SYNCO XTALK FAQ

1. Regarding Support

Q1: How to contact SYNCO for after-sales support?

- For missing parts, technical issues, or warranty claims, email SYNCO Official Support at support@syncoaudio.com with your order ID and details.

2. Regarding EasyGo Firmware and Pairing

Q1: Where to Download EasyGo Firmware

- EasyGo firmware for Windows and macOS can be downloaded via the official SYNCO website: https://www.syncoaudio.com/pages/synco-xtalk-easygo

Q2: What Issues Does EasyGo Firmware Upgrade Solve?

- One-Tap Pairing: Quickly recognizes and connects individual XTALK devices for effortless operation.
- Upgrade to Low-Latency Version: Optimizes audio synchronization for real-time communication.
- Cross-Model Pairing: Enables interoperability across SYNCO XTALK series (X/XPro/XMax).

Precautions for EasyGo Firmware Upgrade:

- If the headset fails to connect, please try reversing the Type-C connectoron the headset end.
- To connect XMax to EasyGo, ensure the headset is in INTERCOM MODE

3. Additional Topics

Q1: Why doesn't the XTALK pair automatically when powered on?

- To ensure a successful auto-reconnect, please turn on the headsets in the sequence of Master → Level 1 → Level 2.
- Default Master : Red-labeled headset
- Level 1 : Blue-labeled headset with LV.1 sticker
- Level 2 : Green-labeled headset with LV.1 sticker

Q2: How many Level 1 headset can Master headset connect to at most?

- A Master can connect up to 4 Level 1, and a Level 1 can connect up to 2 Level 2

Q3: Can Level 2 connect directly to the Master headset?

- The Level 2 must be paired with the Level 1 before it can connect to the Master. They cannot directly pair for communication.

Q4: How to reconnect if the XTALK headset suddenly disconnects?

- If disconnected, please return to the pairing range with the upper-level headset for automatic reconnection.

Q5: How to fix unstable signals caused by nearby electronic devices?

- Enable Boost Mode to enhance signal strength and stability
- Long press Volume– to switch between Mode 1/2/3.