



KC12 Firmware Update Instructions

For Mac Computers

Purpose

The following procedures will help guide Mac users through the update process of the KC12 loudspeaker utilizing the KC12 Updater App.

Background

The KC12 Updater App is currently most compatible with Mac computers containing Intel processors, the M1 processor, and 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 and native USB-A ports**
- **Mac (M2) with native USB-A port**

Each variant (USB-A or USB-C) has its own procedure, as each differs slightly.

In general, QSC has had limited success with M2 Macs (with native USB-C ports), M3 Macs, and M4 Macs when using USB adapters 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.

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

Prerequisites

Before running the KC12 Updater App:

- Obtain necessary cabling:
 - USB-A (Male) to USB-C cable
 - USB-C to USB-A (Female) adapter – only if using a native USB C port for the update
- If the Mac has been paired with one or more QSC loudspeakers for Bluetooth audio playback, all loudspeakers should be forgotten. To do this, go to System Settings > Bluetooth. For each QSC loudspeaker listed, click the (i) icon, and then click "Forget This Device..."

Instructions

Mac with Native USB-C Port

The following procedure assumes that the Mac computer has the KC12 Updater App already installed.

1. Power on the KC12 loudspeaker.
2. Connect the USB-C to USB-A (female) adapter to the USB-C to USB-A (male) cable.



3. Plug the USB-C cable side into the KC12 loudspeaker.
4. Plug the USB-C adapter side into the computer.
5. Launch the KC12 Updater App.
6. Click Upgrade to initiate the update.

Mac with Native USB-A Port

The following procedure assumes that the Mac computer has the KC12 Updater App already installed.

1. Power on the KC12 loudspeaker.
2. Using a USB-A (male) to USB-C cable, plug the USB-C side into the KC12 loudspeaker.
3. Plug the USB-A (male) side into the computer's native USB-A port.
4. Launch the KC12 Updater App
5. Click Upgrade to initiate the update.