

Versions & Compatibility

Software/Firmware	Version	Operating Systems
Videobar VB-S firmware	1.1.2	-

Firmware Update Instructions

Note: To update the firmware of multiple 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 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 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 **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.

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.

Updates

New Features

Microsoft Teams certification

Improvements

Updated Microsoft Teams upgrader while running MTR kit

Enhanced microphone performance



Improved camera controls.

DSP changes.

Fixed Issues

Sudden change to camera view zoom ratio upon joining a meeting.

Known Issues

Exclusion zones set in Bose Work Configuration may be less effective in suppressing audio from specific areas of the room.

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

When using a Videobar device 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 a Videobar VB-S with Microsoft Teams, using the infrared remote control to mute the VB-S will activate the mute indicator on the 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 for VB-S devices to appear in the Device List.

When exiting low-power/standby mode (after 2 hours of inactivity and no network or USB connection), the Videobar VB-S may behave inconsistently. We recommend power-cycling/rebooting the 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.

After connecting to an Apple device, when there is no audio playing, the volume of VB-S cannot be adjusted through a mobile phone. When you press the volume button on a mobile phone or iPad, VB-S does not respond. If you press the volume button on a mobile phone or iPad while playing music, the volume of VB-S can respond normally.

