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Course Information

Limitations/Risks

- 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.

Starkey Government Services: Expect More from Your Technology Partner

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Learning Outcomes

- List at least three updates to Starkey's innovative portfolio
- Identify key connectivity applications for enhancing hearing performance
- Describe at least three sound quality features for improving performance in diverse listening environments

Sound Quality

Advanced AI in Hearing Aids

Starkey has continuously advanced AI performance in hearing aids across multiple product generations, each adding capabilities that exceed traditional algorithm processing.

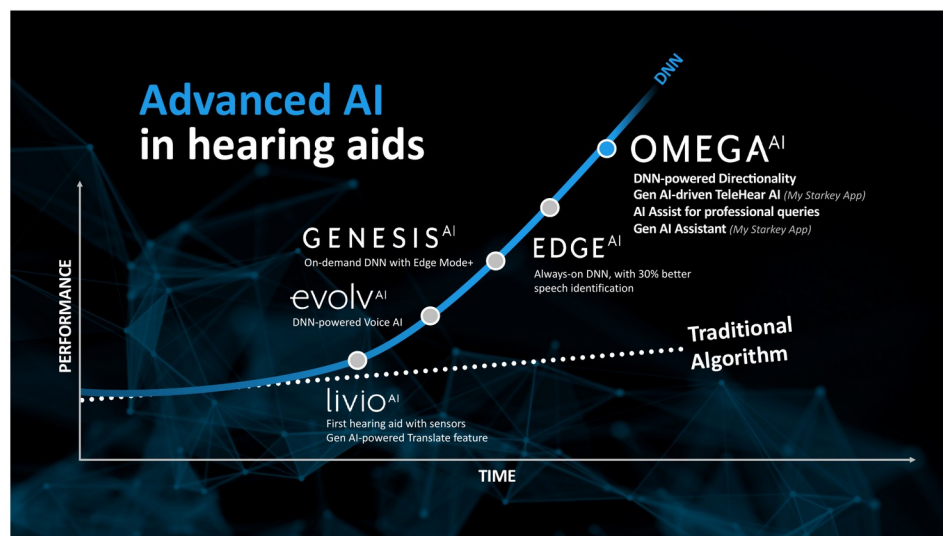


Figure 1. Performance trajectory of Starkey AI hearing aid generations compared to traditional algorithm processing over time.

Product Generation	Key AI Advancement
Livio AI	First hearing aid with sensors; Gen AI-powered Translate feature
Evolv AI	DNN-powered Voice AI
Genesis AI	On-demand DNN with Edge Mode+
Edge AI	Always-on DNN, with 30% better speech identification
Omega AI	DNN-powered Directionality; Gen AI-driven TeleHear AI (My Starkey App); AI Assist for professional queries; Gen AI Assistant (My Starkey App)

G3 Neuro Processor

The G3 Neuro Processor powers the Omega AI platform with four key capabilities:

- Feature Set
- Speed
- Precision
- Battery Life

Neuro Sound Technology 2.0

Neuro Sound Technology 2.0 is powered by a Deep Neural Network (DNN) and is designed to mimic the human brain to better replicate how a "normal" hearing system works.

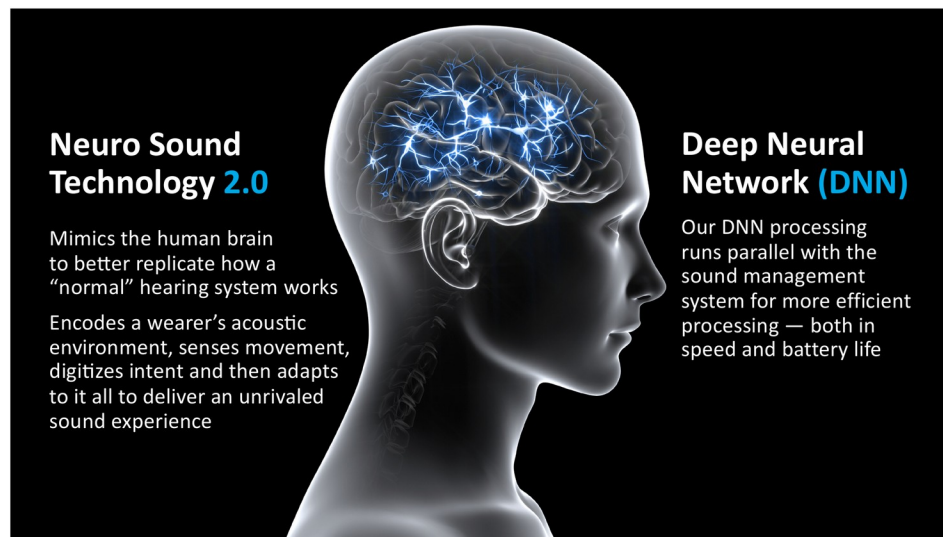


Figure 2. Neuro Sound Technology 2.0 mimics brain function to encode acoustic environments and adapt sound processing in real time.

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

DNN 360

DNN 360 delivers better hearing all around by dynamically adjusting to complex listening scenarios, offering a more natural and effective communication experience.

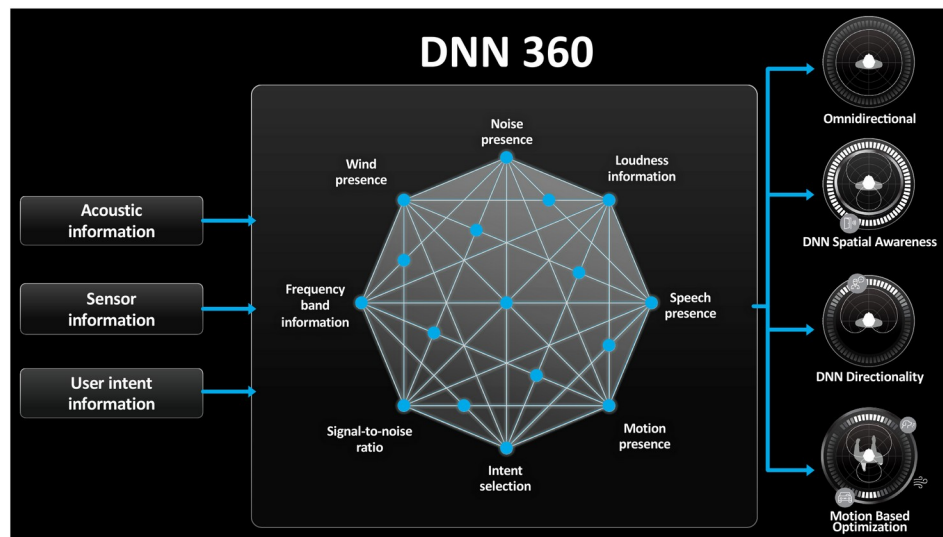


Figure 3. DNN 360 integrates acoustic and sensor inputs to drive Spatial Awareness, Directionality, and Motion Based Optimization outputs.

DNN 360 processes multiple inputs to drive three key output functions:

DNN 360 Inputs

- Acoustic information: Noise presence, Wind presence, Loudness information, Frequency band information
- Sensor information: Motion presence
- Speech presence
- Signal-to-noise ratio
- User intent information and Intent selection

DNN 360 Outputs

- DNN Spatial Awareness — maintains spatial awareness in non-speech environments
- DNN Directionality — focuses on speech signals in challenging listening situations
- Motion Based Optimization — adapts processing based on wearer movement

DNN 360 — Real-World Listening Scenarios

- Omnidirectional — Reading a book at home
- DNN Directionality — Talking with a friend in a cafe
- DNN Spatial Awareness — Washing the dishes
- Motion Based Optimization — Taking a walk in the park



Figure 4. DNN 360 delivers 28% improved speech intelligibility and up to 8 dB SNR improvement while maintaining battery life.

DNN 360 Performance

- 28% improved speech intelligibility
- Up to 8 dB SNR improvement for better spatial awareness
- Maintains spatial awareness in non-speech environments
- Maintains industry-leading battery life

Edge Mode+

Edge Mode+ is the industry's first-of-its-kind intelligent, on-demand noise management and comfort feature.

Three Ways to Engage Edge Mode+

- My Starkey (app)
- Hearing Aid User Controls
- StarLink Remote Control

Q2

Quiz Hint

- 12 hearing aid features are designed to support optimal sound quality across all listening environments

Product Family

Omega AI — Hearing Aid Styles

The Omega AI product family is available in the following rechargeable and battery-powered styles:

- CIC (Completely-in-Canal)
- ITC/HS R (In-the-Canal / Half Shell Rechargeable)
- ITE R (In-the-Ear Rechargeable)
- mRIC R (mini Receiver-in-Canal Rechargeable)
- RIC 312 (Receiver-in-Canal with size 312 battery)
- RIC RT (Receiver-in-Canal Rechargeable with Telecoil)

BTE Hearing Aids

Style	Specifications
P BTE 13	130/70 output; 2.4 GHz wireless radio; Up to 15 days battery life*; Rocker switch; Telecoil
UP BTE 13	137/78 output; 2.4 GHz wireless radio; Up to 15 days battery life*; Rocker switch; Telecoil

**Battery life varies based on wireless usage*

StarLink Edge Accessories

Accessory	Function
StarLink Edge Table Microphone	Directional microphone for table/group listening
StarLink Edge Remote Microphone	Remote mic for one-on-one communication
StarLink Edge TV Streamer	Streams TV audio directly to hearing aids

Accessory	Function
StarLink Remote Control 2.0	Manual user controls for hearing aid adjustments
StarLink Mini Remote Microphone	Compatible with BTE models
StarLink Remote Microphone+	Compatible with BTE models

LED Indicator Lights

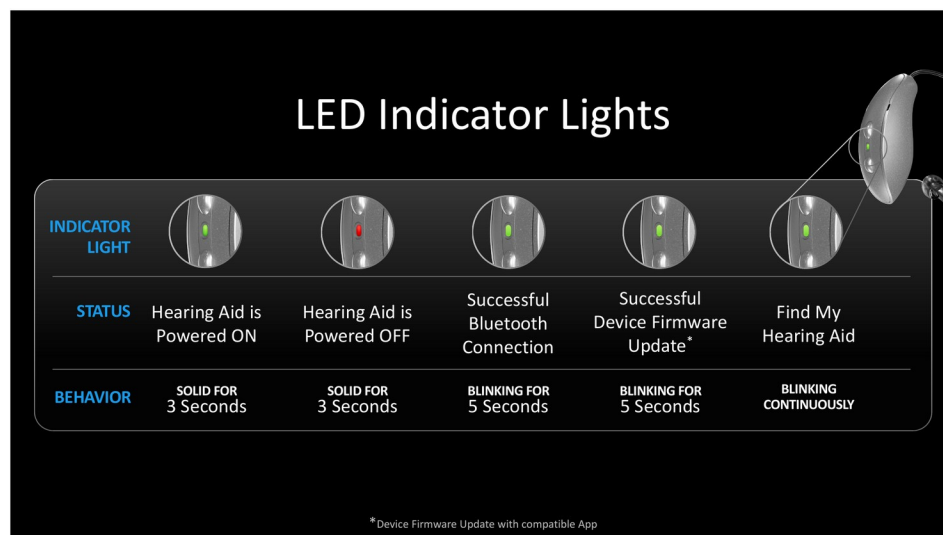


Figure 5. LED Indicator Light reference showing five hearing aid status behaviors and their corresponding light patterns.

LED Indicator Light Reference

- Powered ON — Solid light for 3 seconds
- Powered OFF — Solid light for 3 seconds
- Successful Bluetooth Connection — Blinking for 5 seconds
- Successful Device Firmware Update* — Blinking for 5 seconds
- Find My Hearing Aid — Blinking continuously
 - *Device Firmware Update requires compatible app

StarLink Charger 2.0

- StarLink Premium Charger 2.0 with onboard battery — Default
- StarLink Charger 2.0 — Orderable

Q1

Quiz Hint

- 5 hearing aid families are available with the May contract

Durability

Omega AI hearing aids are designed for durability in demanding real-world environments, including military and government use.

Durability by Design

- Industry-leading battery life
- Waterproof, sweatproof, and everyday-proof
- Rated for 500+ hours of high-stress performance testing

Battery Performance — Omega AI

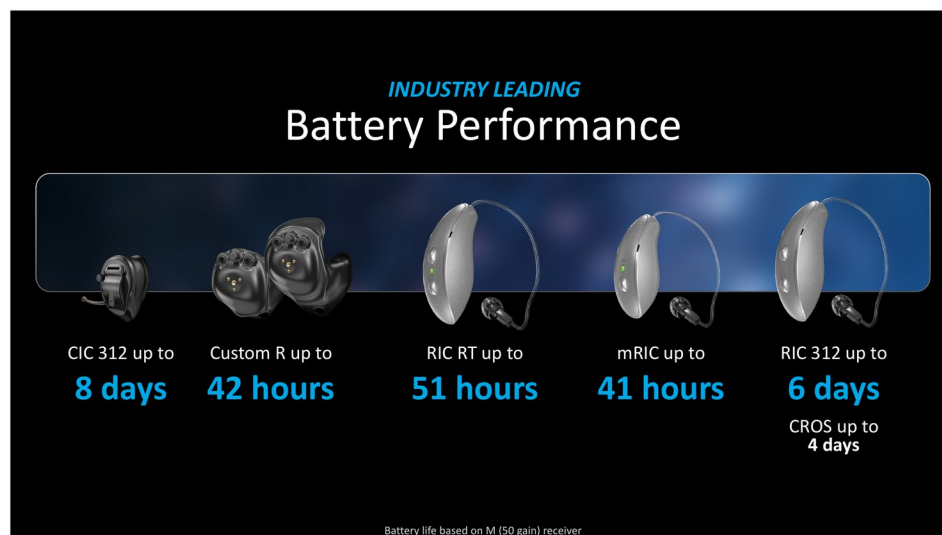


Figure 6. Industry-leading battery performance across Omega AI hearing aid styles based on M (50 gain) receiver.

Hearing Aid Style	Battery Life
CIC 312	Up to 8 days
Custom R	Up to 42 hours
RIC RT	Up to 51 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.

Wireless CROS System

- Styles: CROS and BiCROS
- RIC RT CROS transmitter: Up to 29 hours on a single charge
- RIC 312 CROS transmitter: Up to 4 days (Zinc Air 312)

Note: Transmitter and Receiver styles must match.

Pro Fit Software

Smart Connect Workflows

Pro Fit Software uses Smart Connect Workflows to streamline the fitting process across three stages of patient care.

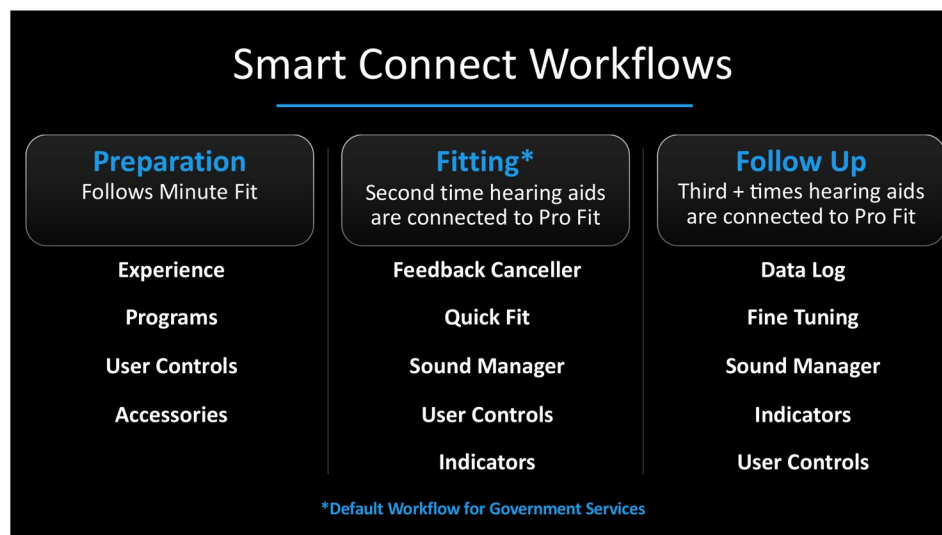


Figure 7. Smart Connect Workflow three stages: Preparation, Fitting (default for Government Services), and Follow Up.

Stage	Description & Features
Preparation	Follows Minute Fit. Includes: Experience, Programs, User Controls, Accessories
Fitting* (Default for Government Services)	Second time hearing aids are connected to Pro Fit. Includes: Feedback Cancellor, Quick Fit, Sound Manager, User Controls, Indicators
Follow Up	Third and subsequent connections. Includes: Data Log, Fine Tuning, Sound Manager, Indicators, User Controls

*Fitting is the default workflow for Government Services.

Best Fit Optimization

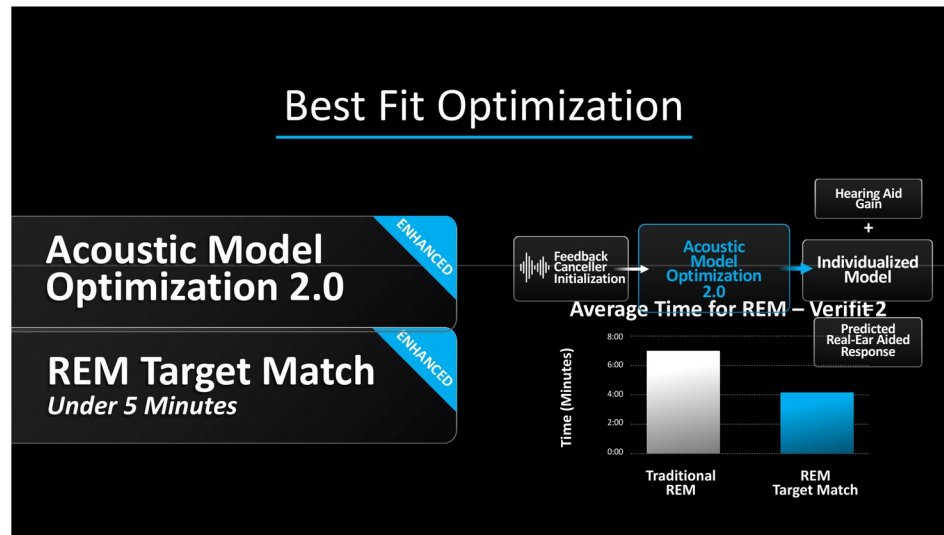


Figure 8. Best Fit Optimization workflow and bar chart comparing traditional REM time versus REM Target Match under 5 minutes.

Acoustic Model Optimization 2.0 (Enhanced)

- Feedback Cancellation Initialization feeds into Acoustic Model Optimization 2.0
- Produces an Individualized Model combined with Hearing Aid data
- Generates a Predicted Real-Ear Aided Response

REM Target Match (Enhanced)

- Completes Real Ear Measurement under 5 minutes
- Modeling is preserved when the fitting formula is changed

Pro Fit Demo Modes

Demo Mode	Description
User Controls	Patient can practice user controls and hear the associated indicators; Adjust indicator volume
Audio Streaming	Stream from a mobile phone or TV Streamer; Customize the streaming frequency response

User Controls

Edge Mode+ can be programmed as any user control: short press, push & hold, or double tap. (Pending DLC Approval)

Multiflex Tinnitus Pro

Multiflex Tinnitus Pro provides personalized sound therapy for tinnitus management with a wide range of customizable masking options.

Masking Options

- White Noise, Custom White Noise
- Ocean Noise, Red Noise, Pink Noise
- Blue Noise, Purple Noise
- Audiogram Shaped
- Low Frequency Weighted Options
- High Frequency Weighted Options

Provider-Requested Features — Multiflex Tinnitus Pro

- Tinnitus Play/Pause allows professionals to consider the stimulus shape and settings prior to playing the stimulus
- Defaults to "Paused" — the tinnitus stimuli must be playing to navigate away from the Tinnitus screen
- Allows navigation away from the Tinnitus screen for additional adjustments
- Returns to the Tinnitus screen for additional adjustments
- All New Tinnitus Program: Tinnitus may be enabled from the Program dropdown (Pending DLC Approval)
- Enhanced Power-On Delay Default: Pro Fit will default the Power-On Delay to Medium (10-12 seconds) for Custom hearing aids (Pending DLC Approval)

Data Log (Pending DLC Approval)

- Data Log screen displays Edge Mode+ activations and average use time

Starkey AI Assist

Starkey AI Assist answers product-related questions by leveraging generative AI and current Starkey content.

Starkey AI Assist

- Found in the Help Menu within Pro Fit software
- Allows instant access to troubleshooting, professional materials, and Pro Fit Help Files
- Supports professional queries using current Starkey content

Session Notes

Session Notes is an industry-first feature that allows clinicians to automatically track, manage, and integrate fitting adjustments with patient records.

Key Capabilities

- Automatically track Pro Fit adjustments during the appointment
- Quickly assign adjustments to patient complaints
- Upload into electronic medical records
- Easily track patient adjustments and integrate with office management system

Workflow

- When exiting Pro Fit, select "Yes" to ensure Session Notes are saved
- Session Notes are saved within the Noah Journal Module
- Click the eye icon to view session details without opening the software
- Mark complaints as "Resolved" to remove from the queue; will add topic to Today's Visit

Connectivity

TeleHear

TeleHear provides flexible remote hearing aid management through three distinct care delivery modes.

Mode	Description
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.

Bluetooth Streaming

Best-in-Class Streaming Experience

- 2.4 GHz Radio with LE Audio for best-in-class streaming experience

Omega AI Streaming Options

- Apple — LEA2 streaming protocol
- Android — ASHA streaming protocol
- Bluetooth LE Audio streaming protocol — Unicast and Auracast

Device Compatibility Lists available at: starkeypro.com/compatibility

Google Fast Pair (All New — Exclusive to Omega AI, Pending DLC Approval)

- Quickly connects Bluetooth devices to an Android device, allowing connection with a single tap
- Detects nearby devices and shows a notification with the device's name and picture
- Connects with a single tap

Auracast Assistant (All New — Pending DLC Approval)

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

Push-to-Talk (All New — Exclusive to Omega AI, Pending DLC Approval)

- Seamlessly exchange voice notes between My Starkey users

Gen AI Smart Assistant

The Gen AI Smart Assistant supports hearing aid microphone pick-up and allows patients to get hands-free help using their voice.

Voice Commands

- Increase Volume, Decrease Volume, Mute
- Change Programs, User Guide
- Set a Reminder, Find My Phone, Internet

Q3

Quiz Hint

- 12 connectivity solutions are available to provide easy, seamless engagement with others around the world

Q4

Quiz Hint

- 4 Starkey apps exist to support and empower both patients and caregivers

My Starkey App & VA Whole Health Initiative

VA Whole Health Initiative

Starkey hearing aids support the VA Whole Health Initiative with a comprehensive suite of health and wellness features integrated into the My Starkey app and hearing aid platform.

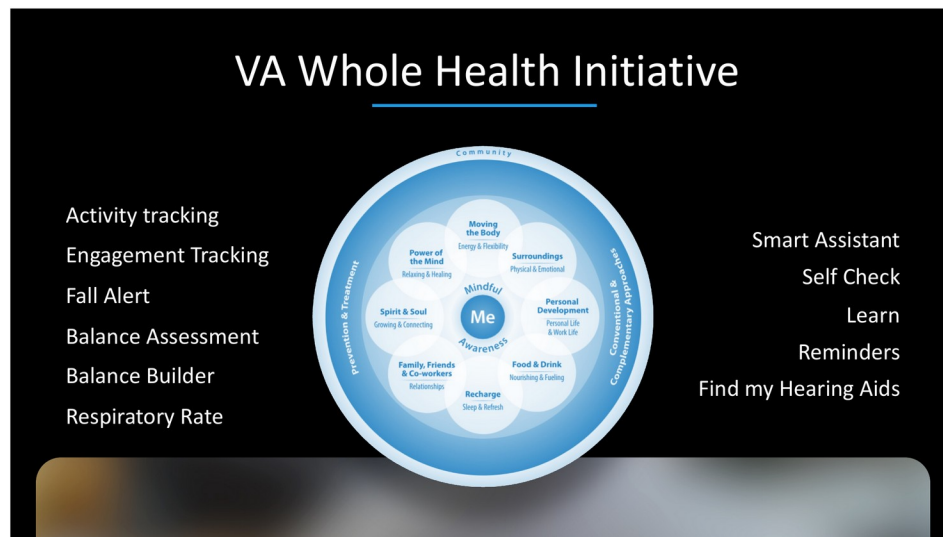


Figure 9. VA Whole Health Initiative domains with corresponding Starkey hearing aid health and wellness features.

VA Whole Health Initiative — Starkey Features

- Activity Tracking
- Engagement Tracking
- Fall Alert
- Balance Assessment
- Balance Builder
- Respiratory Rate
- Smart Assistant
- Self Check
- Learn
- Reminders
- Find My Hearing Aids

Q5

Quiz Hint

- 8 Starkey health and wellness features align with the V.A.'s Whole Health Initiative

My Starkey Veteran Phone Support Access

Government Services Exclusive

- Veteran Phone Support Access provides technical assistance via phone
- Tap More — the support number is listed in blue within the app
- Provides peace of mind for caregivers and independence for hearing aid wearers

Resources

Starkeypro.com/Government

- White Papers
- Quick Tips
- Videos
- Training Opportunities

National Symposiums

Starkey leads the way in providing relevant and engaging training opportunities.

Location	Dates
San Diego, CA	May 6-8, 2026
Chicago, IL*	August 5-7, 2026
Eden Prairie, MN*	November 4-6, 2026 (Technician Training also available)

**Pending DLC Approval*

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Notes

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