

Solidcom C1 Pro Headset Upgrade

1. 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


2. Upgrade Steps

2.1 Upgrade with Windows

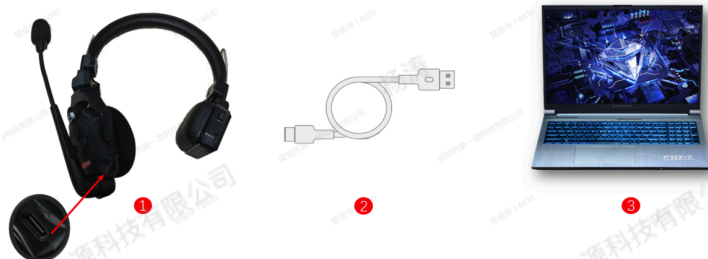
1. Download the upgrade file and unzip the file
2. Install the USB driver

(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)

 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 【I5803_Headset_Upgrade.exe】 application

| Name | Date modified | Type | Size |
|-----------------------|--------------------|---------------|-----------|
| Font | 2/25/2023 4:49 PM | File folder | |
| internal_upg | 2/25/2023 4:49 PM | File folder | |
| settings | 2/25/2023 5:31 PM | File folder | |
| debuglog | 2/25/2023 5:31 PM | Text Document | 5 KB |
| I5803_Headset_Upgrade | 10/10/2022 3:15 PM | Application | 17,300 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 **【I5803_Headset_Upgrade.exe】** application

| Name | Date modified | Type | Size |
|-----------------------|--------------------|---------------|-----------|
| Font | 2/25/2023 4:49 PM | File folder | |
| internal_upg | 2/25/2023 4:49 PM | File folder | |
| settings | 2/25/2023 5:31 PM | File folder | |
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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