



# VR4-UWM Product Advisory

## Products Affected

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Benthos UDB-9000 (band C) deck box (Hardware & Firmware) used with the VR4-UWM receiver.

## Advisory Summary

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Benthos has upgraded their Benthos UDB-9000 (Band C) deck box hardware and firmware to the UDB-9400 series. These upgrades can impact the acoustic communications between the VR4-UWM and surface units.

To date no VEMCO customers have been affected.

These upgrades will only effect customers purchasing new units directly from Benthos or sending in their 9000 series to Benthos for repair. New units purchased through VEMCO will automatically contain the correct firmware version.

## Suggested Action

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It is imperative that VEMCO customers request the older 9000 series firmware be installed on new and repaired Benthos deck boxes units when dealing directly with Benthos.

It is important to note that the new 9400 series units (hardware) will still be compatible with your VR4-UWM as long as the 9000 series firmware is installed.

We recommend sending this advisory to Benthos as a reminder when purchasing new units or returning current units for repair or maintenance.

To view the firmware version on your UDB-9000 unit select **Help>System Info**. You should see the following System information:

Model: UDB-9000-M [Band C]  
Display s/w version: 1.9.12 thru 1.9.15  
**Modem s/w version: 1.9.12 thru 1.9.15**  
MMP version: 0.8

## VEMCO Customer Support Information

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If you have any comments or questions, please feel free to contact the VEMCO support team

E-mail: [support.team@vemco.com](mailto:support.team@vemco.com)

Phone: (902) 450-1700 extension 268