## PowerMic Utilities for Firmware Upgrades

**Issue**: User reports intermittent problems with their microphone (such as cutting in and out, latency issues, not picking up the first few dictated words, buttons not working properly on the mic, etc.), a firmware update should be attempted.

**Directions**:

1. Connect to the user’s workstation and determine if the user has a PowerMic II or a PowerMic III (Note: When the user is on the PS360 login screen, the microphone is listed in the lower right hand corner).   
     
   
2. Close out of PowerScribe.
3. Create a folder on the **desktop** labeled “Mic Tools”.
4. Follow steps below for the PowerMic II or PowerMic III:

| **PowerMic II**:   1. Send files **pm2\_update.exe** and **upgradePM2Firmware.bat** to the Mic Tools folder you created on the user’s desktop. PowerMic II files can be found [here.](https://drive.google.com/drive/folders/19GL6KUNQOexqgzvwGnPtFIhODalG344e?usp=sharing) 2. Open the Mic Tools folder on the user’s workstation and double click to run the **upgradePM2Firmware** file. 3. The following (image below) runs on the workstation. “FW update successful” when the firmware is updated. When it finishes running, press any key to close the window. 4. Delete the Mic Tools folder from the user’s desktop. | **PowerMic III**:   1. Send file PM3\_update\_v105.exe to the Mic Tools folder you created on the user’s desktop. PowerMic III files can be found [here.](https://drive.google.com/drive/folders/1ewVPB15Nl2ig76pZ6WJHPBCJcwu5PrD6?usp=sharing) 2. Open the Mic Tools folder on the user’s workstation and double click to run the **upgradePM2Firmware** file. 3. When it finishes running, press any key to close the window. 4. Delete the Mic Tools folder from the user’s desktop. |
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