



## Versions & Compatibility

Software/Firmware	Version	Operating Systems
Videobar VB1 firmware	1.5	-
Videobar Configuration app (formerly Bose Work Configuration)	1.5	Windows, macOS
Videobar Administration app (formerly Bose Work Management)	1.5	Windows

## Firmware Update Instructions

**Note:** To update the firmware of multiple Videobar devices at the same time, use the Videobar Administration app. Refer to the user guide in the app for more information.

To update the Videobar firmware:

1. On your computer, go to [BoseProfessional.com](https://BoseProfessional.com) and download the **Videobar Configuration** app.
2. Connect the **USB-C** port of the Videobar device to a USB port on your computer.
3. Use the included power supply to connect the Videobar device to a power outlet. Wait for it to power on.
4. Open the **Videobar Configuration** app.
5. Click the **Administrator** icon.
6. Enter the password **Bose123!** and then click **Sign In**.
7. Click the **Configuration** icon. The current firmware version will be shown in the window.

If the latest firmware is already installed, a message that the firmware is up to date will be shown under it.

If newer firmware is available, the new firmware version number, release notes, and **Install** button will be shown under it.

8. Click **Install**.
9. Click **Continue** to update the firmware or **Cancel** to return to the previous window.

**Caution:** Do not disconnect the Videobar device from your computer or from the power supply while the firmware is updating.

When the firmware update is complete, the progress meter will disappear, and the **Install** button will be disabled.

# Videobar VB1

## Improvements

- DSP changes
- Enhanced microphone performance
- Message log enhancement

## Fixed Issues

- Disconnecting and reconnecting VB1 via USB, users experience no interruption in mic functionality.
- UI messaging when applying profiles and rebooting when connected to Videobar Administration or Videobar Configuration apps
- Bluetooth* volume sync
- SNMP password request bug
- Scheduling firmware updates
- Camera status after reboot
- Certificate Signing Requests after factory reset
- IP address consistency in Videobar Administration when adding device manually
- Other minor bug fixes

## Known Issues

- Audio issues with Dell laptops with the Intel® Smart Sound Technology (SST) driver can make VB1 freeze and/or crash. To resolve this, use the Windows Device Manager to disable the driver and reboot VB1.
- Videobar devices with old firmware (v1.0-v1.3) cannot be added to the Device List by entering their IP addresses manually in the Videobar Administration app.
- Videobar device names cannot use special characters. Acceptable characters include letters (uppercase and lowercase), numbers, and hyphens (-).
- To set a Videobar VB1 to use a wireless EAP connection and disable its wired connection, use the Videobar Configuration app rather than Videobar Administration app (which relies on a network connection to modify secured network settings). This will ensure all data remains in sync.
- On rare occasions, after 2 hours of inactivity and no network or USB connection, Videobar may not exit its low-power/standby mode after connecting a macOS device to its USB port. If this occurs, reboot or power-cycle the Videobar and reconnect the macOS device. To prevent the issue in the future, use the Videobar Configuration app or WebUI to disable the low-power mode (click the **Configuration** tab, click **System**, and set the **Low Power Mode** switch to **Disabled**). An error message may appear in the Videobar Configuration app or WebUI but will disappear after connecting to a new device.