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Starkey Government Services: Expect More From Your Technology Partner

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Welcome everyone. I'm Dr. Andrea Hannan-Dawkes, a member of the education and training team at Starkey. Thank you for joining me today to learn about the May 2026 contract refresh and how you can expect more by choosing Starkey as your technology partner. Before we get started, I've got a couple of housekeeping items to cover. If you would like to ask a question during the presentation today, please click on the Q and A area, type in your question, and then click Send.

I will address all questions at the end of the session today, but please feel free to enter questions as they come to mind. A PDF handout of this talk is available for you through your pending courses on Audiology Online or by clicking on the link in the Resources tab within the classroom. Today one CEU Hour is available for this session if you participate in the CEU program offered by Audiology Online. After completing the course, just go to your pending courses on AO and pass the short multiple choice examination. Keep in mind that you have seven days to complete the quiz when viewing live courses and 30 days when viewing recorded courses and then also 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 Audiology Online. I'll give everyone just a moment to review the information on this slide and then it will also be available in the handout.

Learning Outcomes for this Session after this course, participants will be able to list at least three updates to Starkey's innovative product portfolio. After this course, participants will be able to identify key connectivity applications for enhancing hearing performance. And then after this course you will also be able to describe at least three sound quality features for improving performance in diverse listening environments.

I'd also like to point out that this course has been designed with professional and evidence best practices evidence based best practices in mind. That's important to know as well.

All right, so thanks again for joining me today. I'm excited to talk with you about the impressive capabilities of the Omega AI technology family. It became available last November and the May 2026 contract refresh brings some great updates and enhancements that further our mission of delivering faster, simpler and stronger technology for both you and your patients. I'm going to begin today with a discussion on sound quality and then move into product family hardware attributes. From there I'll discuss the remarkable really durability and reliability offered by Omega AI and then we'll jump into some important features in the Profit software before finishing up with some exciting connectivity enhancements and valuable resources along the way.

I will be introducing several great updates with the May 2026 contract. So I'll just kind of give you a list now and then as we go through the material you will gain more information so we've got two new connectivity tools, Android Friendly Google Fast pair and an AuraCast assistant. In the My Starkey app, there's a new Power on delay change for custom devices to help address inadvertent button presses when patients are putting the devices in. There's an expansion of Edge Mode plus User Control options and the addition of Edge Mode plus Information and Data Log. There is a new Tinnitus program, a new Push to Talk feature, and a REM Target Match update that now allows you to easily maneuver or go between different fitting formulas.

So with that, let's go ahead and jump in. For years Starkey has been focused on providing technology and service built on the pillars of faster, simpler and stronger to meet the unique needs of both patients and professionals. The result is unparalleled and escalating capabilities for promoting better hearing as we move from one generation of hearing aid technology to to the next.

In 2018, Starkey introduced the use of artificial intelligence in our Livio AI hearing aids. That was the first hearing aid to integrate AI and sensors and we've been the leader in the AI space ever since with DNN360, the world's first DNN powered directionality system and now an all new Oracast assistant and Google Fast Pair technology. Omega AI is setting new standards both in clarity and connectivity and I want to point out that the use of artificial intelligence brings several advantages to patients and it's important to know that there are differences in the value add between manufacturers. Starkey's use of AI in an integrated circuit expands what's possible with features, speed, precision and battery life as well.

This industry leading approach to the use of artificial intelligence combined with our third generation neuroprocessor results in innovation that comes closer to restoring the normal sense of hearing than any hearing aid technology before it. From machine learning to deep learning and now even generative AI, Starkey really is providing new solutions and more personalized care in real time with the G3 Neural Processor at the core and NeuroSound Technology 2.0 driving sound quality, Omega AI patients are hearing better than ever before.

NeuroSound Technology 2.0, if I expand just a little bit, is our proprietary Best in Class sound Experience system. Wherever the patient goes and Regardless of what the acoustic input is, they are covered. So from a quiet, easier listening environment all the way to a complex or 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 again, all in real time.

Together with DNN360, the world's first DNN powered directionality system, Omega AI is providing what we call better hearing all around.

This feature uses multi channel deep neural network processing to provide the appropriate directionality pattern for every listening situation. This feature has been trained using a vast data set. DNN360 and Omega AI predicts rather than estimates optimal microphone adaptation parameters, resulting in enhanced accuracy for the listener. So that wonderful ability to move from estimating to actually predicting. There are three key sources of input.

Acoustic information, sensor information, and even user intent information that are all fed into a central processing system that evaluates multiple factors simultaneously. And you can see that represented there in the center of the slide. Several important acoustic and environmental cues are analyzed, including things like the presence of speech noise, wind and motion loudness information, signal to noise ratio, frequency band information, and user intent selection as well. And all these data points are interconnected, allowing the hearing aid to dynamically interpret the listening environment. And then based on this intelligent analysis, the hearing aids are able to predict where speech may be and selects the most appropriate directional mode for the user's situation.

This really, this incredible degree of sophistication allows the hearing aid to provide personalized and optimized hearing performance by seamlessly adapting to the environment and the user's intent in real time. So let's just take a closer look at how this applies and works in the real world. So with DNN360, patients just go about their day to day. They can seamlessly and automatically transition between listening environments without having to do a thing. So if, for example, someone is reading a book at home in quiet, an omnidirectional microphone will automatic or omnidirectional microphone mode will automatically be selected for them to optimize that environment.

When talking with a friend in a noisy cafe, DNN directionality will apply to enhance speech and reduce noise.

Maybe if washing dishes in the kitchen where there's no noise, or where there is noise but no speech presentation, DNN spatial awareness will work to optimize environmental awareness and keep the hearing aids ready for a possible speech signal.

And then maybe if outside taking a walk in the park, motion based optimization will work to enhance that Environmental awareness in order to promote better safety. And all of this automatically taking place without the patient needing to touch their hearing aids.

So what I'd like to do now. Here, let me just back up a second. I'm going to play a video for you that will actually show this in action. So let's go ahead and take a look.

This is Fawn and her pottery studio.

Fairly quiet, so omnidirectional mode. She's walking. Motion based optimization kicks in.

Quiet.

Hey, Fawn. Hey. Clay's over there. Okay, great. Thank you.

And your apron's hanging.

What are we making? I'm just going to see what the clay does. It's a little soft, so. It's really soft. Yeah, it's very soft.

I don't know what I'm making. You don't need to just let it go.

Probably a cup usually what happens.

So hopefully you were able to see there, right, how the hearing aids just were automatically adapting to the different, you know, acoustic situations that were taking place there. And kind of a nice side note, Fawn is a real live person wearing, well, real life person, yes, but wearing the Omega AI hearing aids. And we were delighted to capture her day to day there in her studio. So with that I do. Now that you've gotten, you know, been able to see and kind of understand how DNN360 works a bit, I do want to be sure to provide a little bit of data and value by way of some research around this feature.

NN360 allows hearing aid users to experience improved speech intelligibility and a significant signal to noise ratio improvement over our legacy technology. In one 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 67db from 135 degrees and then food court noise playing at 70db from an eight speaker array. Binaural spatial adaptation or the DNN spatial awareness feature consistently improve the signal to noise ratio for the target speech sounds with up to an 8dB improvement. So really wonderful benefit for patients with this feature.

DNN360 is always on and ready with no limitations in use time or impact on Starkey's industry leading battery life. It's really remarkable and truly next level for patients.

Edge Mode plus is another wonderful tool for promoting greater comfort or clarity anytime the patient thinks they need additional help. Once activated, an environmental analysis is conducted and hearing aid parameters are changed to support the listener. So the response of the hearing aid and even the microphone mode may change and if necessary a greater degree of noise management may be applied than is even visible or available through the Profit software, all to be able to address the various acoustics in the moment. So the hearing aids are automatically on their own adapting with various algorithms every 5 to 6 milliseconds. But again, in those situations where the patient feels like they just

need more help with comfort or clarity, Edge Mode is an incredible tool and if they are using the My Starkey app, the patient can also select their intention through the app.

They can elect to just kind of stay in what's called best sound when Edge Mode plus does the analysis and applies changes. Or they may elect via a button to reduce noise or enhance speech. Because of its capabilities, Edge Mode plus is we're seeing this replace the need for multiple hearing aid programs. So an absolutely incredible tool. And as the listening environment changes, that acoustic analysis will reinitiate periodically to then update the settings that are needed.

And it's really an incredible tool for patients. There are three convenient ways to access Edge Mode plus from the home screen on the My Starkey app that you can see there on the far left hand side through any of the user controls on the hearing aids or it can be programmed as the favorite button on the starlink remote control. So three different access points for patients depending on what will be easiest and best for them.

All right, let's jump into some of the hardware attributes. 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. And those accessories include the table microphone, the remote microphone, the TV streamer with auto stream functionality, and the remote control 2.0. And all styles include the most advanced 2.4 GHz radio with LE audio capabilities.

This is a big win. Multicolor LED lights are available on the Omega AI rechargeable Ric styles, making it easy to quickly tell if hearing aids are on, off or even Bluetooth connected. They also blink continuously when the Find My Hearing Aids feature is activated from the My Starkey app. The status indicator LED light is designed to really help enhance the user experience, making these Rick styles very easy to use and understand.

The LED indicator light functionality is outlined for you here.

There are green and red lights to indicate various statuses. So with a green light there we've got a solid green for three seconds that will indicate that the hearing aid is powered on a solid red light. For three seconds the hearing aid is powered off. Blinking green for five seconds will indicate a successful Bluetooth connection. Blinking for five seconds can also indicate successful device firmware updates and blinking continuously will be the behavior when the Find My Hearing Aid feature is used through the My Starkey app.

So this was a big ask from the field and we were really excited to bring this for you with the in the Omega AI family.

Also important for rechargeable hearing aids is the charger. So the StarLink Premium Charger 2.0, which includes an onboard battery, is the default charger when you order rechargeable hearing aids. When fully charged, the case in and of itself removed from a power source can fully charge the hearing aids up to three times. So it's a nice advantage there for taking the charger on the go. You also have the ability to order the version of the charger that does not include the onboard battery if that is something advantageous or helpful for the patient.

So a couple of great options there for you. With regards to the charger options, I think the majority of clinicians will stick with the premium charger that comes standard or is the default, if you will, with rechargeable orders. Every once in a while I will hear someone mention that, you know, the patient really isn't going to disconnect from a power source at home or or take the charger on the go. So from an environmental perspective they prefer to have that patient use the Starlink Charger 2.0. Just take one fewer lithium ion aspects out of the equation in that kind of a situation.

The accessories Just an incredible tool with these various accessories. The Starlink Edge table microphone does a great job. Can lock in one angle of orientation or a couple of different orientations. Great to sit down on a table. Maybe there's a meeting, maybe there's a dinner.

Can be a great tool. Can even go into omnidirectional mode. The automatic application with the table mic will pick up the dominant speech source, so lots of variability and flexibility depending on what the listener wants to do do and what their priorities are. It also comes standard with a magnetic lanyard, so it can be taken on the go even as a companion microphone if you will, and certainly can be placed near an audio source like a television or a radio to then stream that signal to the hearing aids. The remote microphone is a great tool.

This is a tool that will allow patients to help improve the signal to noise ratio. So so a great companion microphone tool can clip to clothing, can be set down on a flat Surface, couple of different options there. When there is not an active stream through the remote microphone, the side buttons can be used to adjust the hearing aid program and volume. So it's a tool or an accessory that works in a couple of different ways for patients. The TV streamer I think I mentioned just before, great tool for streaming television signals, does offer the auto or come standard with the auto stream feature.

So when connected to the television and televisions on streamers, on patient walks within distance of the TV streamer, they'll automatically get the reception in their hearing aids. So that was an ask from the field that we delivered on, I believe, with the November contract. And then on the far right there, you can see the StarLink Remote Control 2.0. It's really a great accessory for patients who have dexterity challenges. Maybe they've got arthritis sometimes patients maybe have a smartphone.

Well, maybe they don't, but maybe they do. They don't like to use apps. I've been hearing some of that recently. So just a great tool to be able to navigate and manage programs and volume and even a star button there to program in a special function for them. So.

So just keep these accessories in mind. They can be a wonderful tool and addition for patients to optimize their experience with their amplification. All right, so now that we've covered a few of the hardware variables, I want to spend a little bit of time talking about Starkey's commitment to excellent product design. And as part of that commitment, there have been several quality innovations implemented to take Starkey products to new levels of endurance and durability. And you can see those kind of highlighted or a little bit of a nod to that here.

There's enhanced automation. We're going to talk about a stronger resin for custom products and even a next generation waterproof coating. And we know that, you know, even the most advanced or sophisticated hearing aids are only able to deliver their full value when they're performing their best. So we need hearing aids that are reliable, that are durable. Right.

They can stay on the patient's ears. And that's the reason Starkey really invests heavily in product design and quality control to really, again, bring that reliability to patients in each and every situation they may be in. So let's take a look at some of these durability elements. I want to in reliability, I want to start with battery performance. It's really incredible.

And you can see the battery performance as a function of the style of Device from the CIC312 there all the way on the left. Hand side. And then as we traverse across the customs into the standard styles, really just wonderful battery life. The RIC RT right there in the middle. The rechargeable Rick that includes a telecoil 51 hours on a single charge and the microrick, very popular style, 41 hours on a single charge.

And I really want to be sure you know that this battery life is not impacted by advanced signal processing features like DNN360, like Edge Mode plus and the battery calculations and our benchmarking, we also do that with average amounts of streaming considered. So this is really true to

form battery life. And I know that patients are delighted by it and that you will be too. For your Crosby Cross patients there are two styles available. The RIC 3 312.

Yeah, the RIC 312 and the RIC RT. So there's a rechargeable style and then a zinc air style as well. And you can see a nod to the Battery Life. The RT rechargeable up to 29 hours on a single charge. We know that in a Cross bicross system we've got a receiver and a transmitter.

There is constant communication between the two which can impact battery life. And if, if selecting this for a patient, please do know that the transmitter and receiver styles do need to match. But great option there for patients who need a CROs system with, with, you know, with great battery life. All right, so more on the durability and the enhancements. A key area of enhanced design for greater reliability is through the use of an advanced automated soldering process.

During high volume manufacturing. Soldering inconsistencies can result in intermittent or distorted audio which can certainly impact the experience for the patient. So as part of our commitment again to excellent product design, we've invested in automation here so that these joints can be soldered with lasers and rather than by hand for greater consistency. And let me see if I click this. Oh no, it kind of.

I think the. I was talking through and hopefully you can see a little bit of movement there. I'm not sure the video is playing within those in those joints. So a great opportunity here and step forward with regards to managing that soldering and addressing challenges that the inconsistencies could have lend themselves to previously. Also another important durability element is Starkey's next generation protective coating.

This is a waterproof coating that provides more coverage with less material. It includes a patent pending polymer coating process that is vapor deposited on the circuit board. Not only does it eliminate potential coverage gaps and voids, but in tests the polymer coating Resists oils and chemicals better

than previous technology. It's really incredible. It provides superior electrostatic protection, it's eco friendly and it's 10 times more robust than previous generation technology, nano coating and even in a difficult salt brine test that's 30 times saltier than sweat and 5 times saltier than the ocean.

And so what I want to do is I want to show you this in action. So here you're going to see two teabags dropped into water. One of them is uncoated and the other is coated with Starkey's Pro 10 hydro shield. So let's go ahead and watch this, see what happens. Sam?

Yeah, We've got a number of different videos that we've been sharing to illustrate and kind of show what that coding can do. I have been supporting a few of the professional meetings for audiologists, Goodness, Asha and AAA and even at JDVAC recently. And we actually have been suspending our RIC hearing aids in, in a container of water all day long, showing the active LED light displays, showing or having streaming taking place at the same time with a stethoscope to be able to listen to it. So when I mention waterproof and I mentioned the protection, it's really wonderful and something that both you and your patients will love. And then a final durability enhancement I want to be sure you know about is our new custom shell resin.

We made it stronger without sacrificing the ability for you to make modifications to it in the field. The new material is more elastomeric, less brittle, and it can absorb more impact energy before breaking. So let me go ahead and play this video for you.

Right, so that new resin is 20 times tougher than previous material, which is a great stride forward with the, you know, for the custom devices.

Now let's move from durability and reliability. Let's talk a bit about the Start the Profit software. It's really an incredible tool designed specifically to help you fit and follow up with patients faster and more accurately than ever before. It was developed by, through collaboration with hearing healthcare

professionals around the world. It was intuitively designed so that items are right where you expect them to be.

And it helps you send even more patients home each day, satisfied and hearing their best in a more fat, you know, in a quicker and more efficient manner as well.

I think we all know from firsthand experience that most of our days are busy, especially you and the government services space, right? You are busy. Your schedules are either full or even overflowing at times. And because of that, it's really paramount for the fitting software to be found Fast and intuitive and so Profit features an organizational style that's designed to provide quick and easy access to the most used fitting screens and minimizes the number of mouse clicks you need to navigate around. And it also contains a number of support tools to assist with simple questions or even potentially support a complex fitting.

The software as a whole is fast, it's simple, simple and it is very user friendly. So I'm going to spotlight a few things for you with regard to the software. One of the helpful organizational tools in Profit is Smart Connect. With Smart Session types, there are three different fitting session workflows that provide easy access to the most used screens based on the fitting session. So hearing aids sent to you are pre programmed.

So upon connection the Profit software is going to automatically launch to the fitting workflow. Each subsequent connection will then launch to the follow up workflow that you see on the right hand side. This is intended to make things again fast and easy for you, but please do know you can certainly navigate anywhere you want to at any point in time. So a great tool here with these Smart Connect workflows to help ensure the best best fit as quickly as possible. Profit has a few new enhancements to help optimize Acoustic model or Acoustic Model Optimization I should say 2.0 second generation uses the feedback canceller initialization process to provide in situ measurements of the acoustic coupling

characteristics of a hearing aid while it's in the ear.

The amount of sound leaking from the ear may impact intended target responses and we also want to consider real ear insertion loss, real ear decoupler differences in addition to those potential vent effects. If there's too much or too little leakage that creates an impactful deviation from intended target, an updated acoustic model will be recommended to provide a better measured real ear response. Greater accuracy with target matching may expedite verification and fitting by requiring fewer manual adjustments. And please do know that the acoustic model optimization feature also plays an important role in optimizing sound quality. And while optimize or Acoustic model optimization is a great predictive tool, Real REM Target Match, which is Starkey's Integrated Real Ear wizard, gives you the ability to quickly and easily verify the hearing aid fitting frequency response without ever having to leave the Profit software.

And you can see a reference here, a nod to the average time for real ear measurements using a VeriFit2 system with traditional REMs. You can see the difference there and how much quicker or faster it can be using the REM Target Match feature and the whole process can be, you know, completed in under 5 minutes. Binaural simultaneous match to Target It's a beautiful thing, just another nod or important consideration with REM Target Match. It's fast, it's easy to use, and it's reliable at the time of initial programming. The Profit software uses predicted real ear modeling to calculate the hearing aid response curves after REM target match.

The modeling accuracy is improved with those personalized measurements with that personalized data for an individualized fitting that can be applied to any fitting formula. And because Profit knows the difference between the predicted and an actual real ear to coupler differences and can apply that to any fitting formula, you can then freely move between formulas without having to rerun REM Target match. So nothing can be, you know, is faster or easier for delivering a personalized fitting. A couple of other

important Pro Fit features A couple of favorite professional tools here include two different Profit demo modes. So the user Control demo mode allows patients to practice the user controls that you have implemented in their hearing aids.

So while you're on that screen in Profit with the hearing aids connected, the patient can reach up and press the buttons, activate those user controls and listen for the associated indicator. Helps ensure that they can manage those indicators. And there's even the ability to adjust the level of those indicators as well. And then you can make changes if needed based on the patient's needs or abilities without having to leave the software first. Right.

And then come back in later to make a change. So great tool there with the user control demo mode. And then the second one to be aware of is the audio streaming demo mode. So again with hearing aids connected to the Profit software, you can go to the audio streaming screen, patient can stream to their hearing aids, maybe they play some music or they call their spouse. Right.

With the hearing aids connected, you can make fine tuning adjustments to the streamed signal without having to disconnect from the Profit software. So a couple of wonderful tools there. Great for, you know, managing and adjusting and a big time saver for you within the Profit software. All right, next up I mentioned the LED indicator lights that are available in the Omega AI rechargeable Ric styles earlier. They do default on but may be disabled on the indicator screen in Profit.

So I've got that kind of highlighted that button there for you. I all LED light functionality with the exception of the Find My Hearing Aid feature in the mobile app can be disabled with one simple button toggle. And again I've got that highlighted for you here on this screen. So some patients may love those indicator lights or Right. Or those visual indicators, I should say, and others may not.

So you've got some nice flexibility here to help adjust for the patient.

With the May contract update per request from the field from all of you. Edge mode plus can be programmed now as any user control. And so this adds a new level of convenience and flexibility for patients. So that was a great addition with the May contract.

Also, want to talk for just a moment about Multiflex Tinnitus Pro, which is Starkey's tool for personalized sound therapy for tinnitus management. We know that amplification alone can help many individuals with their tinnitus, but some are going to need additional support. And because every patient is unique, we offer a variety of tinnitus masking options that can be enabled within the profit fitting software. We've got a white noise signal that's based on the pure tone average. We've got an audiogram shaped signal that uses the entire audiogram.

We've got a custom signal, a custom wizard within the software that allows you to measure minimum detection levels and minimum masking levels. So you not only use the audiogram in configuring the signal, but you also can pull in patient opinion and perspective on on that, which is great. And then in addition to that, we've got an ocean noise, a red noise, a pink noise, a blue noise, and a purple noise, depending on whether more of a low frequency weighted option is desirable or a high frequency weighted option. So a variety of tools there. You can manage the responses of these.

There's even a tilt control, some really great functionality for personalizing a signal for patients based upon provider request. We do now have a Tinnitus play pause button that allows you to kind of manage the stimulus shape and settings prior to starting the signal through the hearing aids. So when a signal is chosen, the stimulus defaults paused, and then you as the clinician have to select play to present the stimulus through the hearing aids. Once playing, the stimulus is active and does not once playing, I should say the stimulus is active and doesn't pause, even if you navigate away from the dedicated tinnitus screen in profit. So this was an ask from the field.

So the ability to stop and start, kind of talk with the patient, manage things right before activating and playing the signal and then moving on. And then another good call out here is that. Well, I guess I already kind of gave a nod to that. This idea of this being a helpful tool for configuring the signal, talking with the patient. Right.

But keep in mind the signal must be active or playing to leave the tinnitus screen so you can't really make a mistake. You're fine tuning, you're adjusting, you're managing it. And prior to leaving that screen, if you forgot to hit play, you'll get a little pop up. That gives you a nod to that.

All right. Brand new with the May 2026 refresh is a new IDUS program. So in the program drop down menu you're able to select and a Tinnitus program, it's a wonderful tool. It's a, it's a time saver for implementing, you know, another program and then trying to change the name of it, which we were all doing for those of us that had been working within the software prior to May. Right.

We might put a second copy of Personal, but then we'd have to go in and change the name of it. Took a little bit of time, right? So now you've got this direct opportunity to drop in a dedicated tinnitus program for patients. Great tool there, nice and convenient. And then if you implement a Tinnitus program, then you'll navigate to the tinnitus screen through the flyout menu to then configure that and personalize that as we were talking about before.

So that was an ask from the field we were excited to bring to the table. Power on default delay. So now we've got a new power on delay that's been changed to medium which equates to 10 to 12 seconds for custom hearing aids. And the idea here was to make that longer so that there wasn't an inadvertent button press for patients. Inserting custom technology, you do have the ability to manage that delay.

So still some nice flexibility there. But that should be also a helpful tool. Time saver for patients with custom technology.

Also exciting with the May 2026 update, the data log screen now will display some information regarding edge mode plus the number of activations and the average use time time. This was also an ask from the field, so we were delighted to bring that to you with this contract. Refresh.

Starkey AI Assist. Wonderful tool for providing assistance to questions you may have regarding a feature. The ability to learn more about what a feature is or how to manage it tucked right inside the profit software. So within the profit software, up at the top menu there under the help menu, that's where you can find access to Starkey AI Assist. And again, you can learn about features, you can do some troubleshooting, you can access professional materials, all kinds of really helpful tools there to help speed up, you know, what you're trying to manage in the moment.

I created one example for you to share for this presentation. I went to Starkey AI Assist and I entered Sound two tinny and here you can see what the response back was. So it gave several adjustment strategies that could be applied and those are indicated there with the bullet points. And then down below there are also references to some professional tools that may be helpful in relation to this topic of sound to time. So it's tucked right in the software.

So if you're programming ahead of time or you're right there with a patient, really provides easy, quick access to the information you want and need in the moment, you may certainly still know. Navigate to starkeypro.com for materials. But again, a nice time saver here with helpful information and advice.

Session Notes cannot say enough about Session Notes Session Notes is a feature in the software that allows you to automatically track adjustments that have been made. In the profit software you can align, or in this case it says assignment, the adjustments you make to individual patient complaints. You can mark a particular topic or challenge as resolved or something that needs to be revisited at the next session. And then you can even upload session notes into electronic medical records. So this is an

incredible tool that's really a game changer for all of the various things that take place.

Place. I'm going to back up just a step here for all the various situations that occur. Right Time challenges, getting session notes or chart notes written up, something happening in the middle of a session that you got to take care of and coming back just can be a really nice tool to capture what took place and have a great record of that and add it to medical records as well. Okay. So with all of that said, I've got a little video for you here and I'm going to kind of talk through this to show you.

So we're going to be on the session notes screen in profit. You can see the assignment, the adjustments along the left hand side and what we're doing here is we're dragging and dropping the various adjustments that were made to the different topics that were indicated in need as in need of adjustment for the patient. It'll give an indication of right and left hearing aid as well. Topic is resolved or we're going to want to check at the next session and then you can even add additional notes down in the bottom left. Maybe something about adjusting event or some kind of modification, something that wasn't necessarily programming related but relevant to that session with the patient.

So an area to type in some notes there and then you can export the session notes, you can copy and paste them. Just a wonderful tool that, that works nicely with your office management system. So we've had an incredible professional response to session notes and how valuable it is. Very important. If you like session notes and you want to use them, it's important to select yes when you're leaving a session and you get that prompt about saving the session to be able to access session notes later on, even see them later, you're going to want to select yes here.

All Starkey programming is done in real time. So whatever button you click, whatever adjustment you make, that automatically goes into the hearing aids to be able to. So when previously when you, when you get to this part, when you're leaving a session and you get this prompt about saving, you didn't always have to, right? You could just click no and keep moving. So just a, a call out here.

If you like session notes and you want access to session notes, you do need to hit Y yes when you get this prompt about saving the session. That will be important for being able to see them and retrieve them later on. And now you're seeing a view. We're back out in noaa and on the right hand side of the screen there, I tried to highlight for you in gold, this little eyeball icon. A nice easy way for you to click there and view session details without even opening the software.

So that's been a big win in the professional community. And then on the left there you can see that session notes are saved within the NOAA journal module. So you can get a nice short list you can copy, you can paste into electronic medical records, office management systems, couple of different options there for you. So session notes are a big win. And then if you do indicate or mark a particular topic area as something that needs to be revisited at the next session, the next time the patient is back and you connect those hearing aids, there's going to be the alert bell on the left hand side, the blue menu bar there, and you'll click there and it'll say session notes like you see here.

And then it'll allow you to click to session notes and then that will pop up. Okay. At the last visit, the topic was background noise struggles so has that been resolved? Do we want to revisit it or is it no longer a concern? So very easy, very straightforward, just a wonderful tool for professionals.

All right, so leaving profit by way of various features and programming adjustments, if you will. I do want to be sure everyone knows about our telehere Remote programming tool. There are three form factors for telehere remote programming. I know in the government services sector there are some individuals using remote programming, some are not. I'm not really going to spend a whole lot of time here.

I just want to make sure you're aware of what the options are. There is a synchronous remote program programming option. That's that real live appointment, if you will, a real time audio visual engagement with the patient where you can make programming adjustments for them. So you schedule an

appointment, they log in, you log in, and again you can have that real time interaction with them. The second option for remote programming is what we call an asynchronous remote programming application.

And here the patient has the ability to go into the My Starkey app, request assistance or adjustments from the professional. They enter that request at their convenience. You can go to your dashboard and you can see that at your convenience, make adjustments, send them back to the patient to compare and contrast against their current settings, implement if they like or reject. So that's that asynchronous strategy. And then telehear AI which is kind of interacting this ability to interact with generative AI technology to improve their hearing aid settings.

So on their own they can go in and they can say, hey, having difficulty with a particular type of sound. The AI tool will ask some questions to kind of hone in on what may be needed. Provide an adjustment option that the patient can then accept or reject. So they right there on the spot can get that adjustment assistance, if you will. So it doesn't require any input or help from the professional.

A couple of different options here. I just wanted to describe them to you. Please know that patients cannot use any form of remote programming with Starkey unless you invite them to participate. So do know that as well. And if you want more on that, we're definitely happy to come alongside and help support on any of those options.

All right, so I want, I do want to hit a few connectivity improvements. So let's jump in there. The My Starkey app is a wonderful tool for patients. There are, there's a very easy to use QR code that can be scanned using the patient's technology or device to indicate device compatibility. And then on the left in the image of the phone you can see the various technology families.

So it's a great tool for ensuring compatibility and easily downloading the My Starkey app as well. So very great tool that comes in a business card format, I believe, and even a magnet. So definitely contact your Starkey representative account managers if you'd like more on that exciting with the May 2026 update is Google Fast Pair. So this is a very great Android friendly tool. Fast Pair uses a combination of Bluetooth and location services to detect nearby devices.

It allows provides the ability to accurately detect when a compatible Android device is nearby and will automatically initiate the pairing process. A notification will then show the device's name and picture allowing the hearing aid user to connect with a single tap. So a nice step forward there for the Android users and I kind of advance the slide here and you can see the process hopefully playing out on the phone image there. Connecting to the right hearing aid connected to the left. There we go.

Connecting to the left hearing aid. So it's straightforward, it's easy to use and a nice time saver and there we can see connected so great for great addition here with Google Fast Pair. Oracast Omega AI all of the devices are ready to connect to any oracast broadcast. And of course auracast is the newest Bluetooth capability that really is going to becoming ever more prevalent and is the next generation you know of assistive listening technology. All Omega AI hearing aids I believe I said earlier, come equipped with the latest 2.4 GHz radio that does indeed feature LED audio.

New with May 2026 new capability to help hearing aid wearers easily connect to an Oracast broadcast, we have integrated an AuraCast assistant within the My Starkey app so the hearing aid users can select an available oracast stream by a list that populates on their device. Kind of similar to the when you select a WI FI network or a hotspot. So a great tool here for opening up access to various streams for patients. And while LE audio is fantastic, I do want to be sure that you know that Omega AI the streaming options, these devices support all the protocols, right? So we've got the Apple Leah 2 streaming protocol, the Android Asha streaming protocol in addition to the Bluetooth low energy audio

that we've been talking a little bit about.

So lots of flexibility here and lots of Android possibilities as well as Apple connectivity solutions as well. Brand new feature with May 2026 is what we call Push to talk. It allows a My Starkey user to connect to another My Starkey user to exchange voice notes. To be able to use this feature, both individuals need to be wearing Omega AI 24 technology tier hearing A. All of the devices issued through or for with government services professionals are the 24 tier.

But to use with a spouse for example or other individual they would also need that 24 technology tier. So that's a pretty neat opportunity. Kind of a fun tool that may be valuable to a listener. And then just a nod to the Genai Smart Assistant. I've mentioned this a couple of times, kind of that that feature if you will.

But there's quite a bit to the Gen Smart assistant tool that can be valuable to a patient. So the ability to have an easier conversational interaction between the patient and the smart assistant is certainly nice and then even the usability and accessibility to support now hearing aid microphone pickup for a hands free experience. Do know that Genai Smart Assistant can be used in a variety of ways and so voice commands that can be a great tool for a patient with dexterity challenges. Right. Do they want to, you know, increase the volume of their hearing aids or maybe decrease do they want to mute their devices?

Do they want to change programs all from a simple, you know, press to the microphone icon and the My Starkey app or maybe if it's press programmed into the double tap user control a great tool they can access user guide information. They could set a reminder they can use it to find my phone. You know, it'll start the ringer on a phone to find out where it, you know, which pillow it may be hiding under in the house, for example and if connected to the Internet through WI fi or cellular even or WI fi or cellular, I should say Internet access. So maybe checking the weather or finding out various pieces of information. Maybe a patient with memory challenges or just someone with a very busy active lifestyle.

And I'm really proud of Starkey. I really think they've been a pioneer in promoting health and wellness in hearing aid technology. And that's really evident through a number of valuable features over the last few years. And these capabilities really align wonderfully with the VA's Whole Health Initiative and that's designed to focus on administering, you know, or providing personalized veteran health plans rather than focusing on treating disease. So you can see a number of different tools here from physical engagement and activity to features for patients that may be at risk for a fall with fall alert, balance assessment and even balance builder reminders.

All kinds of wonderful tools. So key keep this or these possibilities in mind designed to be driven by the user as well. So some great tools there. And then just to wrap up the My Starkey section, a big win. I think it was last year when we introduced the My Starkey app, the veteran technical support line that can be accessed directly by patients.

So really a game changer for easy access to support when a patient needs it they can simply tap on the phone number and make the call to the technical support line, which is great. Please do keep in mind Hear Share. It's a wonderful app, a wonderful tool that allows patients wearing Starkey hearing aids to share health and wellness information with people they choose. Might be data or information on things like hearing aid usage, battery levels, amount of social engagement, health activities and more. Patients can control what they share and who they share it with.

Provides great peace of mind and it says it there on the slide for caregivers, family members and even for hearing aid wearers alike. It's a free tool that allows those loved ones to support the journey with amplification. So keep Hear Share in mind as well for that peace of mind. So to wrap things up, I hope you've enjoyed learning about or more about I should say Omega AI today. It really is caring technology that's backed by science.

There's a complete array of hearing aid styles, a suite of accessories and world first features and proven signal processing and feature performance. This family as a whole is really unparalleled in delivering faster, simpler and stronger capabilities to delight both you and your patients. So just before we kind of finish up here, I do want to be sure everyone knows about Starkey's partnership with Med el, which continues to provide meaningful or deliver meaningful results for for bimodal patients. So keep this in mind for those individuals and G series. This is brand new with the May contract.

This is a new product line that will be available for government services. There are two BTE styles, one with a matrix of 137, 133,070 and then an ultra power option as well with a matrix you can see referenced here of 13778. So these may be an option for certain patients built on the foundation of our Genesis AI product family using the S1 neuroprocessor and just may be again a tool or an option for a particular patient. We've got a number of helpful resources for you@starkeypro.com if you go there and tap on the government tab, you can access white papers, quick tips, various videos and even access additional training opportunities. We do have several national symposiums coming up.

We would love for you to join us. You can use the QR code here to register. We will be in San Diego, California in May, Chicago, Illinois in August and then we're inviting everyone to campus in November. Audiologists and technicians for unique tracks, unique programs and that those will those meetings will take place in November. And finally please know we're here for you.

Any of us are delighted to come alongside Help Support. To reach the Starkey team, please go again to that starkeypro.com website. You click on the Government tab at the top. You can click on Contact, and then you can scroll down and you'll find the map. You can click on your location.

In this example, I selected Minnesota, where Starkey is headquartered.

So clicked on Minnesota, and then from there you can see the information for your dedicated scroll Starkey representatives. So with that, again, I want to thank everyone for joining me today. If you have to hop off, I completely understand. I'm going to take a moment here and navigate to the Q and A area to see if there were any questions.

Okay. I don't see any open questions. So thank you all again and I hope you have a great rest of the day.