




## Bose Videobar VB1 v1.1 Release Notes

May 21, 2021

Application	New Version
Firmware	1.1.24
Bose Work Configuration Mac and Windows	1.1.4
Bose Work Management	1.1.1
Apple and Android Mobile Apps	No Change

### Upgrade Firmware Version

1. Download firmware to your Downloads folder.
2. Download and install **Bose Work Configuration** for Windows or Mac
3. Connect to the VB1 with the USB cable
4. Open Bose Work Configuration and click on the person icon  in lower left to enter admin mode. The default password Bose123!
5. Click on the configuration tab  then on the Firmware page, click [Browse](#) .
6. Select the firmware that you downloaded in step 1.
7. Press 
8. VB1 will reboot after update.

### Fixed Issues

- Multiuser installation support for Bose Work Configuration. BWC installation is now accessible to all users who log in to the system on which it is installed.
- 50Hz antiflicker setting is fixed and is a persistent setting.
- Autoframing speed improvements.
- Detect and inform user of lack of write access to USB during VB1 firmware updates.
- Green LED robustness when camera is streaming.
- Corrections to owner's guide error describing GPI.
- SNMP API handles the 0 sub-identifier for OID values.
- SNMP API get/set operations are still usable when trap server is unavailable, or not set.
- Using Bose Work Configuration and Bose Work Management at the same time to adjust microphones may cause a conflict.
- Microphone beams now track talker more accurately.
- Camera disabled setting retained through reboot.
- VB1 now outputs 1280x720 resolution to Barco CX with Barco firmware [v 2.08](#).
- New default image settings.
  - New default image settings will overwrite defaults from the previous release. But settings changed by user will not be overwritten.
- Bose Work Configuration App UI fixes:

- Bluetooth metering previously showed even when there were no devices were connected.
- Bluetooth shows streaming when device was connected, even if there was no signal.
- USB output level metering now appears.
- Changed GPI to CRTL to match label on hardware.
- Pacific standard time is appropriately GMT-8.

### **Known Issues**

- If a mobile device, paired with VB1 for calls, ignores an incoming call, the VB1 audio level will be set to 50%.
- iOS users may not be able to connect via the Bose Work mobile app and Bluetooth at the same time.

**Work around:** disconnect mobile from VB1 and use app to connect.

If Phone BT was previously paired with VB1, user might see the issues. User should forget the VB1 from BT paired list and try again.

- Exclusion zones set in Dynamic mode are still active in Static mode but not visible.

**Workaround:** disable all exclusion zones in Dynamic mode if using Static beams.

- The visual display of beams in Bose Work Configuration can be out of sync, especially on power up.
- Some users may experience an overly dark image after loading a profile. Press ***Restore Image Settings*** to fix the image.
- Scheduled firmware updates in Bose Work Management do not work if NTP service is not set-up on VB1's.

**Workaround:** install updates manually.

- The VB1 comes out of standby if WiFi network is lost/comes back.

**Workaround:** disable LPM.

- On some older Dell laptops, the USB-C port may cause flickering when using DisplayLink. The workaround is to use a USB-A port.

## **Troubleshooting**

### **Different behavior with Microsoft Teams Rooms (MTR)**

The VB1 detects when it is plugged into a Microsoft Teams Room PC and, by design, disables the following:

- HDMI out
- CRTL input
- Analog audio input
- Bluetooth
- Network (wired and wireless)

### **Firmware Update time out in Bose Work Configuration**

This can happen if you do not have write permissions to a USB drive. Check with your PC administrator to allow write permission to USB or use the built-in WebUI or Bose Work Management to upgrade.

### **No HDMI output to display**

The HDMI output requires two steps: 1) Enable DisplayLink in Bose Work Configuration, and 2) install the latest [DisplayLink driver](#).

### **I hear repeating Windows “USB device found/not found” tones**

This is most often caused when DisplayLink is enabled in the VB1 and there is no DisplayLink driver on the USB-connected PC. To solve, install the DisplayLink driver if you wish to use the HDMI output, or, disable DisplayLink in the VB1 (using Bose Work Configuration) if you do not intend to use the HDMI output.

### **White power indicator below Bose logo is off**

This occurs after 20 minutes of no activity when, as by default, VB1 is configured for Low Power Mode. Plugging in USB (or unplugging and replugging USB) will wake up the VB1. Alternatively, disable Low Power Mode in Bose Work Configuration.

### **White Bluetooth LED is on**

This is normal when a mobile phone user has connected to a VB1 with the Bose Work mobile app, or has connected for Bluetooth music/calls (or both). Pressing and holding the Bluetooth button on the VB1 remote control, or pressing the Bluetooth button on the side of the VB1 will disconnect the user.

### **When I mute in the Zoom app, the VB1 mute LED does not come on**

VB1 certification for Zoom is coming soon at which time the VB1 mute connector will be synchronized with the Zoom app.

**Audio output is muted**

Switching CTRL Active to High, without connection to building alarm, will mute speaker output. If there is no external connection, keep active state Low.

If speaker output is muted due to CTRL, reset state to LOW and reboot VB1.