This unedited transcript of a live webinar is provided in order to facilitate communication accessibility for the viewer and may not be a totally verbatim record of the proceedings. This transcript may contain errors. Copying or distributing this transcript without the express written consent of continued is strictly prohibited.

Starkey Government Services: Technology Built for Our Nation's Heroes

Presenter: Andrea Hannan-Dawkes, AuD, FAAA

Welcome everyone. I'm Dr. Andrea Hanndox, a member of the education and Training team at Starkey. Thank you for joining me today to Learn about the November 2026 contract refresh and how Omega AI plus is is technology built for you and your patients. Before we get started, there are a couple of housekeeping items 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, but certainly feel free to enter questions as they come to mind. There is a PDF handout of the talk 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 classes 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 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 it will also be available in the handout.

These are the learning outcomes for the session today. After this course, participants will be able to do the following Describe the full range of hearing aid styles and fitting options available within Starkey's flagship technology portfolio and identify applications for various patient needs. You'll be able to explain the advanced technology features that support enhanced sound quality, listening comfort and overall patient satisfaction. And then finally, upon completing this course, you will be able to demonstrate an understanding of the latest enhancements to the Profit software and the My Starkey app and and their

role in improving fitting efficiency, patient engagement and ongoing hearing aid management.

I'd also like to point out that this course has been designed with professional and evidence based best practices in mind and with that we are ready to jump in. So with the November 2026 technology lineup, Starkey stands out by delivering better hearing with a superior product and unmatched support. So I'm very excited to unpack the hearing aid family and the various features so you can see how helpful they will be to your patients and then even some wonderful tools for you as audiologists as well. Omega AI plus is the new flagship technology family and it was designed to bring advanced sound processing and a comprehensive family lineup. The goal underlying this family was to bring patients and professionals really what they need and even more.

And again, I'm just looking forward to sharing all of the details and all the things you can look forward to with this technology family. Starkey has been recognized as a leader in hearing healthcare innovation by integrating advanced technologies with the use of artificial intelligence, machine learning, deep neural networks, and even generative AI to enhance the hearing care experience. And as we move from one technology family to the next, the commitment to excellence for both patients and professionals remains unparalleled. Omega AI plus represents the next evolution in Starkey's AI journey. And at its core, core is what you see here.

We call this quad DNN architecture. And what it does is it combines some incredible AI capabilities to bring features that will really make a nice difference for patients. So here with regards to quad DNN architecture, you can see a nod to the things like dual Compression, Edge Mode, DNN 360 and always on noise reduction. And together they really leverage the ability to use deep neural networks to provide what I like to describe as more intelligent, personalized and even responsive devices to elevate the hearing experience.

Omega AI is anchored by the most advanced processor available today, the G4 Neur processor, which delivers incredibly sophisticated algorithms in real time with extraordinarily low power consumption, together in a small package.

Omega AI plus. Oh, yeah, good. I was hoping this one was next. This family's ability to deliver the power of advanced AI for optimizing sound quality and listening comfort, kind of with those as the foundation. What we're happy to report is that it responds faster than hearing aids offered by other manufacturers to help provide a more natural listening experience as well as exceptional speech enhancement and noise.

In fact, Omega AI plus outperformed competitive technology, those that offer DNN powered noise reduction features by up to 2.7 times by way of the speed of the processing capabilities. While all of the primary hearing aid technology companies are using artificial intelligence, there are significant differences in how AI is used. Starkey really excels with the number of features that are offered, the precision with which they can address the needs of patients and hear, even a nod to the speed with which they engage, and all of that without an impact on battery life. So with a discussion about AI under our belts, let's go ahead and jump into the features. So this fall we are excited to bring the world's first deep neural network dual compression system to Omega AI wireless products.

It uses DNN to intelligently Determine when to activate fast compression for speech and when to preserve slow compression for optimum sound quality. And in our validation studies, 100% of the hearing aid users noticed fewer artifacts compared to our previous technology.

With DNN dual compression, the slow compressor is always on and the fast compressor engages when speech signals are present to ensure sounds like soft consonants, for example, are captured and managed properly. Together, they keep sounds within the patient's dynamic range, support sound quality, and preserve the audibility of those important speech cues. The integration of DNN and the

compression architecture brings unparalleled precision. Wonderful addition with Omega AI Plus. Next up, DNN360.

This feature uses a deep neural network trained data set to automatically steer the hearing aid microphones into the optimal response for every listening environment. Three key sources of input, acoustic information, sensor information, and user intent are all fed into a central processing system that evaluates multiple factors simultaneously. Several important acoustic and environmental cues are analyzed, including the things that you see in the center of the slide here, 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 we know are interconnected, allowing the hearing aid to dynamically interpret the listening environment. So based on this intelligent analysis, the hearing aids can predict where speech and noise may be in order to select the most appropriate microphone mode for the user situation.

And I like to point out that this degree of sophistication really allows the hearing aid to provide personalized optimized hearing performance by seamlessly adapting again to the environment and intent in real time. And the best part, I would say, is that patients don't have to do anything. This will automatically apply for them.

So that's an exciting consideration as well. So with regards to DNN360, if the environment is quiet, the hearing aids will go into an omnidirectional microphone response. If there is noise present but no speech, then the DNN spatial awareness application will automatically engage the this is using split band directionality, so omnidirectional microphone response in the lower frequencies and then a fixed directional response in the high frequencies. Next up, if there is both speech and noise present, the independent adaptive null steering will engage. And here you will recognize this.

So the polar patterns move and morph as needed with adaptive null steering in order to tackle the dominant noise source and help promote the speech signal to improve that signal to noise ratio. And then another wonderful application of DNN 360 is the motion based optimization aspect. And so here we've got the listener in motion and the hearing aids will again go into that split band mode. So omnidirectional response in the lower frequencies to help with environmental awareness, even help promote safety. And then the high frequencies will go into a fixed directional response to help improve the signal to noise ratio should speech occur before then switching into the independent adaptive null steering.

So a wonderfully sophisticated system for enhancing every environment that is automatically going to do the work to take the responsibility and the burden off of the patient, which is fantastic. With the November contract refresh, we're expanding DNN 360 to Omega AI plus wireless customs for more precise decisions in every situation. So previously just offered it in the standard products and now we are expanding into the custom styles.

So to bring this feature to the custom devices, DNN360 was retrained to refine the algorithm to account for different microphone angles and hearing IT insertion depths that may be experienced with dual MIC technology in custom hearing aids. And the result is a more personalized and intelligent experience, again really making a wonderful difference and the most sophisticated application available in custom technology today at Starkey's core. Starkey is very much an evidence based company and I know we as professionals very much value the evidence based piece of things as well. So throughout the talk today I've tucked in various research outcomes for you that I think you will appreciate. So the use of DNN in this feature is again to predict and apply optimal adaptation parameters with greater accuracy.

The goal is more intelligent signal processing, improved listening effort and overall a more natural listening experience. So you're looking at some data here with some research we did and what it

showed was a consistent trend across signal to noise ratios whereby participants rated listening effort for speech presented at both 90 degrees and 180 degrees, significantly lower using DNN360 compared to our legacy adaptive directionality feature. So this indicates participants were able to achieve the same listening effort rating with DNN360 at a lower signal to noise ratio than with the previous feature. So again, wonderful steps forward here with regards to listening effort. We know in noisy environments it is not only difficult to hear well, to understand well, but the effort that is involved also increases.

So great to see the listening effort outcomes here. Edge mode is another Starkey AI driven feature designed to optimize comfort and clarity whenever a patient needs it. And Omega AI plus expands the power of this feature with three important enhancements with this contract refresh and I've got those listed here for you. Automatic Edge Mode is now available in our non wireless custom products allowing Them to also automatically adapt as listening environments change. The Edge Mode reduce noise feature has been enhanced and may be activated from the My Starkey app to provide even greater comfort in noisy environments and then always on.

Edge Mode is a wonderful tool that will allow for Edge Mode to continuously optimize speech audibility and noise management without requiring a user to do anything. So no user activation required and we'll talk more about that in just a minute. So together the three enhancements really help deliver a smarter and more effortless listening experience. Experience. So let's go ahead and take a closer look at each of these.

Our Starkey's industry leading automatic Edge Mode feature. We're excited to bring that now to all Omega AI plus custom products, including all non wireless devices. And once activated, automatic Edge Mode continuously scans the listening environment, adapting and optimizing settings as conditions change. And it can really help patients experience better speech clarity and listening comfort without having to manually adjust their hearing aids. That is a wonderful addition.

A little bit more research for you. So with regards to the Omega AI plus reduce noise option, again this is a listener intent tool that can be accessed through the My Starkey app. And what we've done with this contract refresh is enhance the capabilities of this feature. And we used an expanded set of real world multilingual training data to make this feature more robust and, and so as a result it can more effectively identify and suppress unwanted noise even in complex environments. And you're seeing some data here tested across realistic noisy environments.

So for example, a cafe, a food court, a dinner party. The Edge Mode reduce noise feature outperformed other leading hearing aid brands that are using DNN based processing to deliver a greater signal to noise ratio than competitive speech and noise programs. So it's a wonderful tool. It means that patients can experience more effective noise reduction while maintaining access to speech, helping them really to communicate with greater confidence even in the most challenging environments. And this is a little bit more data as well.

This is showing the value of Edge Mode reduce noise in providing greater comfort and noise over the personal program. So participants, what you're seeing here, individuals in this study, they were seated in an eight speaker array with diffuse bar noise presented at 72 DBC to create a challenging listening environment. And then comfort ratings using reduced noise turned out to be significantly better than with the personal program. So this is giving a nod to the value add of Edge Mode reduce noise in comparison to just using the personal program alone. So I would say, you know, to encourage your patients who are using the My Starkey app With their Omega AI plus hearing aids to try this feature if they are in a difficult environment and in need of more noise reduction.

And then the last exciting addition to Edge Mode with this contract update is what we call Always on Edge Mode. For patients who like Edge Mode and use it all the time, this feature will eliminate the need to manually activate it. So if enabled by you by the audiologist, Always on Edge Mode will automatically

engage whenever the patient is in their program. One allows them to benefit from the power of Edge Mode throughout the day without having to think about when to activate it or where to activate it. And that system is constantly working in the background to optimize speech audibility and listening comfort.

And I think to kind of summarize it, Always on Edge Mode really does a nice job of providing a seamless and effortless experience by ensuring that the advanced AI optimization is always available when it's needed most. So this was actually an ask from the field that we were delighted to deliver on. Always on Edge Mode can be toggled on by the professional through the Profit software on the user control screen under additional configuration options. When the hearing aids turn on into their default program, environmental analysis will take place and automatically put the devices into the appropriate Edge mode settings. The hearing aid response microphone mode and the amount of noise reduction may adapt as needed for that specific listening environment.

The devices will automatically go back into Edge Mode whenever the patient leaves and then returns to program one or when they start and then stop streaming. For Omega AI non wireless hearing aids with Always on Edge mode enabled, the updated T2 remote app that we'll talk about in a few minutes that's going to offer Edge Mode on off controls to toggle the hearing aids between the patient's personal program and Always on Edge mode. And that behavior with the non wireless devices in the T2 app will be consistent with Omega AI plus wireless products and patients using the My Starkey app.

Not all patients will require little video there. Sorry, got ahead of myself. Just kind of showing you how when they move between settings the feature will activate and go back when the patient is in that program. One spot. Let's see here we some best practice guidelines here.

So not all patients are going to require Edge Mode to be on all the time. Consider enabling it at a follow up appointment once the patient's had some experience with the feature and you determine that they could benefit from using it continuously. If a patient has used Edge Mode consistently while wearing

other Starkey hearing aids, then it may be worth enabling at the initial fitting. And I think the beauty is that we let you decide if and when to activate the Always on capability based on what you think is best for the individual. Always on Edge mode will activate the best sound feature of Edge mode and optimize those parameters I mentioned previously.

The patient can choose to then prioritize speech or reduce noise through the button on the home screen of the My Starkey app and Always on Edge mode may only just reminder may only be enabled by the hearing care professional through the Profit software. The patient cannot enable it for themselves through the My Starkey app. So a few good to knows there. All right, with a highlight on some of the exciting feature updates, let's jump into more on the actual devices. So the brand new Omega AI flagship technology the Family really offers, as you can see here, an entire suite of wireless and non wireless hearing aids.

Patients in every style can now access the benefits of the G4 Neural Processor that I described earlier even in our smallest custom devices. So if we jump into some additional details here, Omega AI offers several RIC styles for your patients with design and colors consistent with the Omega AI family. So the predecessor to the plus family all RIC styles include the Bluetooth Low Energy 2.4 GHz radio with LE audio streaming to provide enhanced sound quality and that next generation connectivity. Familiar features carry forward like the LED Lights cross compatibility and a telecoil in the RIC RT style if that's important and rechargeable. Products continue to be waterproof.

Omega AI plus will continue to be compatible with Snap Fit 2.0 receivers, the Starlink Edge wireless accessories and the My Starkey mobile app. And both the Ric RT and Microric styles are compatible with the enhanced Starlink Charger 3.0 and we'll talk about that in a moment. Let's talk a little bit about the Customs because this is a wonderful some wonderful enhancements here. With Omega AI plus you really have the ability to send patients home with you know, the style that's most appropriate for them

and really that personalized and intelligent listening experience. So there are four Omega AI plus wireless custom styles.

You can see those here, the CIC, the ITC, the half shell and the ITE and all include the Bluetooth Low Energy 2.4 GHz radio with LE audio hearing aid matrices and color options are shown here as well well and will be consistent with the previous Omega AI product family. The Omega AI plus customs will continue to be compatible with the Starlink Edge wireless accessories and the MyStar Key mobile app as would be expected and based on what I just described for the standard products there. But the rechargeable styles will be using the Starlink charger 2.0.

So that's a little bit on the wireless custom hearing aids. So now let's talk just for a moment about the non wireless custom devices. So a really great signature lineup that provides the opportunity to give patients not only the smallest hearing aids but the smartest experience in a custom product. The Rechargeable CIC is extremely discreet and compatible with the Starlink charger 2.0. For patients who prefer the flexibility of zinc air batteries, we continue to offer a battery operated cic.

And as you can see there are a variety of matrices and color options as well. The IIC Invisible in the canal style is the the industry's really premier choice for know an invisible custom product and it's a, it's really your best solution for patients concerned with size and stigma. All non wireless dials are also compatible with the updated T2 app. And again we'll talk about that in just a moment.

Battery performance I wanted to mention this with regards to Omega AI plus because this family continues to deliver industry leading performance consistent with our previous products that certainly will delight patients and will please you as well. But there's no change or important to know there's no change in battery life even with the addition of features designed to optimize hearing in every environment. So those features I described earlier we carry forward this incredible battery life if you're newer to the Starkey technology, the Omega AI RICRT our RICRT style offers up to 51 hours of battery

life on a single charge. The Microric Rechargeable, which is a government services favorite that will deliver up to 41 hours on a single charge. And then wireless customer chargeability styles will provide up to 42 hours of battery life.

The non wireless Omega AI plus CIC rechargeable, they're 38 hours of battery life on a single charge. And the CIC non wireless offers up to 7 days with the default Zinc Air size 10 and up to 10 days with the optional 312 battery. And then you can see there the last point, the IIC that battery life can last up to seven days. So really truly remarkable performance, especially with the addition of new features. So the new Starlink charger 3.0 that I mentioned for standard products that features some nice enhanced design elements with core functionality consistent with previous versions of the charger.

The charger's LEDs provide visual confirmation throughout the hearing aid charging process. Blinking green lights indicate charging solid green Lights indicate a full charge and a red light indicates a fault. And this behavior is the same across both Starlink Charger 3.0 models, one that is dedicated to the RIC RT style and the other to the Microric style. A full charge still takes approximately three and a half hours and the LEDs show charging status only, so that's important to know. Not going to show battery percentage.

And then we're happy to carry forward the turbocharging with this new charger, which can give patients up to three hours of hearing aid use after only 10 minutes of charging. The Premium Charger 3.0, which contains an onboard battery for hearing aid charging capabilities. While disconnected from a power source, it can be fully charged from 0 to 100% in under three and a half hours across all models. During charging, the LED indicator bars will blink and progressively build until all four lights remain solid, indicating that the onboard battery is fully charged. Each bar represents a 25% increment, so that is very straightforward forward for patients and professionals alike.

Prior to first use, the charger should be fully charged and then once fully charged, the premium charger can be disconnected from a power source and provide up to three full hearing aid charges before needing to be connected to a power source once again. So a couple of other good to knows I wanted to mention. When plugged into a power source, the LEDs will display the current state of the onboard batteries. So those bars again and then when unplugged, the hearing aids. Well, when unplugged and the hearing aids are inserted into the charger, the current state of the onboard battery will display for 30 seconds and then turn off to help conserve battery life.

All rechargeable hearing aids and chargers are delivered in what we call ship mode to help conserve battery life during transit. Before first use, the Starlink charger should be, or I should say must be connected to a power source. To exit ship mode, just simply place the hearing aids in their charger for at least three seconds and then remove them. Ship mode is also something that can be re implemented after that maybe initial configuration or setup to await the patient visit. So that can be done through the Profit software.

The Omega AI wireless hearing aids will be compatible with the full suite of Starlink Edge accessories, the table microphone, remote microphone, TV streamer and the remote control 2.0 to meet specific patient needs. The Starlink Edge LE adapter is also available for direct audio streaming from non LE audio sources or host devices. Perhaps like an older phone, laptop computer or even E readers as well.

All right, Darkey Profit So our software was built with input from hearing care professionals around the world and the software was specifically designed to save you time with faster and more accurate fitting and adjustment capabilities. So when we set out and implemented and introduced Profit a few years ago, we really wanted to ensure that it was intuitively designed so that things were right where you would expect them to be in order to help provide that best in class fitting experience all the way from the first fit to follow up and fine tuning. So the PROFIT updates with the November refresh are going to help

you send patients home even more satisfied in hearing their best and also help save you time. So let's take a look at those updates. So first up, the Firmware update hearing aids can now remain in a patient's ears during a firmware update and the hearing aid microphones will remain active.

So this change promotes greater appointment efficiency as conversations can continue without a period of downtime. This change is going to apply to all Pro Fit hearing aids. The time required for the update will depend on the hearing aid programmer being used and whether the update Generally speaking, with firmware updates, whether the update is initiated from the software as I'm giving a nod to here, or through the My Starkey app by the patient, the brand new DNN Dual Compressor manages fast compression resulting in smooth and seamless sound and a great listening experience. So we talked about that earlier with regards to integration into the Profit software. The DNN Dual compressor will default on in the Omega AI plus wireless hearing aids, but you can manage that through the software on the Sound Manager screen you can increase or decrease the setting value to make speech sounds like soft consonants more or less pronounced respectfully.

So a wonderful tool. And I mentioned earlier, fewer artifacts than we had seen previously. Really a wonderful opportunity or ability to allow that fast compressor just to engage when a speech signal is present. So that's really going to be something that delights patients and you as well. Non wireless Omega AI hearing aids will offer dual compressor to align the nomenclature with the wireless product family and this feature functions the same as Legacy consonant brightness and can be adjusted in the same way DNN360 will default on whenever adaptive directionality is selected in Profit Automatic hearing Aid microphone configurations.

Those that I described earlier again are designed to enhance the listening experience experience in every situation. If for some reason a patient doesn't like enhanced spatial awareness, you do have the flexibility to toggle off the Binaural spatial adaptation feature on the Sound Manager screen.

Automatic Edge mode will now be available in both wireless and non wireless Omega AI plus Hearing aids so that all patients can benefit from from that seamless nature of the feature for optimizing both comfort and clarity. It's going to default on and can be managed on the user control screen if needed. That is not new. The expansion into the non wireless devices is new, but the application of automatic Edge mode is not new. So I just wanted to be sure to call that out.

So with regards to the non wireless hearing aids, those that do not have a push button user control, those individuals will need to use the T2 app to access Edge mode. Unless Always on Edge mode is enabled by you, The Always on Edge mode, this aspect or update to Edge mode is going to default off again or similar, I should say to Automatic Edge mode is going to be found on the user control screen under additional configuration options. If turned on Edge mode will remain active whenever the program is implemented, whenever program one is in use. And that can be whatever program that you have positioned in program one. But again, it will be a wonderful tool for patients who really like the feature and use it consistently.

So just good to know. I think the ability to activate Always on Edge mode in program one for the patient is going to require that automatic Edge mode be on also. Hopefully you can make out in the image there that both of those toggle buttons are indicating on most listeners will be successful without this feature enabled. Thanks to the effective automatic adaptations that are already taking place in the hearing aids. But you know all the noise management algorithms, right?

The response of the instruments, all of that is automatically adapting every 5, 6 milliseconds without the use of Edge mode. But if a hearing aid user is continuously, you know, needs more help with comfort and clarity, Always on Edge mode is a. Or Edge mode is a great tool. And then for that hearing aid user that's consistently using Edge mode, again you have the flexibility to have that always be on in program one. If listeners haven't used Edge mode or are sensitive to adaptations and signal processing, you

may want to consider leaving that feature off again.

The beauty is that you've got the flexibility with your patients. When Always on Edge mode is enabled, the listener may notice a brief delay or short audible tone when the hearing aids are powered on. That's while the system is analyzing the environment and applying those best sound settings. Always on Edge mode turns off when the user switches out of program one or begins streaming, and it automatically resumes when streaming ends or when the user returns to program one. And I think I mentioned that earlier as well.

So just a reminder on that the My Starkey app is still required to select Listening intent. So if the patient wants to navigate to the enhanced speech or reduce noise settings, that will be done through the My Starkey app. Users can also start or stop Edge Mode at any time if added to the hearing aid user controls by using the My Starkey app or if the favorite button on The Starlink Remote 2.0 is configured by you for Edge mode. So a couple of other considerations there so lots of flexibility to assist professionals in knowing if Always on Edge mode is enabled. There's going to be a new icon that will appear adjacent to program one, so you hopefully can see that outline there in the gold box.

We have also added new fitting tips for Always on Edge mode to support understanding and use of the feature. These are going to be indicated by purple light bulb icons that are on the user control screen and the data log screen as well. We've had a great response to these fitting tips so that should be a helpful tool. Oh and a great changing gears Now a wonderful addition with the November contract refresh is our all new Intelligent Feedback Management System. Really excited to bring you the next level of feedback control.

So by let me kind of describe it for you. By leveraging comprehensive fitting specific information for the patient including things like venting gain and various hearing aid features, the new feedback management system is going to be able to proactively identify feedback risk and apply the appropriate

feedback protection strategies to provide enhanced response stability and fewer feedback related compromises. To preserve signal audibility during feedback initialization, the system is going to measure available feedback headroom and evaluate how it compares to prescribed gain. If feedback risk is detected, targeted adjustments are going to help preserve audibility while minimizing feedback. The system is also more context aware and optimizes stability during rapid changes in gain to support more stable and more natural listening experience with phase cancellation at the core and gain adaptations applied only as needed.

Feedback Free Feedback Free fittings are really more achievable than ever with Omega AI plus so this is sure to delight you and patients as well. A little bit of data for you here. Clinical validation of the new feedback management System showed a 2.2 times lower feedback occurrence at initial fittings with Omega AI plus devices when compared to a legacy generation validation study. And not only that, but the ability to remedy feedback if it did occur was rated as easy requiring only one adjustment. And there will be a white paper on the new feedback management system coming soon.

REM Target Match is Darkey's Integrated Real Ear wizard which provides the ability to quickly and easily verify hearing Aid frequency responses to the selected fitting formula without having to leave the Profit software. It's fast, easy to use and reliable. There are four helpful updates to REM Target Match and I think you will find these advantageous. First is that REM Target Match data is now saved with a session. Next is the ability to review REM Target Match measurements from within the Profit software.

Third, the ability to adjust previous aided REM Target Match curves. And then fourth is a new Target Match button. So let's go ahead and expand a little bit on each of these.

I mentioned that REM Target Match measurements will now be saved to the Profit session for easy access. They can be found by clicking on the REM on the REM Target Match terminology from any applicable Profit screen. The date of the most recent measurements will be listed between the fitting

graphs or between the real ear measurement graphs. And this was an ask from the professional community and really opens the door for other features as well. So so that was definitely a nice addition.

The second update I mentioned is the ability to review previous measurements. This can be helpful for a quick check of hearing aid programming or when considering requests for changes to the hearing aids. Responses can be viewed with hearing aids connected to Profit or without when a previous session is opened. And then the third exciting update is that manual adjustments to previous aided responses can now be made by using the Adjust button on the screen. So that.

Oh goodness, sorry about that. I think I'm going backwards here. Let me try to go forwards with my clicker. There we go. Let's give that a try.

There you go. There's the Adjust button. So after changes are made so you've got the ability, you can click on the Adjust button. And then after changes are made, the Start button is used to run new soft, average and loud measurements to verify the changes that were just made without having to complete the entire REM Target Match wizard. So a nice time saver.

Unaided measurements and automatic target matching are quick and oh, rephrase. Unaided measurements and the automatic target matching are not required. And again, the goal there is to provide a fast and easy way to make quick changes and all new measurements will be saved to the session. And then the fourth update to REM Target Match is the A New Target Match button. So the goal or the purpose of that is to reset soft, average and loud frequency responses back to target and may come in handy to quickly undo fine tuning adjustments that were made either inside or outside of the REM Target Match feature.

And it functions like the Target Match button in profit by resetting the response curves without adjusting other feature settings, so that may come in handy as well. The ability to adjust previous aided REM Target match measurements and the REM Target Match feature as a whole compatible with the real ear systems that you see here. When viewing REM target match measurements, simply as I mentioned, select the Adjust button the Adjust button to be directed to the REM Target match setup and calibration steps and then make the aided adjustments as needed. Really straightforward and ideal for busy professionals. All right, leaving REM Target Match Another great update to Profit is that session notes will now make it easier to capture important hearing aid details.

A new include hearing aid information toggle is going to allow device information to be automatically added when notes are saved to NOAA exported or copied details like device configuration, firmware receivers, coupling controls and paired accessories can all be included included really helping to streamline documentation and improve record keeping. And the toggle button shown here is going to be enabled by default. New in November is also the ability to view a cross transmitter in a NOAA session. Receivers are going to be labeled with RX and then the transmitters with TX as you can see here. So really provides a straightforward way to identify receivers and transmitters.

Another helpful win here the when it comes to SCIF compliance letters available when you activate or configure the devices to be SCIF compliant through the Profit software. The compliance letter that can be printed is now going to pre populate the hearing aid and owner information. So instead of having to be handwritten so another way that we've added some nice ease and convenience for you. So if you're newer to this with Starkey you decide on enabling SCIF compliance and then this letter again a helpful tool for the individual. Oh so excited to tell you about this are these these various updates.

So with the contract refresh there are several Profit updates that have been implemented specifically for government services professionals based on the needs that you have communicated. So I've got

the list here. Removal of the names do not match pop up that appears or would appear when connecting new pre programmed hearing aids is no longer going to occur. A notification to prevent premature hearing aid firmware updates will now appear for community Care network providers. Fine tuning is going to replace the quick Fit screen and the Profit fitting workflow with expanded tables and predicted insertion gain will now be the new default graph view.

So let me provide you with some additional information and visuals on those so new hearing aid orders that are shipped programs will no longer initiate the naming mismatch pop up when devices are connected to Profit. The hearing aids are still going to ship with the patient's last name and the last four numbers of their Social Security numbers for orders placed through the ROSE system, but this change will save helpful time. Community Care Network clinic providers will now see a pop up message recommending they wait to do a firmware update if government issued hearing aids are read into the commercial version of Profit. So this change is designed to help ensure that hearing aid capabilities remain aligned with the software available at dedicated government services clinics where the devices were fit the Quick Fit screen tab in the Profit fitting workflow has been replaced by the fine tuning screen to reduce the number of clicks required to access frequency specific fitting parameters and the fine tuning tables will default expanded and also excited to tell you that now the keyboard arrows or the mouse wheel can be used for quicker adjustment capabilities. So really delighted to deliver on all of that.

Definitely asks from the field. Starkey really listens and implements what is important. So excited about those a little bit more on the fitting workflow changes. The Quick Fit screen is still available. It can be accessed or will still be available.

Can be accessed from the fine tuning screen through the toggle that you see on the right hand the image on the right side or from the fine tuning or sorry or from the flyout menu shown there on the left

hand side of the screen. And then the last important update here again tapping into you know what you've wanted, what you've needed. The default graph display will now be predicted insertion gain to provide the best fitting experience and ease of use. So this view is going to provide the ability to view the maximum stable gain line when adjusting hearing aids and removes the need to rely on the yellow alert for feedback potential. So let me kind of advance here for you.

And then for added convenience a new dropdown for graph display has been added to the middle of the fine tuning screen, so just provides you with easy navigation between views as well. So really some exciting updates there for you based on what you've asked for. All right, let's talk a bit about connectivity. Really innovation extends beyond signal processing and with Omega AI we're excited to carry forward the 2.4 GHz LE audio protocol that includes both Unicast and broadcast capabilities. And when we combine that together with our dual sync technology for Med el cochlear implant users, Omega AI is really nicely positioned to ensure seamless connectivity today and then remain ready for what comes along in the future.

Auricast I think is a capability that most are familiar with at this point point using the LE Audio protocol Bluetooth streaming protocol, we've got less power consumption with the ability to provide that next generation of assisted listening technology, so really does a nice job of allowing hearing aids to pair more easily, connect more quickly and move more robustly between multiple devices. So AuraCast, a great tool for expanding opportunities for accessibility, allows individuals to tune into a broadcast from a transmitter, which can be great for a shared audio experience. Think of public places like theaters, airports and even gyms. The oracast transmitter begins broadcasting while simultaneously sharing information about the broadcast like its name and configuration. And an Oracast assistant like the patient's smartphone is then able to scan for available broadcasts and present them to the user through an easy to navigate interface, similar to selecting a WI fi network in a public space, for example.

And then once the user selects the broadcast, the oracast assistant is designed to securely pass the necessary information to the receiver, like the hearing aids to allow an individual to join. So to help hearing aid wearers easily connect to AuraCast Broadcast, the My Starkey app features an AuraCast assistant. They can simply navigate to the streaming options and they will be able to tap into available broadcasts. So a great, great tool. Dual Sync Our partnership with Med El continues to enhance with the, well, the bimodal experience.

The goal with this or what's to report with this update is that with Dual Sync streaming, Android devices supporting the Asha streaming protocol and devices running Android 12 or later can identify a Starkey hearing aid and a Med El cochlear implant as a matched pair. So there's another opportunity for seamless audio streaming to both devices. So a simpler and more effortless experience for patients. Starkey has really been a leader in mobile apps for quite a long time and here you can see a number of those tools that focus on providing patients control and allowing caregivers to be involved in the hearing aid and health journeys as well. The My Starkey App A couple of things to know here.

The Omega AI plus family is designed to do more than help patients hear better. When using the My Starkey app, there are smarter alerts and deeper insights and again just that ability to provide a more personalized experience. So with regards to pairing, with the launch of iOS27 there is a slight update to the pairing process. Pairing is still going to take place under accessibility and hearing devices, but as you can see here, the imagery with searching for and selecting the hearing aids for pairing has been updated slightly and once the hearing aids are selected you'll see that even for a binaural pair, you now only have to select pair one time and then the hearing aids will show as successfully paired with a green check mark beside each device. Once hearing aids have been successfully paired to the iPhone, the hearing aid device screen has also been updated for iOS 27.

Microphone input controls now live on this screen and if you click into audio routing, you'll see that handoff controls have been moved here rather than on the previous screen as before. Even with Always on Edge mode enabled, patients still remain or have full control. They can manually switch to other programs at any time, and if they're using the onboard Edge mode user control, they can easily move between Always on Edge mode and the personal setting as well. So lots of flexibility here for optimizing the listening environment. Excited to tell you about Intelligent Reminders designed to support patients in every, you know, every day with their hearing aid journey.

We've got reminders for maintenance and inserting devices. And now with the November update, an industry first feature, Hearing Aid Left behind has joining the group as part of the Intelligent reminders. It's going to notify the patient when it's likely that they've forgotten their hearing aids after disconnecting and are actively moving away from them. So a helpful notification will appear to help avoid frustration and inconvenience and again, you know, accidental misplacement of devices. Great to know.

Starkey is also introducing an industry first health and wellness feature with this contract. The sleep feature available through the My Starkey app is designed to track sleep patterns including sleep stages, body position and provide an overall sleep index. Other wellness focus metrics are intended to help patients better understand habits that may impact overall health and well being. This feature is going to be available in all Omega AI plus styles with the exception of the iic. Giving you an idea of some of the additional metrics here.

The overall sleep index is based on the Pittsburgh Sleep Quality Index which provides a simple numerical summary of their night and the index allows patients to interpret their sleep quality over time. You can see there's some additional data breakdown, time spent awake, in light sleep and even in deep sleep body movement is tracked and it just can be a wonderful tool for patients who are interested in that information. I mentioned the T2 remote app previously. This is a tool for all of the non wireless

hearing aids for simple reliable control without adding visibility or complexity. So can be a great tool, great dexterity friendly tool as well.

So with Omega AI plus the T2 remote app has been enhanced and I mentioned previously giving one of the nice features here giving non wireless device users access to automatic Edge mode while empowering patients to manage basic hearing aid functions. You know, like the ability to manage volume and program for example, so it can be a great tool. Onboarding is simple and straightforward. There's a series of screens that walk the individual through the onboarding process. Again T2 providing flexibility for program changes, volume or even mute.

We've added the addition of ultra high frequency tones so users can now also enable or disable Edge mode I mentioned and restore their settings to provider defaults directly within the app. Good to know. Resetting all changes would be equivalent to patients rebooting their hearing aids and really represents a meaningful expansion of control, giving those non wireless device users greater flexibility and functionality than ever before. So as I've been talking and describing, hopefully you're able to see that video advance so a great tool and then just to kind of wrap up, I hope you've enjoyed learning about the brand new Omega AI Platform plus Family and all of the really incredible, you know, incredibly valuable features that are designed to support patients and you in the most meaningful ways. Please do visit StarkeyPro.com for more information on all things related to Omega AI Plus.

I mentioned that at least mentioned one white paper I think earlier, but there are going to be several white papers that will be available soon. And don't forget to check out additional learning opportunities as well. We've got a number of great national symposiums finishing out 2026 and then we've got a number that are planned for 2027 as well. So please do join us for one of these symposiums. We would love to see you there in person.

You can use the QR code here or you can go through the Pro site to register. And please don't hesitate to reach out to the incredible Government Services Team to your account representatives. They are happy to help in any way. So that concludes the presentation today. Thank you so much for joining me.

I really appreciate your time and attention.