

# 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)

## 1. Firmware Version Records

Released date	Firmware Version	Release Log	Download Link
2024.12.20	V1.0.9.3	<p>Full-compatible Version</p> <p>Headsets with this firmware can be fully compatible with C1 Master Headset &amp; Hub, C1 Pro Master Headset &amp; Hub, and C1 Pro Roaming Hub. Users can pair the remote headset with different master or hub devices(also with the Full-compatible Version firmware) directly without extra firmware upgrades.</p> <p>Hub with this firmware can now be used with general network switch(up to two hubs per system), but in this case the hub will lose the seamless roaming feature. Headsets among two interconnected hubs can still roam from one to the other but with a longer handover time.</p>	<a href="#">Download</a>
2024.12.20	V1.0.4.7	Fixed a few bugs.	<a href="#">Download</a>
2023.08.15	1.0.4.5	/	<a href="#">Download</a>

## 2. Upgrade Steps

### 2.1 Upgrade with Windows

- Download the upgrade file and unzip the file
- Install the USB driver

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

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

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



- 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

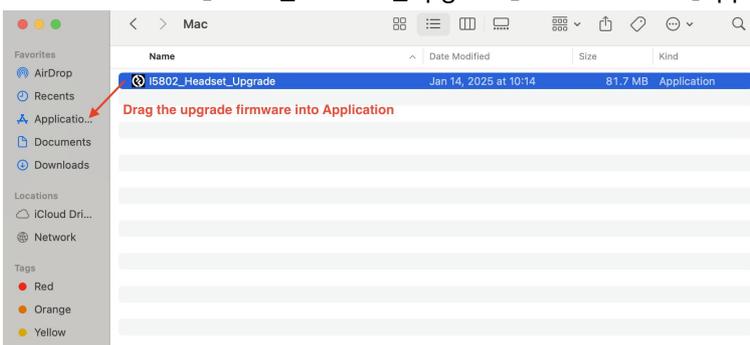
- It will recognize the headset automatically, and then Click **【YES】** for upgrade.(Please do not unplug the USB cable during the upgrade.)
- After the upgrade, pair the master headset and remote headset again by long-press the **【A】** button on both headsets.

## 2.2 Upgrade with Mac

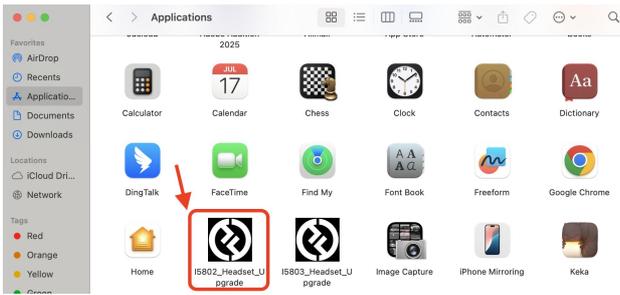
- Download the upgrade file and unzip the file
- Turn on the headset one by one, and connect it to laptop via USB-C cable



- Move the **【I5802\_Headset\_Upgrade】** to the Mac [Application]



- Open the **【I5802\_Headset\_Upgrade】** application



- It will recognize the headset automatically, and then Click **【YES】** for upgrade.(Please do not unplug the USB cable during the upgrade.)
- After the upgrade, pair the master headset and remote headset again by long-press the **【A】** button on both headsets.