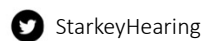


Rechargeable Technology:

Like nothing else.
From no one else.

Starkey Education & Training



CAN YOU HEAR ME?

If you have any technical problems, please stay logged
on and call Audiology Online at
1-800-753-2160

Presented in Partnership with



This session is
available for
1/.1 CEU

Must stay
logged on for
the full session

Must
successfully
complete a
short quiz



Learner Outcomes:

As a result of this course, attendees will be able to:

Attendees will be able to list what styles are available
with rechargeable technology

Attendees will be able to identify the technology levels
and product families that offer rechargeable technology

Attendees will be able to identify charger features,
charger times and the battery capacity of each style

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9/8/20



The best just got better.

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CONTINUEDTM

Video 1

Like nothing else. From no one else.

**Starkey
Delivers**



Industry-leading **rechargeable** technology



New **customer-driven, innovative features**



An **unmatched fitting experience** on every level

Presented in Partnership with



Artificial Intelligence

Makes it possible for hearing aids to do things that would normally require human intelligence



Classifying the acoustic environment



Detecting a fall



Tracking activities



Translating languages



Innovative Features, Enhancing Lives



Tap Control



Thrive Assistant



Translate



Transcribe



Auto On/Off



Reminders

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Delivering Customer-Driven, Innovative Apps



Thrive Hearing Control App

Delivering convenient usability, innovative new features, and robust connectivity.

**New on-boarding and
set-up screens**

IntelliVoice

Find My Phone

In-App Purchase


Live Sessions

Fall Alert in Basic Mode

Presented in Partnership with



9/8/20




The Industry's First and Only

thriveCare


Stay informed about your loved one's health and well-being; anywhere, anytime

Compatible Exclusively with Livio Edge AI


Apple and Android Versions Available



Ultimate control app



Provide peace of mind



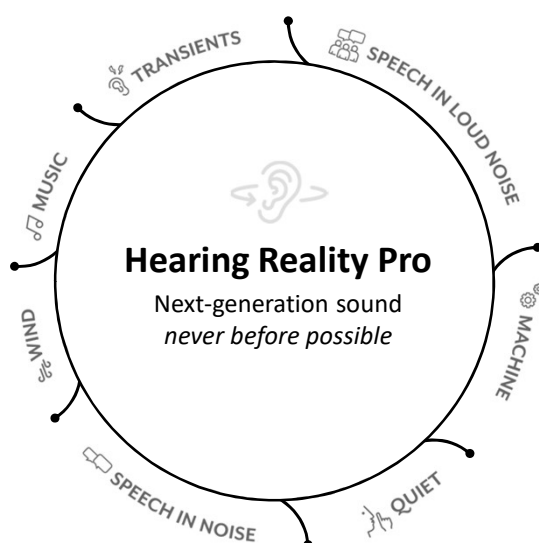
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continued

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livioEdge^{AI}

Next- Generation Sound
never before possible



Artificial Intelligence
Acoustic Classification
Per channel every 6 ms



Real-Time Binaural
Signal Processing



Adaptive Directionality



Adaptive Feedback Cancellation

livioEdge^{AI}

EDGE MODE

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CONTINUED

9/8/20

Edge Mode

Continuous analysis of environments for advanced level of comfort and clarity

Unique adaptation for any environment when engaged

Settings are fixed once engaged

Disengage and engage to accommodate changes to listening environment



Edge Mode for Masks


Using the power of artificial intelligence, Edge Mode will optimize to help compensate for any face mask type, social distance and background noise



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continued™

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Livio Edge AI

The best just got better.

We've pushed our industry-leading **Hearing Reality Pro** features further, with a first-of-its-kind speech enhancement feature, **IntelliVoice**, and never-before possible sound from Edge Mode.



 **IntelliVoice**

First-of-its-kind speech enhancement feature

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continued[™]

9/8/20



IntelliVoice

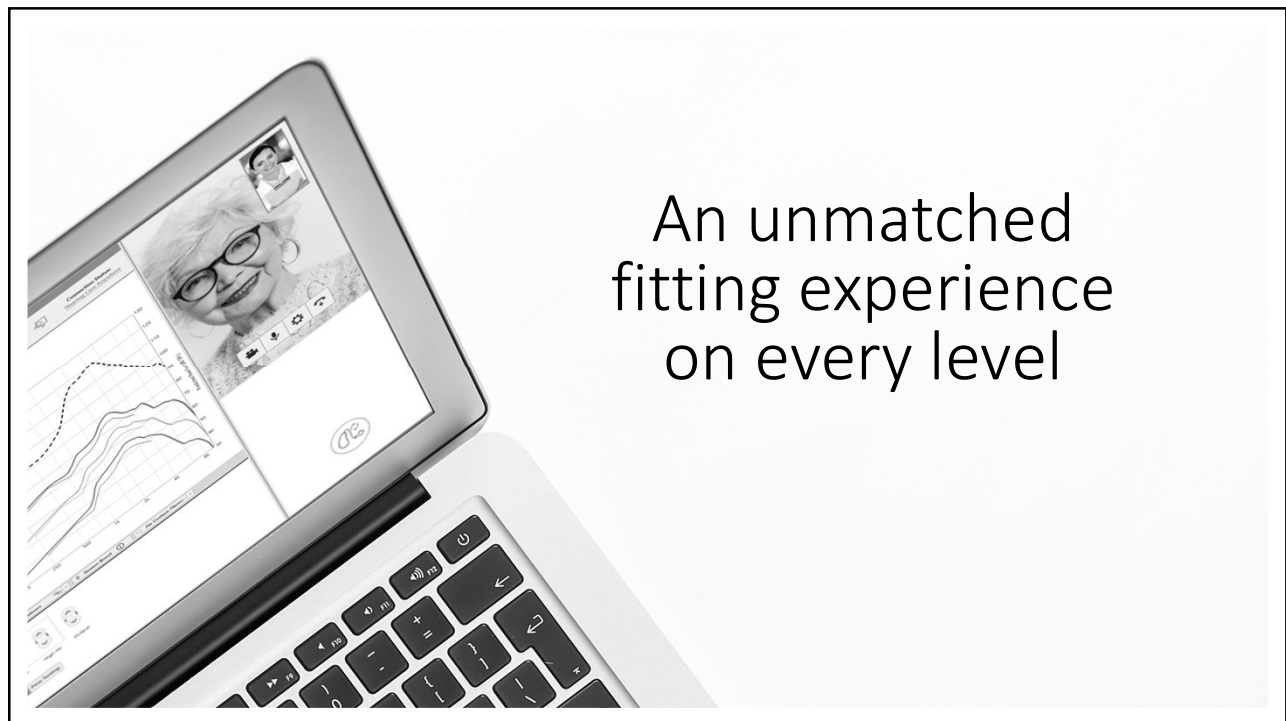
First-of-its-kind speech enhancement feature

Thanks to the power of AI, this always-learning speech enhancement feature uses the wearer's smartphone to deliver an unprecedented experience for those with moderate hearing losses of 50 dB HL or greater.

Available only for Livio Edge AI on iOS devices.



An unmatched
fitting experience
on every level



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Inspire 2020.1

New features help professionals
work efficiently and achieve
customized, accurate fittings

REM Target Match

Multiflex Tinnitus Pro

Live Sessions



REM Target Match

Auto Real Ear Measurement

Speeds up fitting and leaves
more time for counseling



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9/8/20

Multiflex Tinnitus Pro

Personalized tinnitus stimulus improvements

A new shaping algorithm and
custom fit tool helps provide more
personalized maskers for each
patient's unique needs



Live Sessions

Synchronous Remote Programming

Leverages live video chat to
enable and improve remote care



Presented in Partnership with

continued[™]

The Latest in Rechargeable Technology



Why Rechargeable?

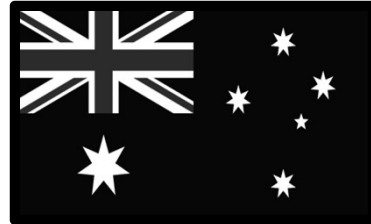
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CONTINUED[™]

Who is the Biggest Producer of Lithium?



Chile



Australia



China



Argentina

Benefits of Lithium-ion Rechargeable

- Energy **efficiency**
- **Cost** effective
- Always **prepared**
- **Environmentally** friendly
- **Ease of use**



Presented in Partnership with





BTE-R NEW

Expanding the Rechargeable Portfolio

INDUSTRY LEADING

Lithium-ion Technology



NEW – smallest, most powerful 2.4GHz rechargeable BTE on the market today



First custom rechargeable on the market (ITE, HS, ITC)



Industry-leading charger design



Most lithium-ion rechargeable styles in the industry

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continued[™]

9/8/20

INTRODUCING

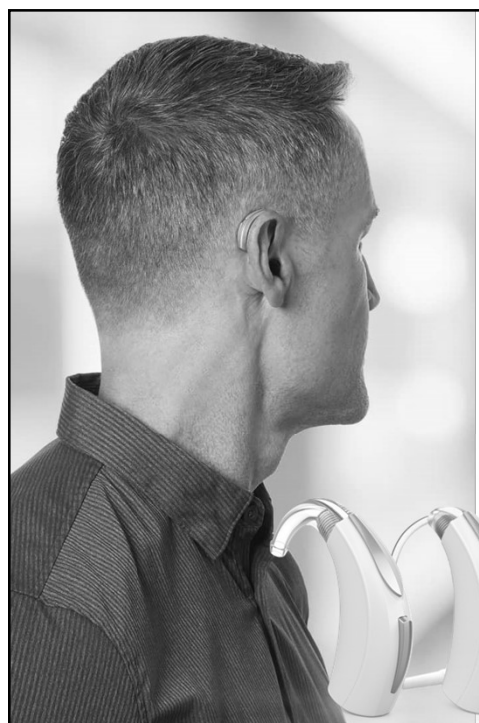
**The world's smallest, most powerful
2.4 GHz rechargeable BTE¹**



Easy to choose, easy to use

The industry's most complete line of rechargeables

¹Starkey Competitive Benchmarking Study 2019



BTE-R

Thrive Platform

Artificial Intelligence and
Embedded Sensor Technology
(*Livio Edge, Livio AI only*)

2.4 GHz Wireless Technology

Compatible with all
2.4 GHz Accessories

Available with Livio Edge AI,
Livio AI and Livio

IP 68*

Push button

Telecoil

Matrix 130/70

Thin tube compatible

Available colors

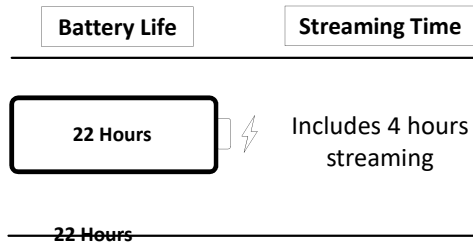


*IP: (Ingress Protection) a rating of how resistant a device is to foreign material such as dust and water.

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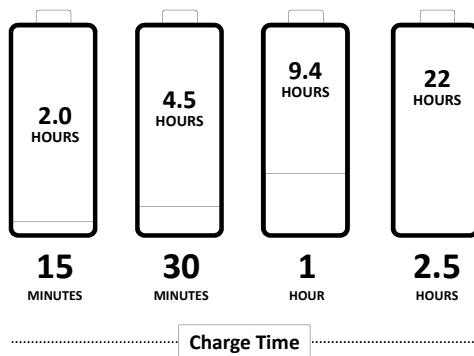


Battery Life with Streaming Time



BTE R

Charge Times and Battery Life



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CONTINUED

Packaging

The BTE R devices are powered down and carefully shipped in a bag within the standard charging case.



WHAT'S INCLUDED

- 1 wall wort power plug
- 1 USB to microUSB cord
- 1 cleaning tool
- 1 desiccant puck

Recommended Use and Care



Store the aids and charger in a clean, dry location away from excess heat



Fully charge the hearing aids every night



Expected life of BTE Rechargeable hearing aids and BTE Charger is 3-5 years



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

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continued[™]



RIC-R



RIC-R

Thrive Platform

Artificial Intelligence and
Embedded Sensor Technology
(*Livio Edge, Livio AI only*)

Dual Radio Wireless
Technology

Compatible with all
2.4 GHz Accessories

Available with Livio Edge AI,
Livio AI and Livio

IP 68*

Rocker Switch

Telecoil

Snap Fit Smart Receiver
Options 50, 60, 70 dB

CROS Compatible

Available colors



*IP: (Ingress Protection) a rating of how resistant a device is to foreign material such as dust and water.

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Livio Edge AI/Livio CROS System



Standard products (with NFMI):
RIC R, BTE 13, RIC 312



CROS System

Receiver and Transmitter —
must be the same style



NFMI

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



Expected Battery Life*

RIC 312: 3-5 days

BTE 13: 4-6 days

RIC R: 14 hours

*All RIC battery life estimates based on 50 gain receivers

Battery Life with Streaming Time

Battery Life	Streaming Time
24 Hours	Includes 1 hour streaming
22 Hours	Includes 4 hours streaming

Estimations for 50-Gain Receiver



Presented in Partnership with



Charging the BTE R and RIC R

Compatible with both the Standard Charger and Turbo Charger



Standard Charger

Compatible with BTE-R, RIC-R

All-in-One Charger

On-board battery can charge devices up to 3 times without a power source

LED Indicators

Patients know when their hearing aids are charging and when charging is complete



Easy-Open Charger Case

Small, covered and easy-to-use charger case can carry or store hearing aids when not in use

Contact Charging

Secure contact charging ports. Devices fully charged in just **3.5 hours**

*Default Charger – ships with hearing aids

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Standard Charger

Compatible with BTE-R, RIC-R

1. Desiccant Puck
2. Cleaning Brush
3. Earmold/Earbud Reservoir
4. Charging Ports
5. Hearing Aid Charging LEDs
6. On-Board Battery LEDs
7. Micro USB Charging Port




Glowing Green
Charging


Solid Green
Fully Charged

On-Board Battery LED Indicators

- ◦ ◦ ◦ 4 Solid: More than 75%
- ◦ ◦ 3 Solid: Less than 75%
- ◦ 2 Solid: Less than 50%
- 1 Solid: Less than 25%
- 1 Blinking: Charge Low



Using the Charger Without a Charging Cord/Plug

Front LEDs will blink green
while devices are charging

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



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Mini Turbo Charger

Compatible with BTE-R, RIC-R

Pocket-sized charging option

Turbo Charge in 7 minutes to
provide 3.5 hours of hearing aid use

Full Charge in less than three hours

Convenient orderable option
for on-the-go Quick Charge



Mini Turbo Charger

Compatible with BTE-R, RIC-R

FEATURES

On-Board Battery

A fully charged Mini Turbo charger can charge a pair of hearing aids 4 times

Double Tap

Sensor refreshes LEDs by double-tapping the top of the charger

Portable

Works plugged in or on-the-go

Versatile

Compatible with Livio Edge AI, Livio AI, & Livio BTE-R, RIC R



1. Micro USB port
2. Charging ports
3. Hearing aid charging LEDs

Presented in Partnership with





Custom
Rechargeable

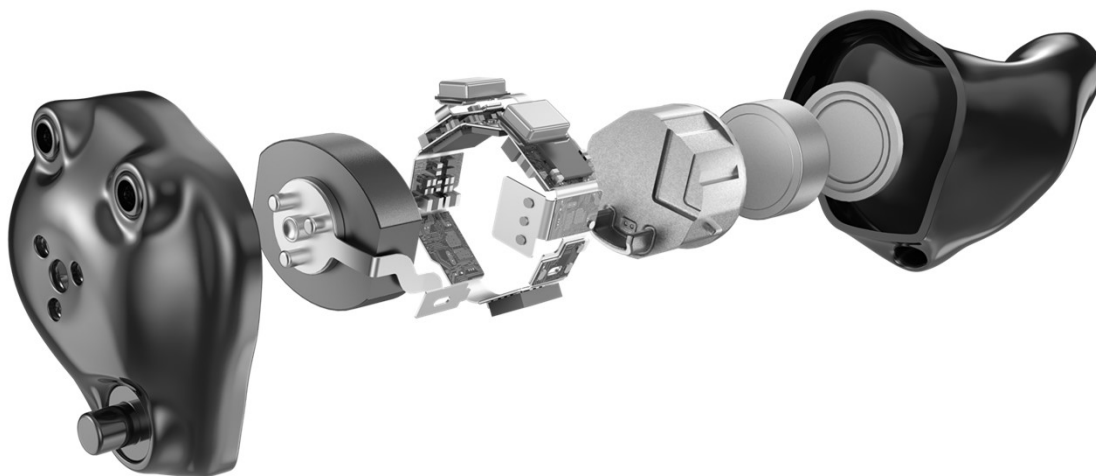
Custom Wireless Performance



Presented in Partnership with



Industry-leading Design



Personalized Power

23 Hours
Superior Hearing

4 Hours Streaming

3.5 Hours Charge Time

2.4 GHz Wireless Technology

Stream from accessories,
iOS, and select Android*
devices



Presented in Partnership with

continued



Delivering Everything Patients Want

Custom, Convenient, Comfortable

Thrive Platform	Available in:
Artificial Intelligence and Embedded Sensor Technology	All product tiers: Livio Edge AI, Livio AI, and Livio
Compatible with Starkey 2.4 GHz Accessories	ITE, Half Shell and ITC Styles

Faceplate Colors




Shell Colors



USER CONTROL CONFIGURATIONS

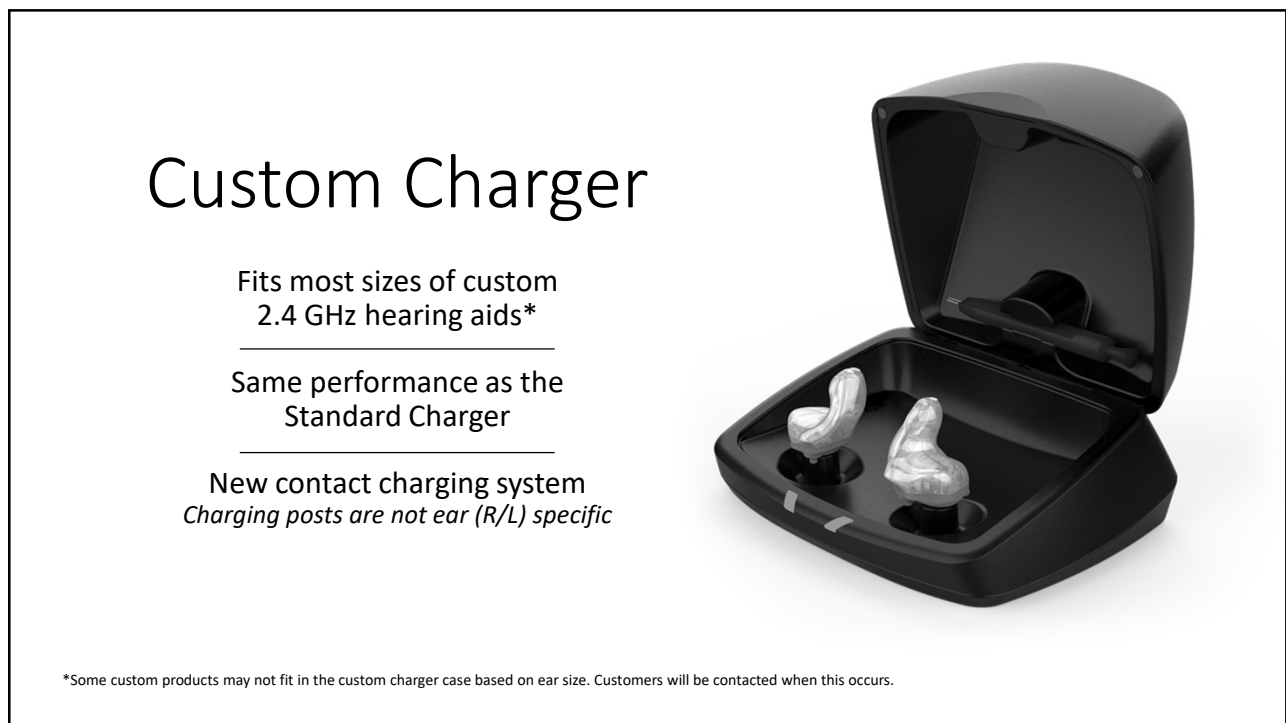
- No user control
- Digital rotary VC only
- Push button only
- Digital rotary VC
and push button



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9/8/20



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Custom Charger

All-in-One Charger

On-board battery can charge devices up to 3 times without a power source



Easy-Open Charger Case

Small, covered, easy-to-use charger case can carry or store hearing aids when not in use

Contact Charging


Secure contact charging posts. Devices fully charged in just **3.5 hours**

Custom Charger

LED Hearing Aid Charging Indicators

Patients know when their hearing aids are charging and when charging is complete


Glowing Green
Charging


Solid Green
Fully Charged



LED On-board Battery Charging Indicators

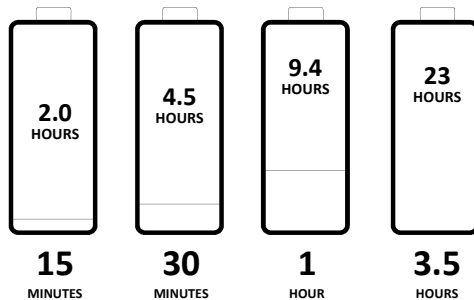
- ◦ ◦ ◦ 4 Solid: More than 75%◦ ◦ ◦ 3 Solid: Less than 75%◦ ◦ 2 Solid: Less than 50%
- 1 Solid: Less than 25%◦ 1 Blinking: Charge Low

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continued[™]

CUSTOM LITHIUM-ION RECHARGEABLE

Charge Times and Battery Life



Charge Time
Estimated with a 50 Gain Receiver



Programming

All Livio Family Products are
Wireless only
programming using either:

**Starkey 2.4GHz
Wireless Programmer
or
NoahLink Universal
2.4GHz Programmer**

Inspire 2020.1 is required to program the BTE R

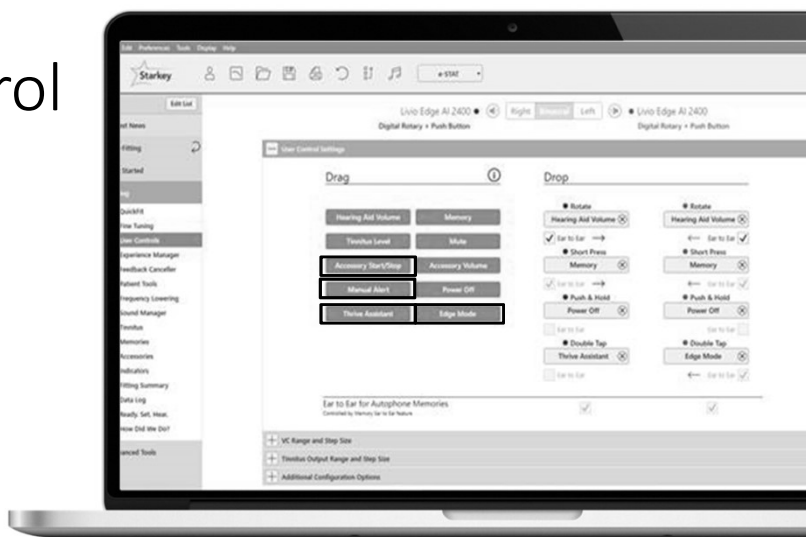


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CONTINUEDTM

AI User Control Functionality

- Embedded Sensors and AI offer unique advantages!
 - Edge Mode
 - Thrive Assistant
 - Manual Alert
 - Start/Stop Accessory Streaming



User Control Configuration

- Power Off is **default** for Push & Hold user control
- Push & Hold user control must be programmed for each hearing aid individually



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Auto On/Off

Sensor-enabled power saving

Set hearing aid on a flat surface
to activate sleep mode

Place hearing aid in ear to power on



How does it work?

- Integrated sensor automatically recognizes when to turn on/off
- Low power mode activates after 15 minutes on its side and will turn on when picked up and placed in the ear
- Available for Livio Edge AI and Livio AI only



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Use Cases

Do not have case or
charger available

Save "Push and Hold"
for Manual Alert option

Dexterity

Forget to power down hearing aids

Inspire 2020.1

Fitting Summary Screen
under Status

Auto on/off

↳ Select On from
drop down menu

INSPIRE 2020.1


Status

Feedback Celler	▶	Successful
Experience Level	▶	3
Power-On Delay		Short ▼
Auto On/Off		On ▼
Self Check	▶	Enabled
Remote Programming	▶	Enabled
Auto Fall Alert	▶	Enabled

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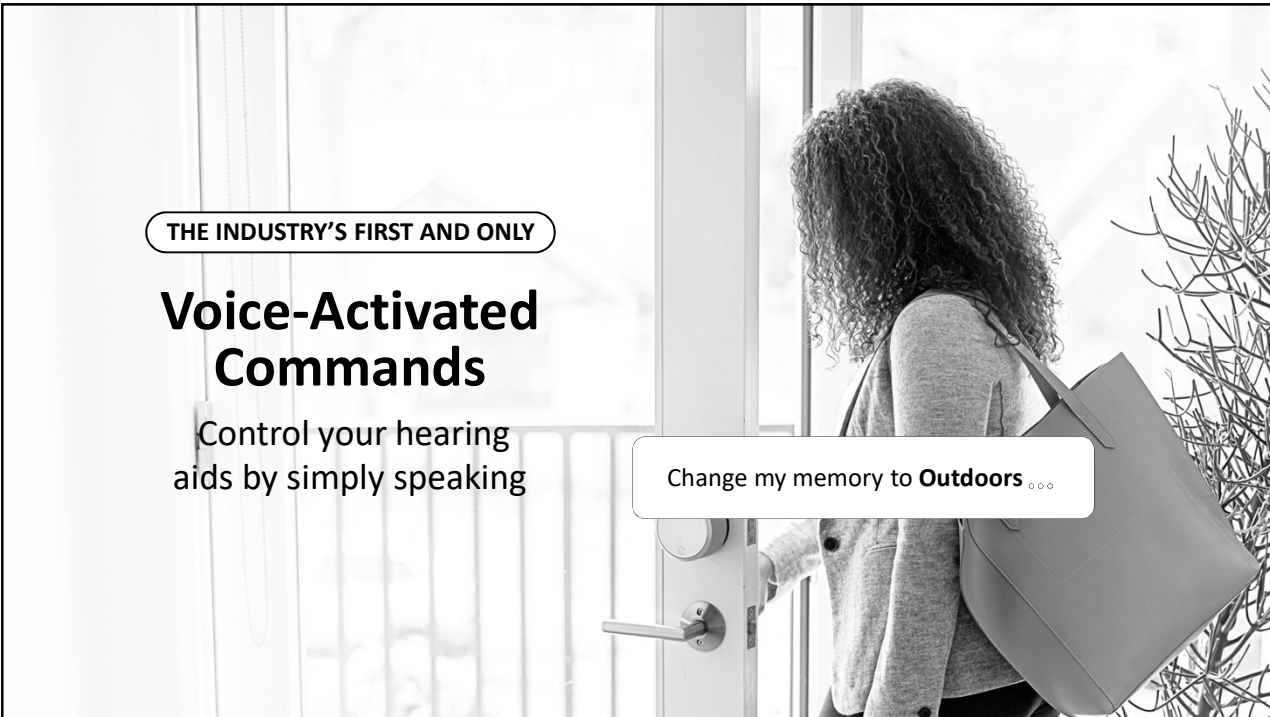
9/8/20



DOUBLE TAP
Giving patients
more control

Start/Stop Accessory Streaming
Thrive Assistant
Edge Mode*

**Exclusive to Livio Edge AI Hearing Aids*



THE INDUSTRY'S FIRST AND ONLY

**Voice-Activated
Commands**

Control your hearing
aids by simply speaking

Change my memory to **Outdoors** ...

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continued[™]

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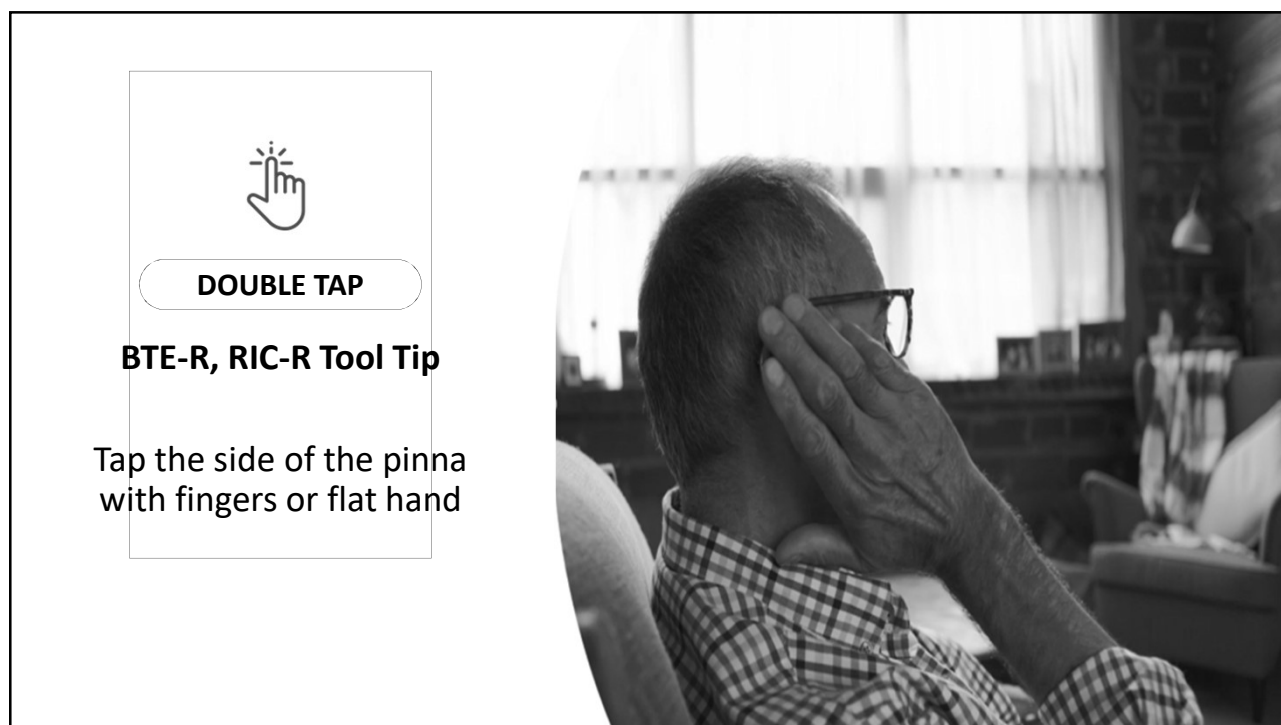


Voice-Activated Commands

Control Your Hearing Aids

- Increase Volume
- Decrease Volume
- Mute
- Change Memories

Set a Reminder



DOUBLE TAP

BTE-R, RIC-R Tool Tip

Tap the side of the pinna
with fingers or flat hand

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CONTINUED™



DOUBLE TAP

Custom Rechargeable Tool Tip

Tap in the middle of
the faceplate with
one or two fingers



livioEdge^{AI}

2400

livio^{AI}

200
0

160
0

120
0

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CONTINUED[™]

9/8/20

livioEdge ^{AI} PREMIUM 2400	livio ^{AI} ADVANCED 2000	livio ^{AI} STANDARD 1600	livio ^{AI} BASIC 1200
IntelliVoice (iOS only) Multiflex Tinnitus Pro Find My Phone Voice Command NEW REM Target Match Live Sessions for Hearing Care Anywhere Edge Mode Thrive Care app Thrive Assistant with Voice Commands Self Check Auto Baseline Fall Alert Translate Transcribe Brain and Body Tracking CROS System* Tap Control Reminders Hearing Care Anywhere Auto On/Off	Find my Phone Voice Command NEW Thrive Assistant Voice Commands Self Check Auto Baseline REM Target Match NEW Live Sessions for Hearing Care Anywhere NEW Transcribe Brain and Body Tracking CROS System* Tap Control Reminders Hearing Care Anywhere Auto On/Off	Find my Phone Voice Command NEW Thrive Assistant Voice Commands Self Check Auto Baseline REM Target Match NEW Live Sessions for Hearing Care Anywhere NEW Brain and Body Tracking CROS System* Tap Control Reminders Hearing Care Anywhere Auto On/Off	In-App Purchase for Reminders Self Check Auto Baseline REM Target Match Live Sessions for Hearing Care Anywhere Brain and Body Tracking CROS System* Tap Control Hearing Care Anywhere Auto On/Off
BOLD Feature available for the first time in that technology tier NEW New feature available with this release			

An unmatched fitting experience on every level **NEW**

livioEdge ^{AI} 2400	livio ^{AI} 2000 / 1600	livio ^{AI} 1200 / 1000
<ul style="list-style-type: none"> • Live Sessions* • Multiflex Tinnitus Pro • REM Target Match • IntelliVoice (iOS only) • Find My Phone Voice Command 	<ul style="list-style-type: none"> • Live Sessions* • REM Target Match • Find my Phone Voice Command • Thrive Assistant with Voice Commands 	<ul style="list-style-type: none"> • Live Sessions* • REM Target Match • In-App Purchase for Reminders

Updates available with Inspire 2020.1
 *Ensure patient has the updated version of the Thrive App

Updates available with a hearing aid Performance Update + Thrive App Update

Presented in Partnership with



**Patient-focused
2.4 GHz Accessories**

Connect simply and easily to smartphones,
TVs, or media devices

Enhance communication in quiet or noisy
environments

Patient-focused 2.4 GHz Accessories

**Remote
Microphone +**
Multipurpose, easy-to-
use remote microphone

**Mini Remote
Microphone**
Miniature, single-purpose
remote microphone

TV Streamer
Stream audio from a TV
or other sources

Remote
Offers simple
hearing aid control

Table Microphone
Eight directional microphones and
beam-forming technology enhances
listening in challenging environments

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9/8/20

The Leading Edge of **Rechargeable** Technology

The industry's most complete line of rechargeable hearing aids



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CONTINUEDTM

Learn More.... Available on Audiology Online

1 Hour CEU Courses

- **Livio Edge AI:** The Best Just Got Better
- **Advancing the Leading Edge of Hearing Aid Fittings with Real Ear Measures**
- **Thrive Mobile:** The Best Mobile App Just Got Better
- **Rechargeable Technology** Like Nothing Else, From No One Else
- **Inspire and Hearing Care Anywhere:** The Best Programming Software Just Got Better
- **Tinnitus Management:** Like Nothing Else From No One Else

Starkey At A Glance

Need a **quick, focused** education on a specific feature/product?

Starkey At A Glance recordings provide brief, yet in-depth focus on specific products or features (CEU's not provided)

Thank You



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