Technical Bulletin

Date Issued: August 19, 2024	**Model**: VB350
Firmware Version: 0.0.8204.04	**SKU**: COMMVB350

Purpose and Description of Changes:

- Fulfill UK Product Security and Telecommunications Infrastructure (PSTI) Act 2022 with advanced password mechanism
- Enhanced memory management for product stability

Impact on Customers:

- A firmware update is recommended. This process will take up to 20 minutes. (Please DO NOT turn off power during update).

Required Actions:

- Please update the firmware on PTZApp 2 or through website link.
- Install firmware update link via website: https://www.averusa.com/business/support/#vb350
- How to video: https://youtu.be/yfqs9l0txT4?si=J8cTBHlY6NpdFyGM

Effective Date:

- August 19, 2024.

Contact Information:

- AVer Tech Support: https://averusa.com/business/support/
- Email: support.usa@aver.com
- Phone: (877) 528-7824