



Versions & Compatibility

| Software/Firmware | Version | Operating Systems |
|-----------------------------|---------|-------------------|
| Bose Videobar firmware | 1.3 | - |
| Bose Work Configuration app | 1.4 | Windows, macOS |
| Bose Work Management app | 1.4 | Windows |
| Bose Work mobile app | 1.1 | Android, iOS |

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.

New Features

Certificate management — installation and management of authentication keys and certificates. To access this feature, you must first update the Bose Work Configuration app, the Bose Work Management app, and/or the Bose Videobar firmware (which hosts the WebUI).

Crestron API integration — pre-built module that allows network integrators to interface VB1 with Crestron control and monitoring solutions

AMX API integration — pre-built module that allows network integrators to interface VB1 with AMX control and monitoring solutions

Improvements

Network security improvements

Image quality improvements:

Color adjustments (hue and saturation) to produce a more visually pleasant image

Brightness, contrast, and gamma adjustments to achieve more accurate exposure

Fixed Issues

macOS Monterey (Version 12) compatibility with automatic exposure and manual brightness control

USB connectivity issues when using Microsoft Teams on Mac computers

Video signal dropout during meeting/call when using Barco ClickShare devices with Bose Videobar

HID communication issues after waking Bose Videobar from networked standby mode

Known Issues

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.

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.