Bose Work Management

User Guide



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Introduction

With remote management capabilities, Bose Work Management software makes it simple to deploy and manage Bose Videobar VB1s anywhere — from a single device in a meeting room to hundreds installed throughout a corporate campus. Control critical functions from a single location: push updates to all or only selected devices, discover all devices on the network, configure devices either individually or by group, create and deploy profiles, or send configuration commands directly.

Features

Real-time device status and control functionality for all your Bose Videobar VB1 devices from a single location

Schedule software updates to all or only selected devices

View, edit, save parameters by device or group of devices

Discover all devices on the network; create, save, and apply device profiles

Availability and Compatibility

The Bose Work Management application is compatible with Windows and can be downloaded from **PRO.BOSE.COM**.

Trademark Notices

Bose, Bose Work, and Videobar are trademarks of Bose Corporation.

Bluetooth® is a registered trademark of Bluetooth SIG, Inc.

Microsoft and Windows are registered trademarks or trademarks of Microsoft Corporation.

All other trademarks are the property of their respective owners.

User Agreement and Privacy Information

To view the Bose Work Management application User Agreement or the **Bose Privacy Policy**, click the menu (**\E**), select **About Bose Work Management**, and then and then click **End User License Agreement**.

Device List and Menu Bar

The main screen of the app displays the Device List—a list of all VB1s on your network. Above the device list is the menu bar, which contains menu (≡) and several buttons. This user interface enables you to:

monitor VB1s on your network

<u>add/remove columns</u> and <u>sort</u> the Device List to customize it to best suit your needs

<u>search</u> for a specific VB1 on your network

refresh the Device List

select the network(s) to search for VB1s

remove VB1s from a network

specify the **global password** for all VB1s on your network

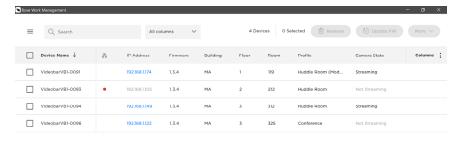
create and copy configuration profiles

reboot VB1s

restore VB1s to their default settings

update **firmware**

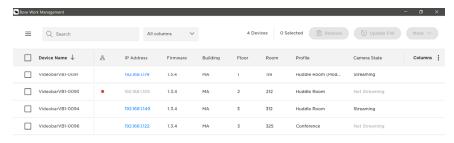
download system logs



Monitoring VB1 Devices

The Device List enables you to monitor the status of all VB1s on your network. You can organize the Device List to include columns for specific information (e.g., you can add a column for **Camera State**, which indicates whether a VB1's camera is streaming).

Note: A red dot in the Network column indicates that the connection to the VB1 has been lost (disconnected). Device parameters are not visible for disconnected VB1s.



Adding/Removing Columns

You can add or remove several optional columns to customize the Device List.

To add/remove optional columns to/from the Device List:

 Click Columns in the upper-right corner of the Device List.

 In list that appears, select/deselect a checkbox add/remove that column to/from the Device List. You can select **Show All** to select all columns

The available columns are:

Building

Floor

Room

MAC Address

Profile

Serial Number

Bluetooth State

Camera State

Note: You cannot remove the columns for **Device Name**, **Network**, **IP Address**, and Firmware.



Sorting the Device List

You can sort the Device List in ascending or descending order by the entries in one column or multiple columns.

To sort a column, click the column heading and select a sorting option:

Ascending order: ↓ and A-Z
Descending order: ↑ and Z-A

Refreshing the Device List

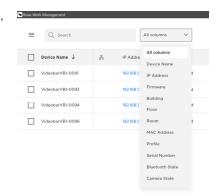
The app automatically scans in the background to discover new VB1s on the network and add them to the Device List. To manually force this discovery process, click the menu (≡) and select **Refresh Device List**.



Searching Information

To search for a specific VB1 or parameters, click the **Search** field in the upper-left corner of the window, and enter the desired search term.

To narrow your search to a specific parameter, click the down arrow (\checkmark) in the **Search** field and select the desired parameter. Select **All columns** to search through all parameters.



Identifying VB1 Devices

To identify a specific VB1 device in the network,

- 1. Select the checkbox next to the desired VB1 in the Device List.
- Click More

 in the upper-right part of the window, and then click Identify
 Device.

On that VB1, a small section of lights in the center of the light bar will pulse purple repeatedly.

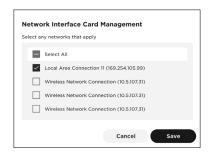
Selecting a Network

To select the network(s) in which to search for VB1s:

- Click the menu (≡), and then click Manage Network Interface Card.
- In the window that appears, select the checkbox(es) for the network(s) you want to include in the search.

Note: To include all listed networks in the search, select the **Select All** checkbox.

- 3. Click **Cancel** to exit the process without saving, or click **Save** to continue.
- If you clicked Save, a confirmation message will appear. Click OK to continue.



Now, only the VB1s in the selected networks will appear in the Device List.

Removing VB1 Devices

To remove a VB1 from your network:

- Select the checkbox next to the desired VB1 in the Device List.
- 2. Click **Remove** in the upper-right part of the window.
- In the message that appears, click Cancel to keep the VB1 in the network or click Remove to remove it.
- If you clicked **Remove**, a confirmation message will appear. Click **OK** to continue.

The VB1 will no longer appear in the Device List.

Note: If a VB1 remains on the network it will be rediscovered automatically.

Specifying a Global Password

You can specify a global password for all VB1s in your network. This is helpful so you do not have to remember multiple unique passwords assigned to all VB1s.

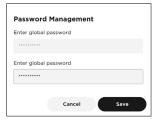
IMPORTANT: There is no password retrieval method available for the global password. If you forget/lose the global password, you must reset the VB1 to its original factory settings. The factory default password is **Bose123!**

Note: We recommend changing the password after gaining access.

Note: To set or change the password of a specific VB1, select the desired VB1, and click the <u>Configuration</u> tab in the control panel. While setting or changing the password for a VB1, you will be given the option to assign that password as the global password.

To set the global password:

- 1. Click the menu (≡), and then click Manage Global Password.
- In the window that appears, enter the global password once in the first field and then again in the second field to confirm it.
- Click Cancel to exit the process without saving, or click Save to save the global password.
- If you clicked Save, a confirmation message will appear. Click OK to continue.



Managing Profiles

You can create and save a profile to include all of the parameters on one VB1 and quickly copy them to other VB1s.

Downloading (Saving) a Profile

To create and save (download) a profile from a VB1:

- Select a VB1 in the Device List and configure its parameters as desired. (See Configuring Parameters for more information.)
- Click More

 in the upper-right part of the window, and then click

 Download Profile.
- Select where you want to save the profile, enter a unique name for the profile, and then click **Save**.



Uploading (Copying) a Profile

To copy (upload) a profile to one or more VB1s:

- 1. Select the VB1(s) in the Device List to which you want to copy the profile.
- Click More

 in the upper-right part of the window, and then click Upload Profile.
- Locate and select the profile you want to upload to the VB1(s), and then click Save.



Restoring a Profile

To restore a profile by discarding any changes and reverting them to their originally applied profiles:

- 1. Select the VB1(s) in the Device List whose profile(s) you want to restore.
- Click More

 in the upper-right part of the window, and then click Restore Profiles.
- Click Cancel to return to the previous window, or click Restore to discard the changes and revert to the previous settings.



Rebooting VB1 Devices

To manually reboot one or more VB1s, select the VB1(s) in the Device List, click **More** \vee in the upper-right part of the window, and then click **Reboot Device**.

Restoring Default Settings

To restore the factory default settings of one or more VB1s, select the VB1(s) in the Device List, click $More \sim$ in the upper-right part of the window, and then click $Restore \ All \ Settings \ to \ Default.$

Updating Firmware

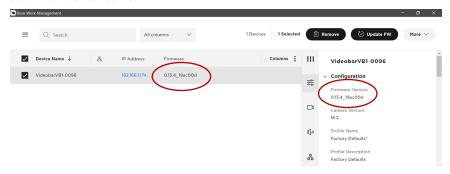
You can update the firmware of a single VB1 or multiple VB1s immediately or at a scheduled time. You can also install an older version of the firmware to revert to a previous release.

IMPORTANT: After the firmware installation process has completed on a VB1, that VB1 will reboot automatically.

To view the currently installed firmware version on a VB1:

- Select the checkbox next to the desired VB1 in the Device List, enter its password, and then click **Submit**.
- In the control panel, click the <u>Configuration</u> tab.
 The version number will be displayed under Firmware Version.

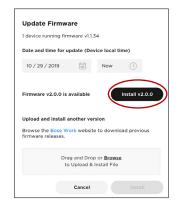
Note: The current firmware version for each VB1 is also shown in the **Firmware** column of the Device List.



Immediate Updates

To immediately install the latest firmware version on one or more VB1s:

- Select the checkbox(es) next to the desired VB1(s) in the Device List.
- 2. Click **Update FW** in the upper-right corner of the window.
 - In the **Update Firmware** window that appears, the version number of the currently installed firmware will appear at the top.
- If a newer version of the firmware is available, an **Install v**____ button will be shown (where v____ is the version number of the latest available firmware).



Scheduled Updates

You can schedule a firmware update to occur at a specific date and time (e.g., outside of regular business hours to avoid any impact on users).

A clock icon will be shown in the **Firmware** column of the Device List for any VB1 with a scheduled firmware update.



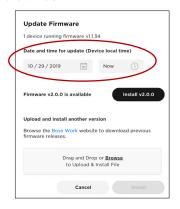
Scheduling a Firmware Update

To schedule a firmware update:

- 1. Select the checkbox(es) next to the desired VB1(s) in the Device List.
- 2. Click **Update FW** in the upper-right corner of the window.

In the **Update Firmware** window that appears, the version number of the currently installed firmware will appear at the top.

- Under Date and time for update (Device local time), select the desired date and time for the update. You can type directly in the fields or click the calendar and clock icons.
- 4. Click Schedule Install.



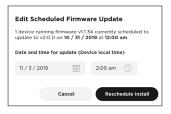
Changing a Scheduled Update

To change the date and time of a scheduled update:

- 1. Select the checkbox(es) next to the desired VB1(s) in the Device List.
- 2. Click **Update FW** in the upper-right corner of the window.

In the **Edit Scheduled Firmware Update** window that appears, the message will show the version numbers of the currently installed firmware and the firmware that will be installed.

 Under Date and time for update (Device local time), select the desired date and time for the update. You can type directly in the fields or click the calendar and clock icons.



- 4. In the window that appears, confirm the new date and time is correct. You can change the date or time in the provided fields, if necessary.
- 5. Click Reschedule Install to continue.

If you clicked **Reschedule Install**, the **Firmware update rescheduled** message appears in the lower-left part of the window.

Cancelling a Scheduled Update

To cancel a scheduled update:

- 1. Select the checkbox(es) next to the desired VB1(s) in the Device List.
- 2. Click **Update FW** in the upper-right corner of the window.

In the **Edit Scheduled Firmware Update** window that appears, the message will show the version numbers of the currently installed firmware and the firmware that will be installed.

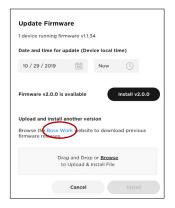
Click Cancel.

Installing a Previous Firmware Version

To install an older version of the firmware to revert to a previous release:

- 1. Select the checkbox(es) next to the desired VB1(s) in the Device List.
- 2. Click **Update FW** in the upper-right corner of the window.
- In the Update Firmware window that appears, click the Bose Work link to locate and download the firmware version you wish to install.
- In the gray box on the Firmware window, drag and drop or click Browse to locate and select the .swu file for the desired firmware, and then click Install below the gray box.

If you clicked **Install**, the **File upload in progress** message appears in the lower-left part of the window. When the process is complete, the VB1 will reboot automatically.



Downloading Logs

To download system log files, select the VB1(s) in the Device List, click **More** \checkmark in the upper-right part of the window, and then click **Download Logs**.

Control Panel

The app enables you to administer one or multiple VB1s via the control panel. Use this interface to configure a range of parameters, including VB1 identification and profile parameters, camera settings and presets, microphone beams and settings, and settings for both wired and wireless network connections.

Configuring Parameters

To open the control panel for a VB1, select the checkbox to the left of the **Device Name** in the Device List, enter the password in the control panel that appears on the right side of the window, and then click **Submit**.

Note: You can set a <u>global password</u> instead of specifying a different password for each VB1.



The control panel includes the following sections. Jump to each by clicking its respective tab.

 <u>Configuration</u>: Install firmware; configure user access to certain video, audio, and connectivity settings; configure profiles, system settings, and identification settings.



 <u>Video:</u> Save/recall camera presets and restore factory default camera settings; enable/disable autoframe access and configure autoframe settings; and enable/disable automatic low-light compensation and configure low-light compensation settings.



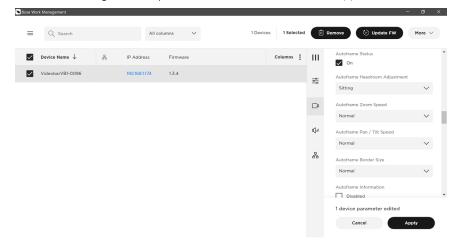
 Audio: Configure the linear microphone array, control access to microphone and other audio settings, and view audio input and output levels.



 <u>Network:</u> Enable/disable both wired and wireless connections, configure Internet Protocol (IP) settings for network connections, and configure wireless network security settings.



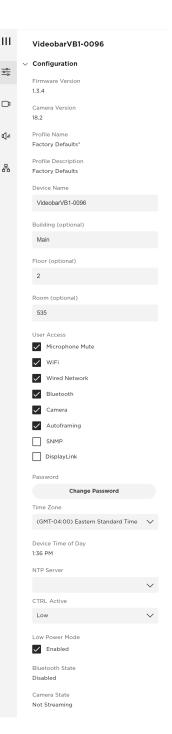
Note: After you edit a parameter, **Cancel** and **Apply** buttons appear at the bottom of the control panel. Click **Cancel** to discard the changes, or click **Apply** to save the changes and implement them for the selected VB1(s).



Configuration Section

The Configuration section includes firmware information and updating features; user access to certain video, audio, and connectivity settings; controls to manage profiles, system settings, and identification settings:

- **Firmware Version:** The version number of the currently installed firmware. If a newer version of the firmware is available, a message will appear next to a link to install the latest version. See Updating **Firmware** to learn more.
- Camera Version: The version number of the VB1 camera software.
- Profile Name: The unique name of the configuration <u>profile</u> that was uploaded to the VB1.
- Profile Description: An identifying description of the configuration profile.
- Device Name: A configurable name assigned to the VB1.
- **Building:** A configurable setting to identify the location of the VB1.
- **Floor:** A configurable setting to identify the location of the VB1.
- Room: A configurable setting to identify the location of the VB1.
- User Access: Select/deselect these checkboxes to enable/disable user access to the following features:
 - Microphone Mute: Enables/disables the ability to mute the VB1 microphone.
 - WiFi: Enables/disables wireless network connection.
 - Wired Network: Enables/disables wired network connection.
 - Bluetooth: Enables/disables Bluetooth connectivity.
 - Camera: Enables/disables the VB1 camera.
 - Autoframing: Enables/disables the ability to turn autoframe on/off.
 Autoframe automatically adjusts the pan/tilt/zoom (PTZ) camera settings to present a panoramic view of all participants in the room at all times.



- SNMP: Enables/disables simple network management protocol (SNMP) over the network.
- DisplayLink: Enables/disables HDMI output/DisplayLink. The default setting is Disabled.
- Password: Click Change Password to change the password for a VB1.

Passwords must contain:

- 8-12 characters
- an uppercase letter
- a lowercase letter
- o a number
- a special character

Note: Select/deselect the **Set as Global Password** checkbox to enable/disable use of the new password for all VB1s in the network.

- Time Zone: Select the local time zone.
- Device Time of Day: Read-only display of the current time of the VB1.
- NTP Time Server: Select or enter the IP address of the Network Time Protocol (NTP) server.
- CTRL Active: Specify the active state of the connected alarm system: High
 or Low. The default setting is Low.
- Low Power Mode: Enable/disable Low Power Mode. When enabled, the VB1
 will enter a standby mode with low power consumption after being idle for
 two hours.
- Bluetooth State: Name of any device that is paired and connected to the VB1 via a Bluetooth connection.
- Camera State: The camera (video) status: Streaming or Not Streaming.

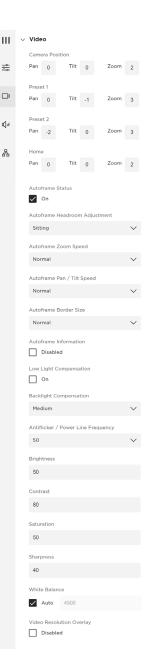
Video Section

The Video section includes controls for configuring the VB1 camera, autoframing, and image processing:

- Camera Position: Adjust the Pan, Tilt, and Zoom settings for the camera.
- Preset 1: Adjust the Pan, Tilt, and Zoom settings for the Preset 1 camera position.
- Preset 2: Adjust the Pan, Tilt, and Zoom settings for the Preset 2 camera position.
- Home: Adjust the Pan, Tilt, and Zoom settings for the Home camera position.
- Headroom Adjustment: Select Standing or Sitting to specify the amount of space between the top of the camera frame and a subject's head. Select Standing for stand-up meetings and Sitting for all others.
- Autoframe Pan/Tilt Speed: Select how quickly the VB1 camera pans/tilts when people move in the room: Slow, Normal, or Fast.
- Autoframe Border Size: Adjusts the border size of the framed image: Small, Normal, or Large. For minimal border (maximum zoom), select Small.
- Autoframe Information: Select/deselect this checkbox to enable/disable this troubleshooting feature. When set to Enabled, autoframe objects will be superimposed on the video image. These will be visible to the far-end meeting participants and in the self-view.
- Low Light Compensation: Select/deselect this checkbox to enable/disable automatic lowlight compensation. When enabled, Low-light Compensation optimizes video in dim lighting conditions.

Note: You can enable low-light compensation only when Backlight Compensation is set to **Off**.

 Backlight Compensation: Select Low, Medium, or High to set the level of adjustment to the image exposure in conditions with bright light sources. (For example, Backlight Compensation will better illuminate people who are silhouetted in front of bright lighting.) Select Off to disable Backlight Compensation.



Note: If Backlight Compensation is set to **Low**, **Medium**, or **High**, Low Light Compensation will be disabled automatically.

- Antiflicker/Power Line Frequency: Select 50 or 60 specify the AC frequency (in Hz) of lighting in the room; this feature will compensate for any flickering seen in the video image. Select Off to disable this feature.
- Brightness: Set the overall lightness/darkness of the image.
- Contrast: Set the difference between the light and dark areas of the image.
- **Saturation:** Set the depth of colors in the image.
- Sharpness: Set the image clarity.
- White Balance: Set the balance of color temperature of the light source. Select **Auto** to set the balance automatically.
- Video Resolution Overlay: Select/deselect this checkbox to enable/disable
 this troubleshooting feature. When enabled, the screen resolution will be
 superimposed on the video image. This will be visible to the far-end meeting
 participants and in the self-view.

Audio Section

The Audio section provides access to microphone array settings (including beam configuration), audio settings, and audio input and output levels:

 Microphone Beam Type: Select Static or Dynamic to specify whether the microphone beams are automatically or manually adjusted.

The default beam type is **Dynamic**, which includes a single beam that freely searches for the loudest sound in the room and additional dynamic beams that are automatically directed at the people speaking in the room.

Static beams can be manually aimed at designated speaking locations.

 Microphone Beams 1-4: Specify the angle of each beam to optimize the detection of people speaking in the room. You can do this only when the Microphone Beam Type is set to Static. You can create a maximum of four beams.

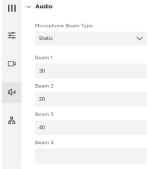
Note: Leaving a beam's value blank removes it from the microphone beam coverage.

 Exclusion Zones 1-3: Specify the Min and Max angles of the area in which dynamic microphone beams will never be directed. There is a maximum of three exclusion zones.

Note: Leaving these values blank removes that exclusion zone from the coverage area.

- Microphone Mute Access: Enable/disable users' ability to mute the VB1 microphone.
- Acoustic Echo Cancellation: Enable/disable Acoustic Echo Cancellation, which suppresses acoustic feedback between the loudspeaker and the microphone.





- Analog Input Gain: Set the gain as needed to balance the volume of an external source with the other audio sources (USB and Bluetooth audio signal).
- Speaker Volume: Set the audio level of the VB1 loudspeaker.
- **Bridged Bluetooth Calls:** Enable/disable the ability of *Bluetooth* calls and media to bridge to the active UC call.

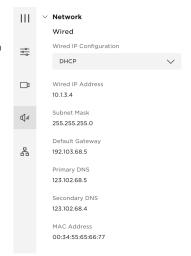
Network Section

The Network section provides access to wired, wireless, and Simple Network Management Protocol (SNMP) network configuration settings.

Wired Network Settings

- Wired IP Configuration: Select the IP configuration type: **DHCP** or **Static**.
 - DHCP (Dynamic Host Configuration Protocol) dynamically assigns the Wired IP Address, Subnet Mask, and other network parameters (when applicable) for the VB1.
 - Select Static to manually enter a Wired IP Address and Subnet Mask.
- The following optional settings can only be configured when the Wired IP Configuration is set to Static. These settings are read-only when the Wired IP Configuration is set to DHCP. The MAC Address is always read-only.
 - Wired IP Address: The IP address of the wired network.
 - Subnet Mask: The IP address of the wired network's subnet mask.
 - Default Gateway: The IP address for the VB1 used to forward traffic to other networks.
 - Primary DNS: The IP address of the primary DNS server that assigns an IP address to a VB1.
 - Secondary DNS: The IP address of the primary DNS server that assigns an IP address to a VB1 when the Primary DNS server is not available.
 - MAC Address: The media access control address, which is a unique identifying number assigned to the network interface controller (NIC).

Note: VB1 also supports AutoIP. If **Wired IP Configuration** is set to **DHCP** and no DHCP server is found, the VB1 will automatically assign itself an IP address in the AutoIP range.



Wireless Network Settings

- Wireless Network: This menu includes a list of available networks, the signal strength of each network, and a lock icon if the network is passwordprotected. If you select a WPA2 network, enter the password in the field that appears, and then click Join to connect to the network.
- Wireless IP Configuration: Select the IP configuration type: DHCP or Static.
 - DHCP (Dynamic Host Configuration Protocol) dynamically assigns the Wireless IP Address, Subnet Mask, and other network parameters (when applicable) for the VB1.
 - Select Static to manually enter a Wired IP Address and Subnet Mask.
- The following optional settings can only be configured when the Wireless IP Configuration is set to Static.
 These settings are read-only when the Wireless IP Configuration is set to DHCP. The MAC Address is always read-only.
 - Wireless IP Address: The IP address of the wireless network.
 - Subnet Mask: The IP address of the wireless network's subnet mask.
- Ш Wireless Wireless Network Employee Network Wireless IP Configuration DHCP Wireless IP Address **(**]_{ii} 10.1.3.4 Subnet Mask 255.255.255.0 몲 Default Gateway 192.103.68.5 Primary DNS 123.102.68.5 Secondary DNS 123 102 68 4 MAC Address 00:34:55:65:66:77 FAP Method EAP-TLS Upload Certificate (optional) [Certificate] Delete Re-upload File Private Key Password (optional)
- Default Gateway: The IP address for the VB1 used to forward traffic to other networks.
- Primary DNS: The IP address of the primary DNS server that assigns an IP address to a VB1.
- Secondary DNS: The IP address of the primary DNS server that assigns an IP address to a VB1 when the Primary DNS server is not available.
- MAC Address: The media access control address, which is a unique identifying number assigned to the network interface controller (NIC).

Note: VB1 also supports AutoIP. If **Wireless IP Configuration** is set to **DHCP** and no DHCP server is found, the VB1 will automatically assign itself an IP address in the AutoIP range.

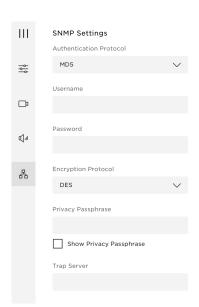
- EAP Method: Select the type of Extensible Authentication Protocol (EAP), if applicable.
- Phase 2 Authentication: Select the method to be used for the EAP second authentication phase.

- Upload Certificate (optional): If there is no certificate uploaded, click the
 Upload File button and select the desired certificate to upload for certificate
 authority (CA) validation. When a certificate is uploaded, it will appear in
 this section. You can click Delete to remove the certificate or click Reupload File to select a different certificate to upload.
- Private Key Password (optional): Enter the password to establish the connection.

SNMP Settings

The VB1 supports the Simple Network Management Protocol (SNMP) for network management and monitoring.

- Authentication Protocol: VB1 supports SNMP v3. Select an optional authentication protocol to ensure the identity of users.
- Username: Enter the username of the user who can access SNMP v3 information (maximum of 32 characters).
- Password: Enter the password for the user who can access SNMP v3 information (maximum of 32 characters). This password is sometimes referred to as the authentication passphrase.
- Encryption Protocol: VB1 supports SNMP v3. Select an optional privacy protocol to ensure the confidentiality of data.



- Privacy Passphrase: Enter the privacy passphrase for the user who can access SNMP v3 information. You cannot enable privacy without enabling authentication.
- **Trap Server:** Enter the IP address of the SNMP server. The VB1 will send traps and event notifications to this address per the MIB.

Note: Please see the VB1 API for detail on specific polls and traps supported by VB1 via SNMP.

