

WiTalk Base Firmware Update Guide

Important Firmware Update Notes

- Please download the correct firmware according to your product model and device role.
- **WiTalk Base supports USB drive update only and doesn't support App-based updates.**
- During WiTalk Base USB drive updates, place the firmware file directly in the root directory of the USB drive and do not store it inside any folder.
- The mobile app for firmware updates is the Saramonic App, not the Saramonic System App.
- Please keep the firmware file name exactly the same as the official version. Do not rename it.
- Ensure the device is sufficiently charged before updating and follow the instructions carefully during the upgrade process.

Corresponding Firmware Files

- WiTalk Base: update_app.tar.gz (Do not rename the firmware file.)
- * The Base firmware package includes updates for both WiTalk9 and WiTalk9 X headsets. After the Base is updated, connected headsets will automatically check the firmware version and prompt an update if a new version is available.
- * Headset updates triggered via the Base must be completed using the Base USB drive firmware update process and cannot be performed via the mobile app.

WiTalk Base Saramonic App OTA Update Procedure

* USB Drive Format Requirement: exFAT or FAT32.

1. Copy WiTalk BASE firmware file **update_app.tar.gz** to the USB root directory.
2. Insert the USB drive into the TYPE-A USB port of WiTalk BASE.
3. If the system detects a different firmware version on the USB drive, it will automatically enter the installation interface and show progress.
4. Once the installation is completed, the interface will show a successful update message.
5. After a successful update, the system will automatically restart.
6. After reboot, it is recommended to check the firmware version in the version info page to confirm the update.