

19 January 2026

Phonak Infinio Ultra Firmware Upgrade.

Dear Valued Client,

Your **Phonak Infinio Ultra** hearing aids are designed to keep getting better over time. The recent firmware upgrade brought meaningful performance enhancements to help you get even more from your listening experience. The upgrade has been available since late last year, and we'd like to share what it means for you and what to expect when having it applied.

What's Included in the Firmware Upgrade

The Infinio Ultra firmware upgrade delivers noticeable improvements to everyday listening, including:

- Clearer sound in challenging environments
- Improved speech focus for more natural, effortless conversations
- More stable device connectivity
- Enhanced sound quality through AutoSense OS™ 7.0
- Extended battery performance, with up to **56 hours of battery life**

These enhancements are designed to improve comfort, confidence, and overall satisfaction with your hearing aids.

Appointments & Service Fees

Applying the firmware upgrade may require a scheduled appointment with your hearing care professional.

- Any appointment time or service fees are set by your clinic

Your clinic will be happy to explain what applies to you and answer any questions you may have. If you'd like to learn more or book an appointment, please contact your hearing care provider.

Warm regards,

Your Phonak Team