

# Rechargeable Reimagined!

Education and Training

@StarkeyHearing



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This session is available for 1 CEU hour or .1 CEU.

You must stay logged on for the full session.

You must successfully complete a short quiz.



## Helpful Tools

A PDF of this presentation is available in the File Share pod

Chat Box may be used for questions

Use the [ ] icon to enlarge your viewing area



## Learning Objectives

After this course, participants will be able to:

- Know what type of battery technology is used in the Starkey Muse iQ RIC R.
- List what styles and technology levels are available with a rechargeable option from Starkey
- Estimate battery life and recharge times for the Muse iQ R device from Starkey



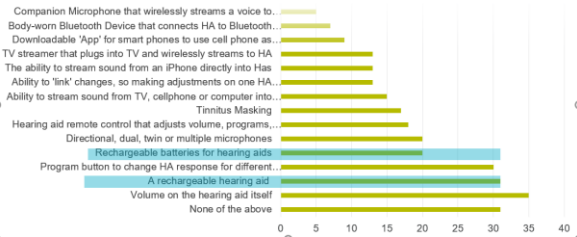
## Why Rechargeable?

- |  |                  |
|--|------------------|
| 1 Top-Requested Feature                                | 4 Ease-of-use    |
| 2 Accommodates daily power demands even with streaming | 5 Cost-Effective |
| 3 Environmentally Sound                                | 6 Convenience    |



## MarkeTrak IX

Features/Accessories/Apps that would Motivate [non-owners]



## MarkeTrak IX

Features/Accessories/Apps that would Motivate (non-owners):



Better Hearing Institute, 2015

**SAY  
HELLO  
TO** Rechargeable  
Reimagined



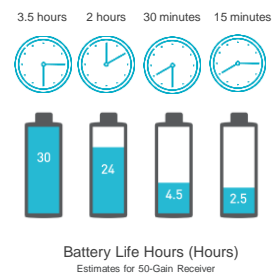
Launch Video

Muse iQ<sup>R</sup>



-  Smallest rechargeable hearing aid available today
-  Longest lasting charge delivers 30 hours of superior hearing with streaming
-  Patient-focused features
-  First rechargeable CROS/BICROS system available for patients with single-sided hearing loss

## Quick Charge Times



Battery Life Hours (Hours)  
Estimates for 50-Gain Receiver



## Synergy Charger

**All-in-One Charger:**  
An Industry First!  
Integrated battery can  
charge devices up to  
3 times without a  
cable connection



**Auto On/Off:** Hearing aids automatically  
turn on when removed from the charger  
and turn off when placed in the charger

**LED charging indicators:** Patients know when their hearing aids and  
integrated battery are charging and when charging is complete

## Delivers Everything your Patients Want



i2400  
i2000  
i1600

### COLOR GUIDE



- ✓ Synergy platform with Acuity OS 2 and iQ features
- ✓ 900sync wireless technology
- ✓ SurfLink accessory compatible
- ✓ Patient preferred rocker switch
- ✓ Angled SnapFit Smart Receivers
- ✓ Telecoil

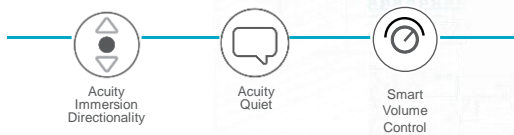
## The iQ Difference

SELECT ADVANCED PREMIUM	i2400 wireless	24 Channels 10 kHz Bandwidth	Acuity Lifescape Analyzer	Limitless Wireless	Acuity Speech Optimization
	i2000 wireless	20 Channels 10 kHz Bandwidth	Music Enhancement	Multiflex Tinnitus Technology	Acuity Voice
	i1600 wireless	16 Channels 10 kHz Bandwidth	Auto Experience Manager	Acuity Binaural Imaging	Speech Shift
			Acuity Immersion Directionality	Acuity Quiet	Smart Volume Control



Acuity OS2				
Twin Compressor	Best Fit	Environment Manager	Patient Delight	iQ
Acuity Speech Optimization	Initial Fit Protocol	Acuity Lifescape Analyzer	Speech Indicators for Memories	Acuity Immersion
		Acuity Voice	WhistleFree Feedback	Acuity Immersion Directionality
Music Enhancement	Experience Manager	Acuity Binaural Imaging	Speech Shift	Acuity Quiet
		Auto Music	Multiflex Tinnitus	Smart Volume Control

*Immersive hearing made for the speed of life*



Acuity OS2				
Twin Compressor	Best Fit	Environment Manager	Patient Delight	iQ
Acuity Speech Optimization	Initial Fit Protocol	 <b>Acuity Immersion Directionality</b> Restores the benefits of <i>natural directivity</i> by recreating elements of sound filtering naturally performed by the pinna	Speech Indicators for Memories	Acuity Immersion
Music Enhancement	Experience Manager		WhistleFree Feedback	Acuity Immersion Directionality
		Auto Music	Speech Shift	Acuity Quiet
		Multiflex Tinnitus		Smart Volume Control

## Acuity Immersion Directionality

Restores the benefits of **natural directivity** to hearing aid wearers by recreating elements of sound filtering performed by the pinna to provide a more natural listening experience



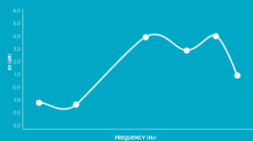
## Acuity Immersion Directionality

On by default for all iQ RIC and BTE devices



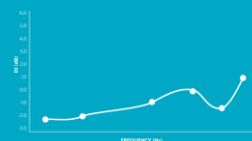
### Natural Directivity

The pinna and concha provide up to 3-4 dB SNR improvement in the high frequencies



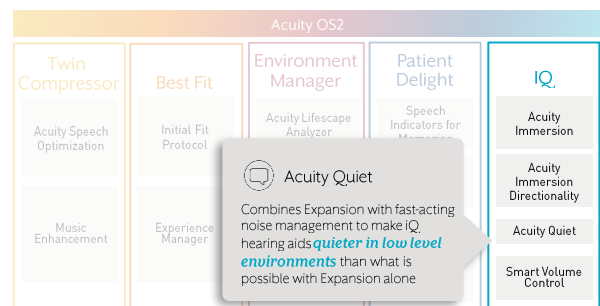
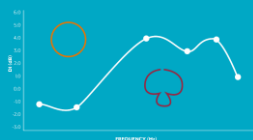
### Standard Hearing Aids

Reduces and even impairs the natural ear directivity



### Acuity Immersion Directionality

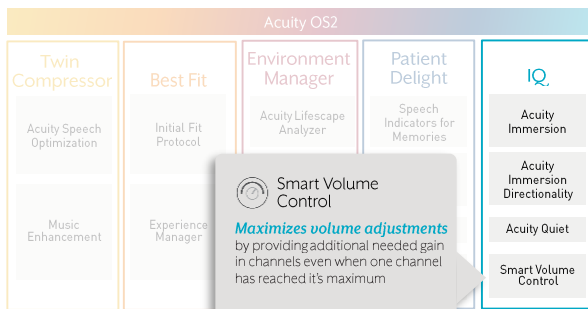
Restores natural directivity in the high frequencies, improving performance in noise and localization



## Acuity Quiet



Moving beyond expansion technology to guarantee the quiet environments remain quiet



## Smart VC

*Designed to maximize volume adjustments*

Volume control changes **not** limited by the available gain of any one channel



## Industry Leading Battery Life



**Battery Life (Full charge)**



**Streaming Time**

80 minutes

5 Hours

Estimations for 50-Gain Receiver

## New User Control Functionality

### Power Off/On

- Power OFF via Push & Hold
- Defaults enabled
- No Ear to Ear
- Power ON via a short press to the top of the rocker switch

### Power Off Indicator Sound

- Pleasant descending chimes



## Power OFF/ON Video

## Synergy Charger

- Contact charging method
- Hearing aids automatically turn OFF/ON
- 3.5 hours for full hearing aid charge
- Charging occurs with the lid open or closed
- LED lights on the front indicate hearing aid charge status
- Desiccant puck for hearing aid dehumidification included
- Portable and secure
- Integrated battery pack



## Synergy Charger

- 1 Desiccant Puck
- 2 Cleaning Brush
- 3 Earbud/Earmold Reservoir
- 4 Charging Ports
- 5 Hearing Aid Charging LEDs



## Desiccant Puck

- First disposable puck is included
- Puck easily snaps into the lid of the charger
- Turns white when it needs to be replaced
- Lasts one or two months depending on humidity
  - Shorter in the summer
  - Longer in the winter
- Additional pucks can be ordered on eStore



## Desiccant Puck Video

## Power OFF/ON

### Synergy Charger

- Placing the hearing aids in the charger turns them OFF
- Removing the hearing aids from the charger turns them ON
- Takes 7 seconds for hearing aids to turn ON when removed from the charger
- Inspire Power On Delay options of 'Medium' or 'Long' will increase the power on time beyond 7 seconds



If the Synergy Charger is not plugged in and runs out of charge, the hearing aids will turn ON in the charging case.



## Charging Muse iQ R Hearing Aids

- Place hearing aids in charger with earbuds resting inside the case
- Hearing aids turn OFF automatically and begin to charge
- LEDs communicate charging status for each hearing aid\*
- Operations Manual includes a troubleshooting guide

Blinking Green	Solid Green	Red
Charging	Fully Charged	Error Remove from charger, wait until LED turns off and re-insert hearing aid

\*System must be fully charged initially for an accurate state to be indicated by the LED lights



## Synergy Charger Weekend Mode

- On-board battery for hearing aid charging without a cable connection
- On-board battery fully charged in 2.5 hours
- Muse iQ R devices can be charged 3 times using the on-board battery
- LED lights on back of charger indicate the status of the on-board battery



*Integrated battery in the charging case is an industry first for hearing aid charging without a cable connection!*

## Back of Synergy Charger

- 6 On-Board Battery LEDs
- 7 Micro USB Port



4 Solid	3 Solid	2 Solid	1 Solid	1 Blinking
> 75%	< 75%	< 50 %	< 26%	Charge Now



## Synergy Charger Weekend Mode

### When using the charger without the cable/plug:

- The hearing aid LEDs will blink green while devices are charging.
- When fully charged, the hearing aid LEDs will turn solid green for ten seconds and then turn off to conserve the life of the on-board battery.
- The on-board battery LEDs light up for 10 seconds when the hearing aids are placed in the charger and then turn off to conserve the life of the on-board battery.
- To refresh all lights, remove the hearing aids for 3 seconds and replace them.
- The refresh lasts 10 seconds and then the LEDs will turn off again.

## LED Video

## Fully Rechargeable Wireless CROS System

### Rechargeable Receiver

#### Muse iQ R Hearing Aid

i2400  
i2000  
i1600

### Rechargeable Transmitter

#### Muse iQ R Transmitter

Tier Agnostic



## Muse iQ R Wireless CROS

Ultimate flexibility for patients with single-sided hearing loss

- ✓ 15 hours of battery life on a full charge
- ✓ Configurable as CROS, BiCROS, or Hearing Aid Only on a per-memory basis
- ✓ Independent directionality and noise control in the receiver and transmitter
- ✓ BiCROS balance control for the professional and patient



**Mobile 2**  
Remote Control  
Streams Phone Calls and  
Media  
Remote Microphone

**SurfLink<sup>®</sup>**  
Accessories  
**900sync**

**Programmer**  
Wireless 900sync  
programmer

**Remote Control**  
Available in Basic  
and Advanced

**Media 2**  
High fidelity audio streaming  
available with Synergy  
900sync hearing instruments

**Remote Microphone 2**  
Focus & Surround modes based on  
orientation  
**SurfLink Mini Mobile**  
Bluetooth streaming

## SurfLink Remote Control



- Visually and dexterity-friendly
- 5 year battery life with no charging
- Optional lanyard for convenience

FEATURES			
		ADVANCED	BASIC
Hearing Aid Controls	HA Memory Change	•	
	HA Volume Change	•	•
	HA Mute	•	
	Home	•	•
	Stop/Start Audio Stream from Media 2	•	
Optional Convenience Features	On Demand Noise Control Boost	•	
	Jump to Memory 4	•	
	Multiflex Tinnitus ON/OFF	•	

## SurfLink Media 2



- No pairing
- Automatic or manual engagement
- Set it and forget it
- No body worn relay
- No audio delay
- Multiple users

FEATURES	
•	Television Audio Streaming
•	Line-In Audio Streaming (i.e. TV, Computer)

## SurfLink Remote Mic 2

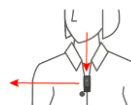


FEATURES	
•	Surround (Omni) Remote Microphone
•	Focus (Directional) Remote Microphone
•	Television Audio Streaming placed near TV

- Significantly improves communication in noisy environments by increasing the signal-to-noise ratio (SNR)
- Eliminates the effects of distance and reverberation for easier listening
- Updated firmware but same functionality as the 1<sup>st</sup> generation device

## SurfLink Remote Mic 2

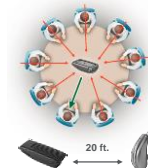
### Focus Mode (Directional)



8" from the speaker's mouth

4.5 hours of battery life

### Surround Mode (Omni)



6.5 hours of battery life





## SurfLink Mini Mobile

Mini Solution. Big Impact.



\* SurfLink Remote Microphone 2 required to work with Mini Mobile Adaptor

### FEATURES

- Bluetooth Phone Call Streaming
- Bluetooth Audio Streaming (i.e. Music)
- Television Audio Streaming with Remote Mic Feature
- Surround (Omni) Remote Microphone
- Focus (Directional) Remote Microphone

## SurfLink Mobile 2



- One device that does it all!
- Configurable by professional

### FEATURES

- Bluetooth Phone Call Streaming
  - Bluetooth Audio Streaming (i.e. Music)
  - Television Audio Streaming via Remote Mic
  - Line-In Audio Streaming
  - Surround (Omni) Remote Microphone
  - Focus (Directional) Remote Microphone
- Remote Control
    - HA Memory Change
    - HA Volume Change
    - HA Mute
    - Home
  - Optional Features
    - Stop/Start Audio Stream from Media 2
    - On Demand Noise Control Boost
    - Jump to Memory 4
    - Multiflex Tinnitus ON/OFF

## SurfLink Accessory Syncing



Remote Microphone 2

### OPTION 1

Place the hearing aids in the charger to turn them OFF, then remove them one at a time to power ON the devices

### OPTION 2

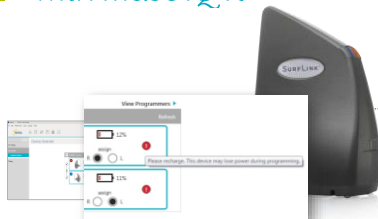
Manually power OFF the hearing aids with a long press of the user control, then power each device ON with a press to the top of the rocker switch



Mobile 2  
Starkey

## Accessory Syncing Videos

## SurfLink Wireless Programmer with Muse iQ R



Aids will ship with enough battery life to complete initial hearing aid programming, but not enough for a full day of use

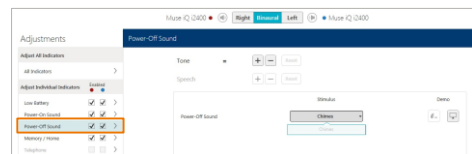
Devices should be charged prior to the initial fitting

If the hearing aid battery charge is too low, a low battery warning will appear when reading devices

Warning reads: "Please recharge. This device may lose power during programming."

## Power OFF Indicator

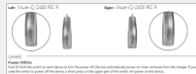
New Power OFF Indicator – Pleasant Descending Chimes



## Muse iQ R Device Guide Updates

### When the Power Off user control is enabled:

- Instructions to Power OFF/ON the hearing aid via the user control are provided in the Device Guide
- Power ON via the charger is also mentioned



### Updated Tips for Success

- Tip #1 message changed: "To Power OFF the hearing device, consult the Operations Manual."



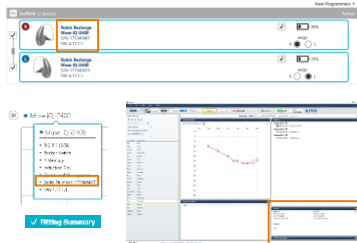
## Muse iQ R Data Log

- Average Battery Life has been removed from Data Log.
- Average Daily Use and Average Time Streaming are provided.



## Muse iQ R Serial Numbers

- Engraved on the devices
- Device packaging
- Inspire software
  - Connect hearing aids
  - Access a previous session
- Patient management system



## Everything You Need



- ✓ Hearing aids (ship in charger)
- ✓ Receivers
- ✓ Right/Left Indicators
- ✓ HearClear (one 8 pack per 2 devices)
- ✓ Charger
- ✓ Desiccant Puck
- ✓ Cleaning Tool
- ✓ Operations Manual
- ✓ USB-to-micro USB Charge Cable
- ✓ Wall Wart



## Recommended Use & Care

### Expected life of the Muse iQ R aids and Synergy Charger is 3-5 years

- ✓ Store the aids and charger in a clean, dry location away from excess heat
- ✓ Fully charge the hearing aids every night
- ✓ Keep the charger lid closed to preserve the desiccant puck
- ✓ Unplug the charger when not in use



We recommend, and community laws may require, that lithium-ion products be **recycled** via a local electronics recycling/disposal process or returned to Starkey Hearing Technologies



## Maximize Muse iQ R Performance

### Fully charge the hearing aids every day

Although we have up to a 30-hr battery life on a full charge, best practice is to fully charge the hearing aids every day.

### Store in a clean, dry location away from heat

Store the hearing aids and charger in a clean, dry location away from excess heat (window sill, car). Unplug the charger when it will not be in use.

### Charge the hearing aids after a low battery warning

The hearing aids should be charged after hearing the "low-battery" indicator. Remember, with as little as 15 minutes of charging time, your patients will be able to get an additional 2.5 hours of battery life to get them through those important meetings and conversations.



## Maximize Muse iQ R Performance

### Use of dry aid kits

Not needed! A desiccant puck can be inserted into the lid of the Synergy Charger. Each puck will last 1-2 months depending on humidity and will turn white when it needs to be replaced. Keep the lid closed to preserve the life of the puck.

### Recycle

We recommend, and community laws may require, that lithium-ion products be disposed of via a local electronics recycling/disposal process. Muse iQ hearing aids and the Synergy Charger may also be returned to Starkey.



## Best in Class

- 30% smaller than any other lithium-ion rechargeable hearing aid
- Patient preferred rocker switch
- Snap-fit charger (no loose wires)
- The most fine-tuning handles for tuning optimization in all comparable technology lines
- 30 hours of battery life with streaming

- Fastest charge time for 24 hours of use
- First fully rechargeable wireless CROS system
- Synergy Charger provides 3 full hearing aid charges without a cable connection or separate battery pack
- Desiccant puck included with charger

## Muse iQ R Comments



"Sound quality was great."

"Traveling was easy, just grab the case and you're done."

"Convenience. Zero batteries."

"Really easy and really comfortable. Put them in and don't think about them."



## Professional and Patient Support Tools

<https://starkeypro.com/>

<https://www.starkey.com/>

Inspire<sup>X</sup>  
2018.0



## AO Courses

- The Right Power Performance and Personalized Solution for Any Situation!
- Inspire 2018: Simple and Intuitive

