



Versions & Compatibility

Software/Firmware	Version	Operating Systems
Bose Videobar VB-S firmware	1.0.1	-

Firmware Update Instructions

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

To update the Bose Videobar firmware:

1. On your computer, go to [PRO.BOSE.COM](https://pro.bose.com) and download the **Bose Work Configuration** app.
2. Connect the **USB-C** port of the Bose Videobar to a USB port on your computer.
3. Use the included power supply to connect the Bose Videobar to a power outlet. Wait for it to power on.
4. Open the **Bose Work 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.

Important: During the firmware update, do not disconnect the Bose Videobar from your computer or from the power supply.

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

Fixed Issues

Issue where the camera does not send video after exiting low-power/standby mode.

Known Issues

When a Bose Videobar is connected to a Mac via USB or *Bluetooth*, the computer's volume control may be disabled.

When using Bose Videobar on a Windows computer, the camera image will not be visible in both the Bose Work Configuration and Microsoft Teams apps simultaneously. This is because the camera on a Windows computer can be used by only one application at a time.

When using Bose Videobar VB-S with Microsoft Teams, using the infrared remote control to mute VB-S will activate the mute indicator on VB-S, but the mute indicator in the Teams app may not be in sync.

When using the Bose Work Configuration Web UI, the browser may need to be refreshed to properly display all tabs.

When using the Bose Work Management app on Windows 10, the computer may need to be restarted after changing Wi-Fi networks in order for VB-S devices to appear in the Device List.

Bose Videobar devices with old firmware (v1.0-v1.2) cannot be added to the Device List by entering their IP addresses manually in the Bose Work Management app.

Bose Videobar device names cannot use special characters. Acceptable characters include letters (uppercase and lowercase), numbers, and hyphens (-).

To set a Bose Videobar VB1 to use a wireless EAP connection and disable its wired connection, use the Bose Work Configuration app rather than the Bose Work Management app (which relies on a network connection to modify secured network settings). This will ensure all data remains in sync.

When exiting low-power/standby mode (after 2 hours of inactivity and no network or USB connection), Bose Videobar VB-S may behave inconsistently. We recommend power-cycling/rebooting VB-S by disconnecting its power supply and then reconnecting it. To prevent the issue in the future, use the Bose Work Configuration app or web UI 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 Bose Work Configuration app or WebUI but will disappear after connecting to a new device.

On rare occasions, after 2 hours of inactivity and no network or USB connection, Bose 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 Bose Work 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 Bose Work Configuration app or WebUI but will disappear after connecting to a new device.