

# Solidcom C1 Headset Upgrade

## Kindly Note:


- It takes the risk to update the firmware, please avoid updating the firmware when the device is used for the important events
- To avoid the power being cut off suddenly during the updating, please make sure the device with enough power during updating.
- Please feel free to contact our technical support engineer if the updating failure or error causes the malfunction of the device:
- The link for contacting Hollyland Technical Support Engineer: [support@hollyland.com](mailto:support@hollyland.com)


## Upgrade Steps

### 2.1 Upgrade with Windows

1. Download the upgrade file and unzip the file
2. Install the USB driver

(Windows system only. download link: [https://download-hollyland.oss-us-east-1.aliyuncs.com/Firmware/Wireless\\_Intercoms/USB\\_Driver/STSW\\_STM32102\\_V1.5.0.zip](https://download-hollyland.oss-us-east-1.aliyuncs.com/Firmware/Wireless_Intercoms/USB_Driver/STSW_STM32102_V1.5.0.zip))

 VCP\_V1.5.0\_Setup\_W8\_x64\_64bits.exe

 VCP\_V1.5.0\_Setup\_W8\_x86\_32bits.exe

3. Turn on the headset one by one, and connect it to laptop via USB-A to Type-C cable



4. Open the 【I5802\_Headset\_Upgrade.exe】 application

Name	Date modified	Type	Size
Font	9/23/2022 6:51 PM	File folder	
internal_upg	9/23/2022 6:51 PM	File folder	
settings	9/28/2022 4:19 PM	File folder	
debuglog.log	9/7/2022 1:39 PM	Text Document	11 KB
debuglog.txt	9/28/2022 4:23 PM	Text Document	3 KB
I5802_Headset_Upgrade.exe	4/28/2022 4:45 PM	Application	17,285 KB

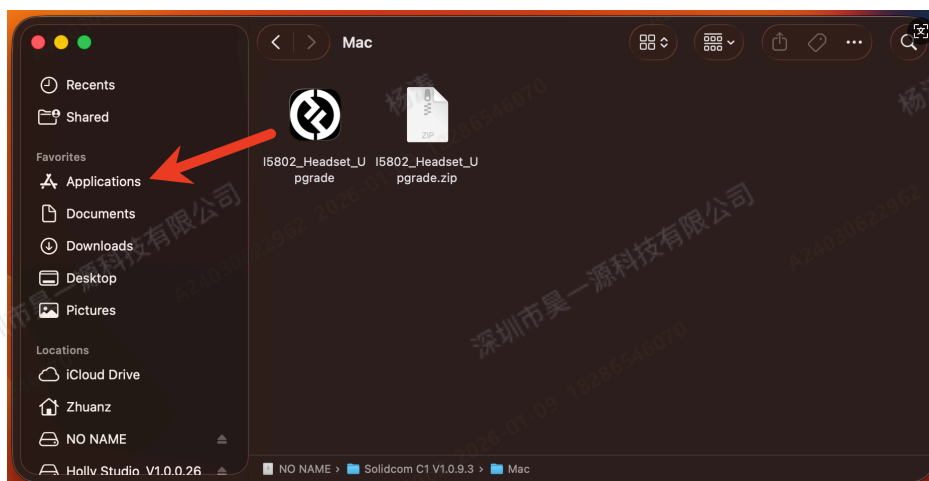
- It will recognize the headset automatically, and then Click **【YES】** for upgrade. (Please do not unplug the USB cable during the upgrade.)
- When one of the headset upgrade complete, you need to close the upgrade software and reopen it, then upgrade the next headset. Otherwise, unknown errors may occur.
- After the upgrade, pair the master headset and remote headset again by long-press the **【A】** button on both headsets.

## 2.2 Upgrade with Mac

- Download the upgrade file and unzip the file
- Turn on the headset one by one, and connect it to laptop via USB-C cable



- Open the I5802\_Headset\_Upgrade.app.
- Move it into the "Application" and open it in application, Without this step, the MAC system will identify the software as dangerous software, causing the upgrade to fail.



5. It will recognize the headset automatically, and then Click **【YES】** for upgrade.(Please do not unplug the USB cable during the upgrade.)
6. When one of the headset upgrade complete, you need to close the upgrade software and reopen it, then upgrade the next headset. Otherwise, unknown errors may occur.
7. After the upgrade, pair the master headset and remote headset again by long-press the **【A】** button on both headsets.

## Special cases

If you are a customer in Japan experiencing pairing issues after upgrading, you can resolve the problem by following the tutorial below and configuring the wireless settings for your headsets.

Link: [https://drive.google.com/file/d/1VHK\\_M3pd-KQQ0bOpN5ztWMKrQSmZ7CEM/view?usp=sharing](https://drive.google.com/file/d/1VHK_M3pd-KQQ0bOpN5ztWMKrQSmZ7CEM/view?usp=sharing)