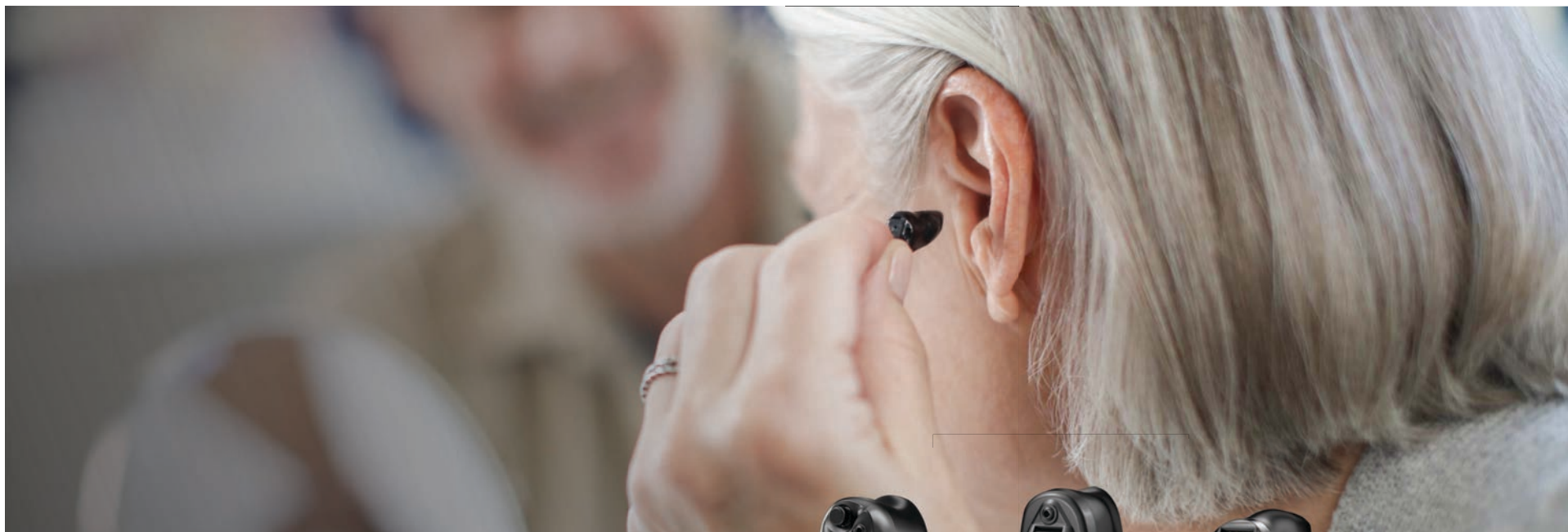
Starkey Pro Fit



OMEGA^{AI}

Better hearing **all around**





CIC R NW



CIC NW



IIC NW

Signature
SERIES

Signature
SERIES



	CIC R NW	CIC NW	IIC NW
Technology Tiers/Channels	24, 20, 16	24, 20, 16	24
Matrix	L, M, P, UP	L, M, P, UP	L, M
Battery Type	Rechargeable	10 Battery 312 Battery	10 Battery
Battery Life	Up to 38 hours	Up to 8 days Up to 10 days	Up to 7 days
User Control	Push Button	Push Button	Not Applicable
Telecoil			
CROS/BiCROS			
Edge Mode+	✓	✓	

← Artificial Intelligence →



RIC 312

RIC R

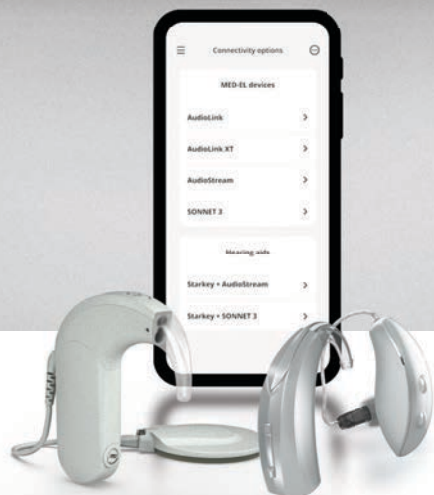
P BTE 13

UP BTE 13

G **S E R I E S**^{AI}

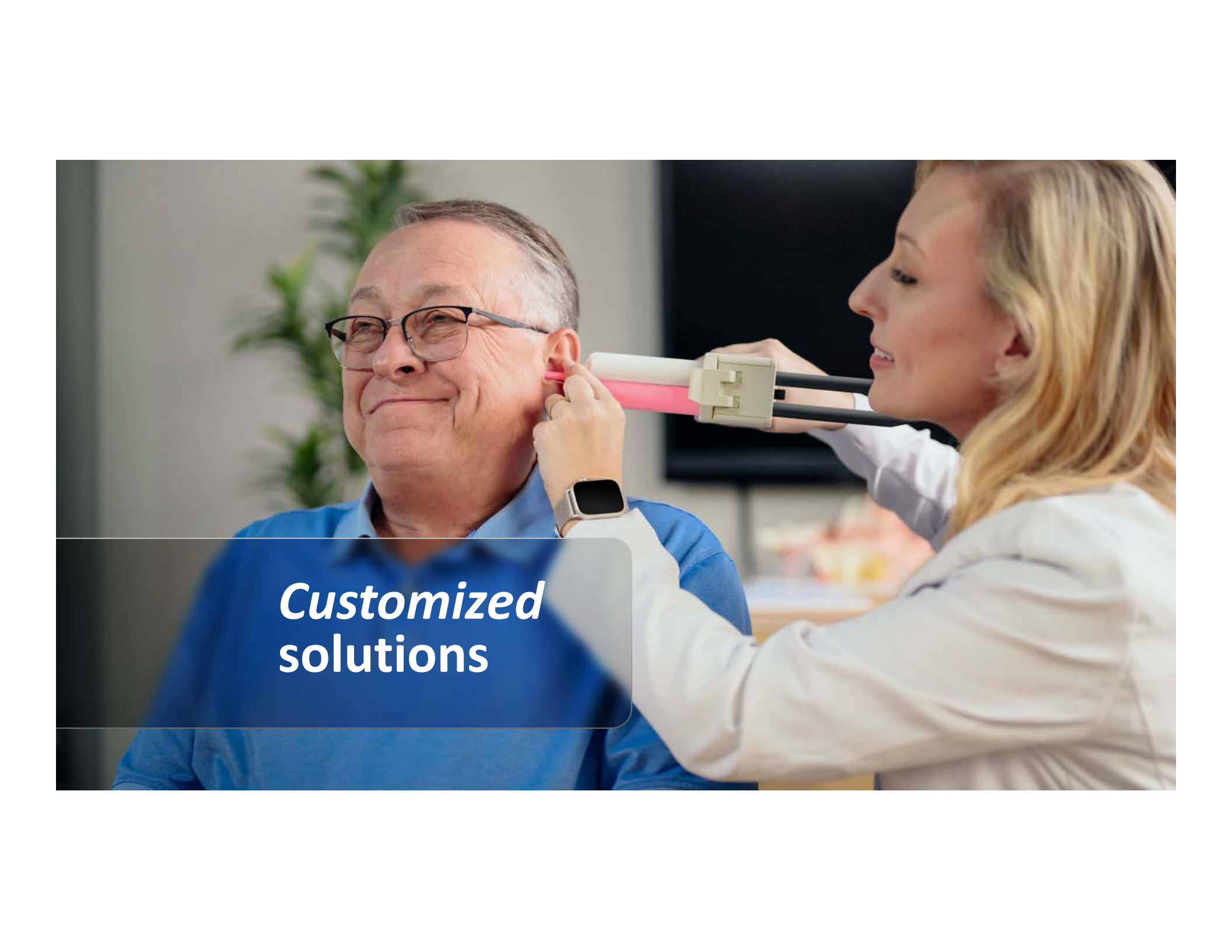
	BTE 13	RIC R	RIC 312
Technology Tiers/Channels	24 20 16 12 10	12 10	12 10
Matrix	P UP	L M P UP	L M P UP
Battery Type	13 Battery	Rechargeable	312 Battery
Battery Life	Up to 15 days	Up to 50 Hours	Up to 10 days
User Control	Push Button	Push Button	Push Button
Telecoil	✓		
CROS/BiCROS			
Edge Mode+	✓		

← Artificial Intelligence →



DualSync

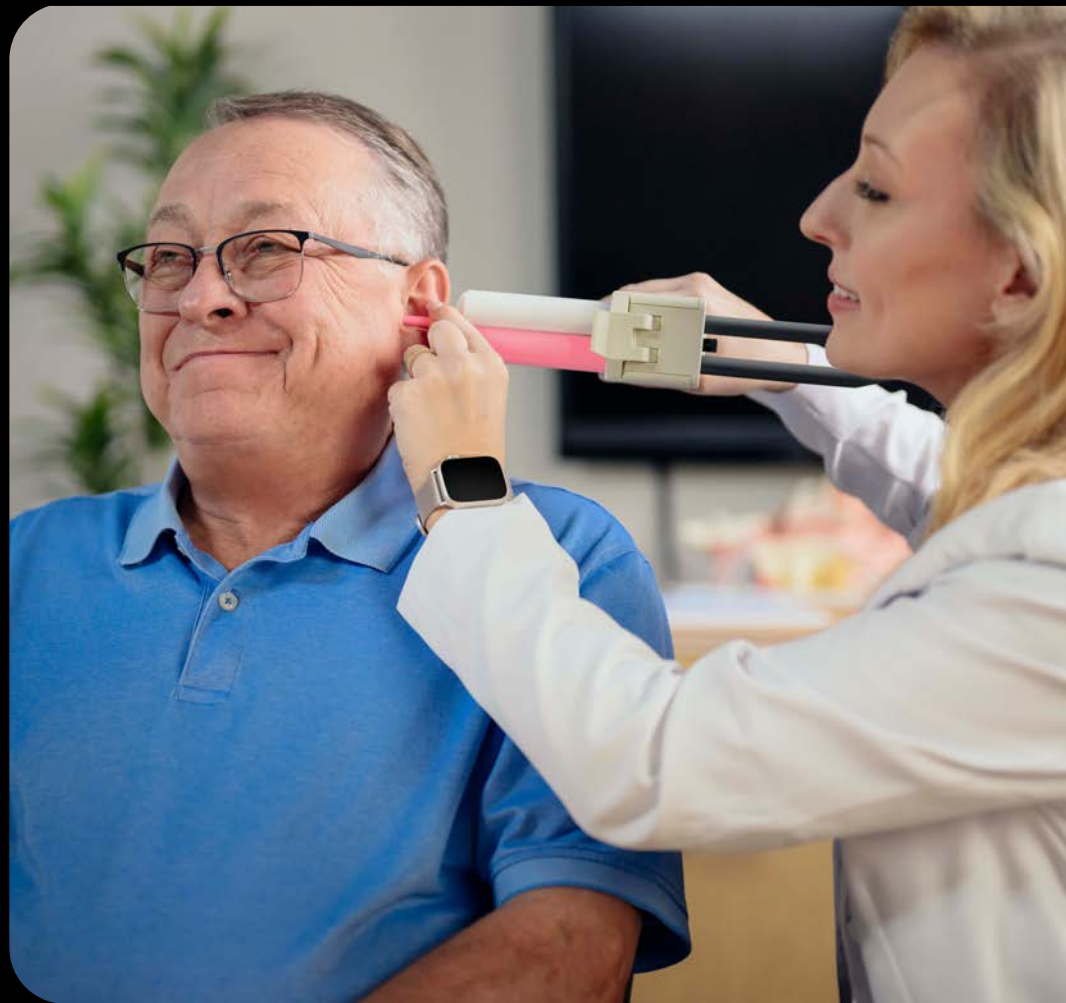


A healthcare professional, a woman with blonde hair wearing a white lab coat, is fitting a hearing aid on the ear of an elderly man with glasses and a blue shirt. She is using a specialized tool with a pink handle and a white and black body. The man is smiling slightly. The background is a blurred indoor setting with a plant and a screen.

Customized
solutions

Earmolds

Effortless customization
for your patients

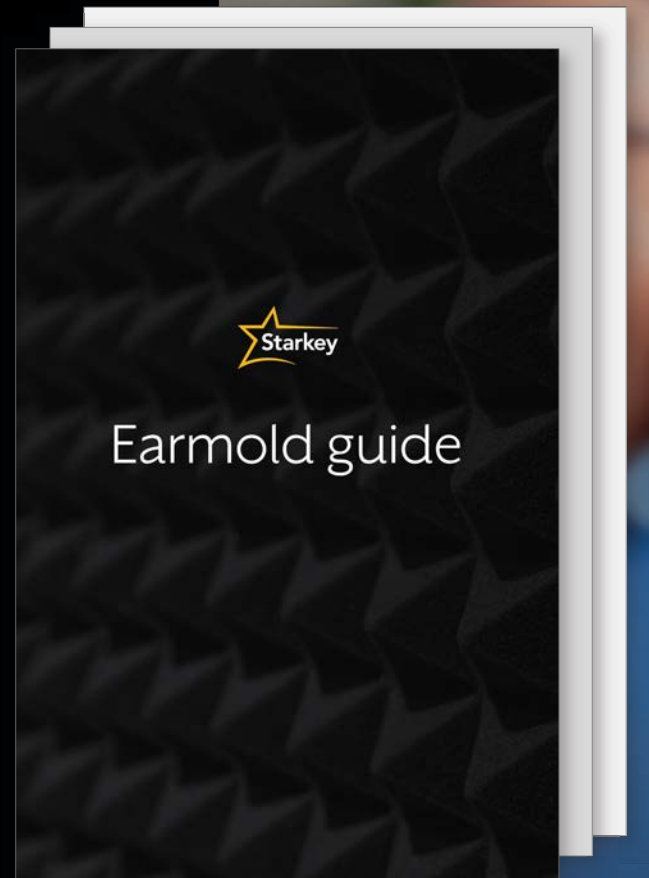


Earmold Guide

Selection, Made Easy



Available on
StarkeyPro.com





SOUNDGEAR

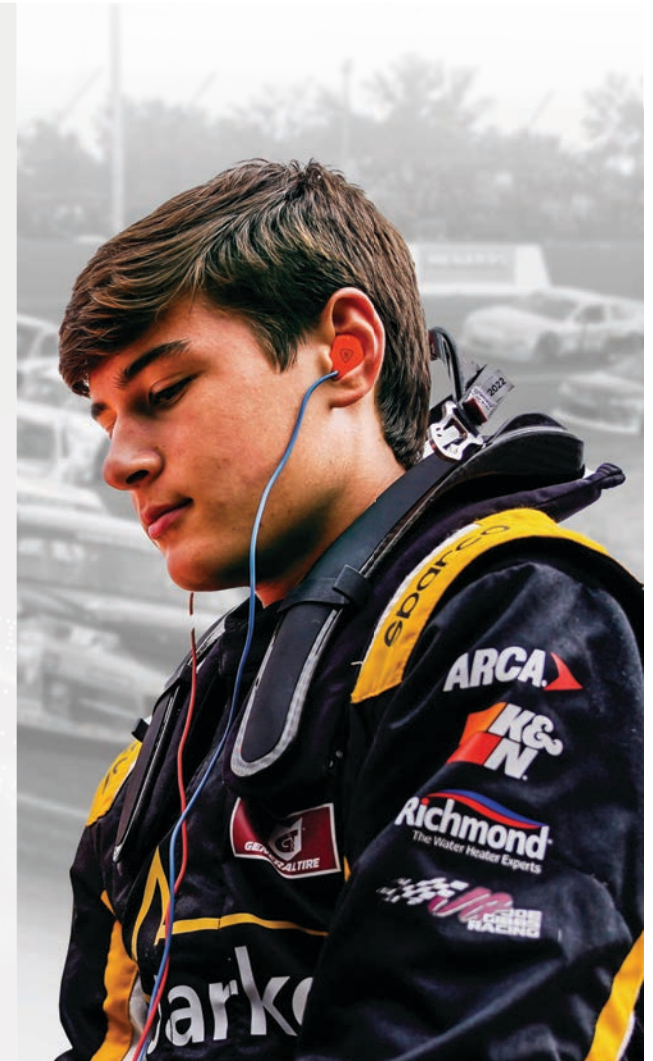
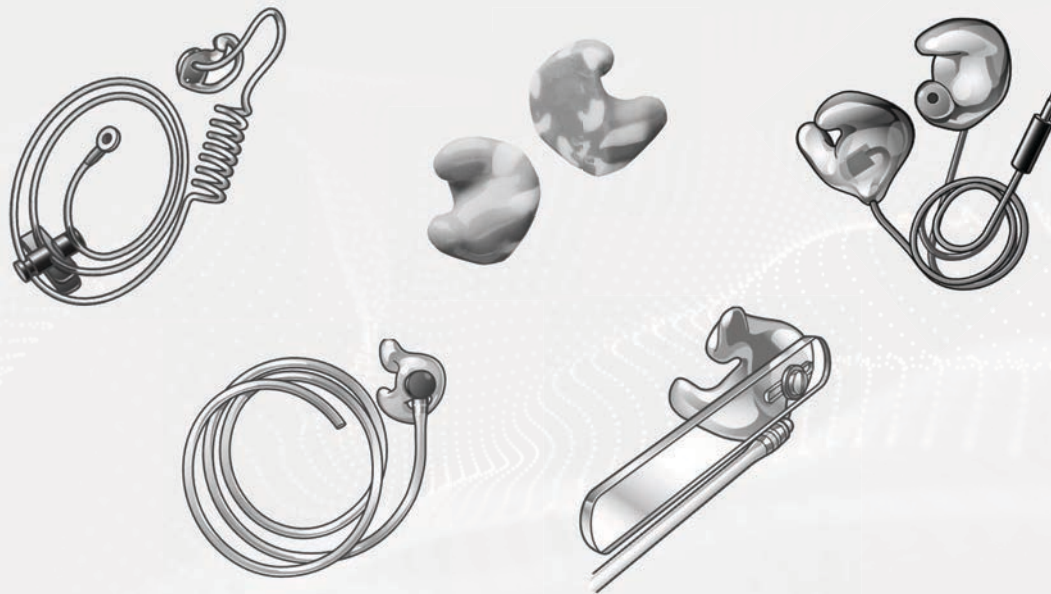
HEARING PROTECTION

WITH STOPPING POWER





Professional Earpieces



Electronic Products

Shield

Phantom

Silver

Racing Receiver



Non-electronic Products

Filtered earplugs

Solid earplugs

High frequency noise filters

Specialty Earmolds



Personal Audio Products

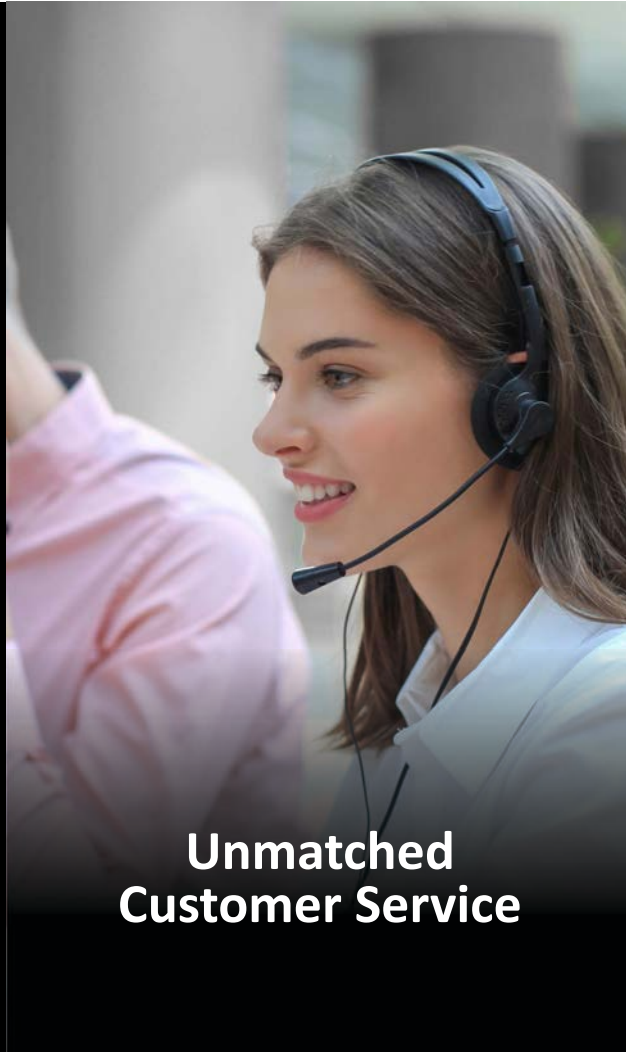
For musicians, music aficionados, or professionals looking for a custom audio solution, we have options to maximize their hearing experience

- ♥ Tunz Duo S
- ♥ Tunz Duo
- ♥ Tunz Solo





**Industry Best
Technology**



**Unmatched
Customer Service**



Operational Excellence

✓ **Starkey Sales Team**

✓ **Marketing Support**

✓ **Business Support**

✓ **World-Class Customer Service**

✓ **Audiology and Tech Support**

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