



KC12 Firmware Update Instructions

For Mac Computers running Windows via Parallels

Purpose

The following procedures will help guide users using Mac computers with Windows 11 running via Parallels through the update process of the KC12 loudspeaker to firmware version 1.2, using the KC12 Updater App (version 1.0).

Background

The KC12 Updater App is a Windows-based application. While QSC develops the MacOS version, QSC has identified a workaround for those users that have Windows installed via Parallels on Mac computers with an Intel, M1 and certain M2 processors with native USB-A connection ports.

QSC is aware that there are many variants of Mac hardware with different processors and USB connection ports. QSC has tested the following variants with success.

- **Mac (Intel) with native USB-C port**
- **Mac (M2) with native USB-A port**

Each variant will have their own list of instructions as the procedure can differ.

In general, QSC has had limited success with M2 Macs with native USB-C ports only, M3 Macs, and M4 Macs when using USB adapters to try to connect to the KC12 loudspeaker. However, using some 3rd party USB-C docks with USB-A ports on the dock has yielded some successful results.

Please contact QSC Tech Support if you have any questions or issues getting your Mac to connect to your KC12 loudspeaker: <https://support.qsc.com>

Instructions

Prerequisite:

1. The Mac computer must have Parallels already installed.
Note: messaging may be different depending on the version used. QSC tested using version 20.1.3.
2. The Mac computer must have Windows 11 already installed.
Note I: QSC tested version is Windows 11 Pro (24H2)
Note II: Windows Enterprise versions may have policies restricting USB connection types. If necessary, check with your IT administrator.
3. The KC12 Updater App must be downloaded and installed on the Windows side.

Cabling:

- USB-C to USB-A (Female) adaptor
- USB-A (Male) to USB-C cable

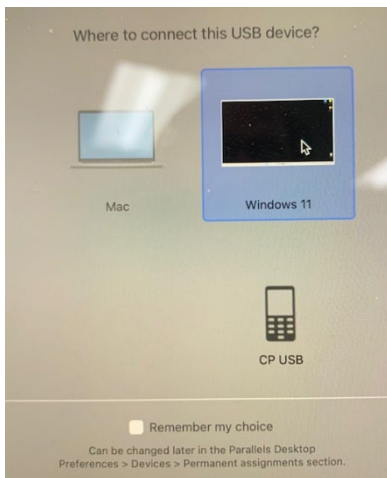


Mac (Intel) with Native USB-C Port

Initial Boot and Update Procedure:

The following procedure assumes that the MacBook Pro (Intel) has Parallels, Windows, and the KC12 Updater App already installed.

1. Start with the Mac computer and the KC12 loudspeaker Off.
2. Boot MacOS
3. Launch Windows 11
Note: this will also launch Parallels at the same time.
4. Power on the KC12 loudspeaker
5. Connect USB-C to USB-A (Female) adaptor to USB-C to USB-A (Male) cable.
6. Plug the USB-C Cable side into the KC12 loudspeaker.
7. Plug the USB-C Adaptor side into the computer.
8. Select "Windows 11" when prompted to confirm which OS to use.



9. Launch the KC12 Updater App (Version 1.0)

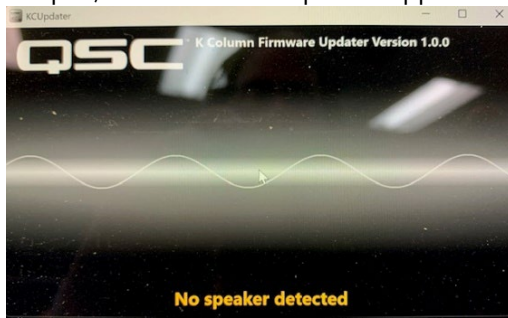


10. Click Upgrade to initiate the update.

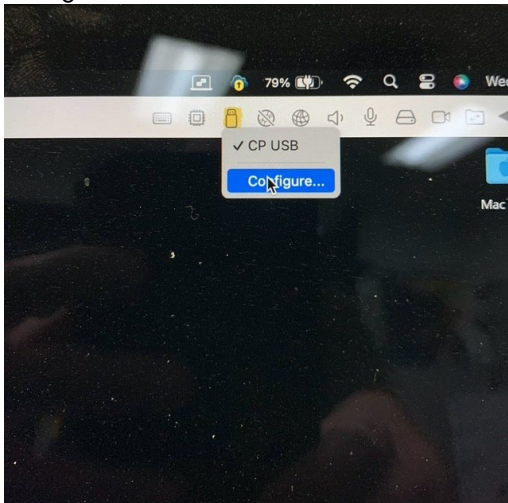
Rediscovery if Updating Additional KC12 Loudspeakers:

The following procedure may be required if attempting to update multiple KC12 loudspeakers in succession. Prior to powering down and disconnecting the initial loudspeaker from the computer after a completed update, perform the following to allow discovery of a new KC12 loudspeaker.

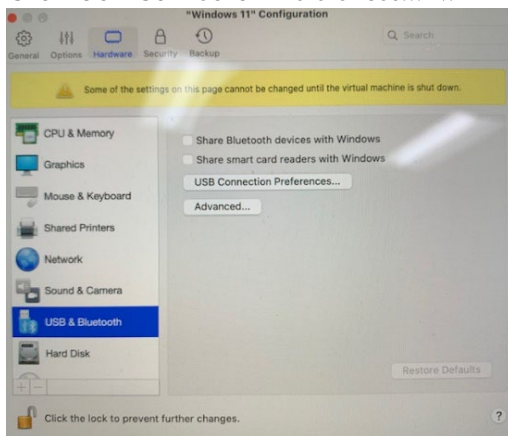
1. If Open, close the KC12 Updater App.



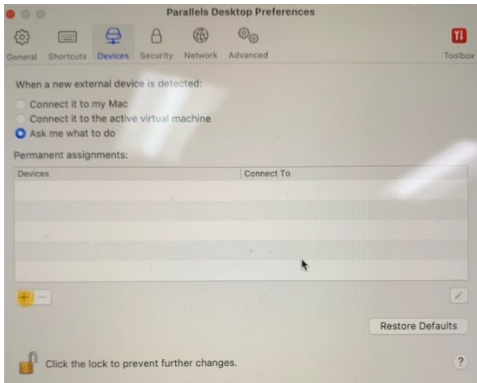
2. Navigate to the Parallels USB Controller and click Configure.



3. Click 'USB Connection Preferences...' within the "Windows 11" configuration window, under USB & Bluetooth.

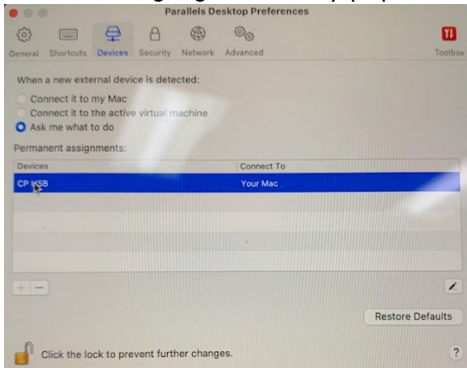


4. Click the "+" button to add a new connection.

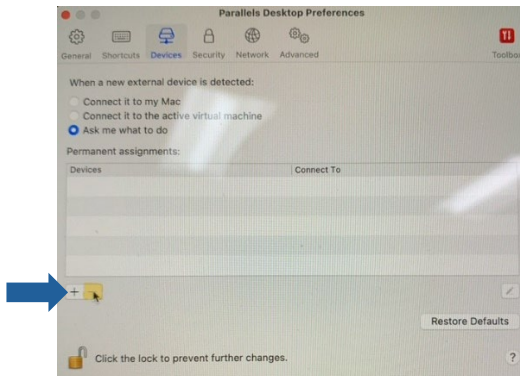


Note: the original connection will repopulate in the list but will state that it is connected to "Your Mac".

5. Select and highlight the newly populated device.



6. Click the "-" button to remove the connected device.



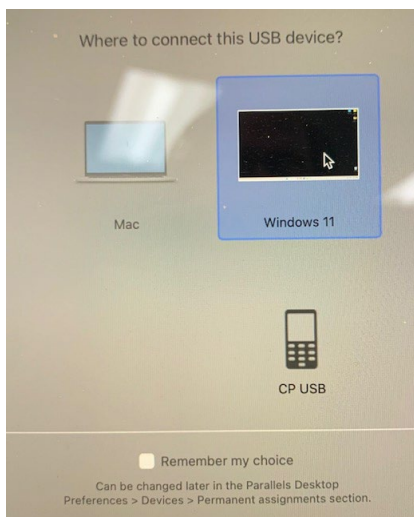
7. Close the Parallels Desktop Preferences window.
8. Close the "Windows 11" Configuration window.
9. Physically disconnect the USB-C from the computer.
10. Shut Down Windows. *Note: DO NOT suspend or simply close Windows. Windows must be SHUT DOWN.*
11. Relaunch Windows 11 on the Mac.
12. Verify / Plug the USB-C Cable side into the KC12 loudspeaker and power the unit on.
13. Plug the USB-C Adaptor side into the computer.
14. Select "Windows 11" when prompted to confirm which OS to use.
15. Launch the KC12 Updater App (Version 1.0)
16. Verify that the KC12 loudspeaker is discovered and/or Initiate Update.



Mac (M2) with Native USB-A Port

The following procedure assumes that the Mac (M2) computer with a native USB-A port has Parallels, Windows, and the KC12 Updater App already installed.

1. Start with the Mac computer and the KC12 loudspeaker Off.
2. Boot MacOS
3. Launch Windows 11
Note: this will also launch Parallels at the same time.
4. Power on the KC12 loudspeaker
5. Using a USB-A (Male) to USB-C cable, plug the USB-C side into the KC12 loudspeaker.
6. Plug the USB-A (Male) side into the computer's native USB-A port.
7. Select "Windows 11" when prompted to confirm which OS to use.



8. Launch the KC12 Updater App (Version 1.0)



9. Click Upgrade to initiate the update.

Rediscovery if Updating Additional KC12 Loudspeakers:

The following procedure may be required if attempting to update multiple KC12 loudspeakers in succession. Prior to powering down and disconnecting the initial loudspeaker from the computer after a completed update, perform the following to allow discovery of a new KC12 loudspeaker.



1. If Open, close the KC12 Updater App.



2. Unplug the USB-C connection from the KC12 loudspeaker and move it to the next loudspeaker to be updated.
Note: make sure the second loudspeaker is powered On, once the USB-C connection is made.
3. Unplug the USB-A connection from the computer and move it into another native USB-A connection port.
Note: the loudspeaker may not be discoverable if attempting to use the same USB-A port. This has to do with how the USB connection is negotiated in Parallels depending on the software version.
4. Allow or assign the USB connection to Windows.
5. Launch the KC12 Updater App (Version 1.0)



6. Click Upgrade to initiate the update.

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