

# Product Advisory

## Products Affected

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VR2TX and VR2AR receivers.

## Advisory Summary

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Vemco has identified a bug in the VR2TX and VR2AR firmware (Version 1.1.2 & earlier) which can cause a very small percentage of detection data to be overwritten when a receiver's memory has been filled.

In our experience, filling a receiver's memory is a very rare occurrence. Receivers deployed as part of a VPS study or in acoustically noisy environments (high ping numbers) would generally be the most vulnerable.

## Suggested Action

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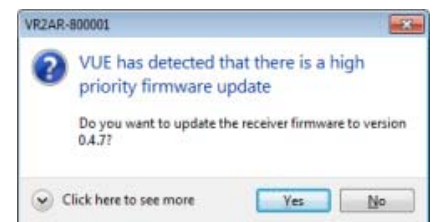
Vemco recommends that all VR2TX and VR2AR users upgrade their receivers to the newest firmware version (1.2.3) at their earliest convenience. This firmware version corrects the overwriting of detection data issue outlined above and also includes some minor improvements to receiver operations.

Firmware upgrade instructions:

**Before beginning any firmware update, please ensure that you offload any/all data that you need from your receiver(s).**

### Automatic Upgrade:

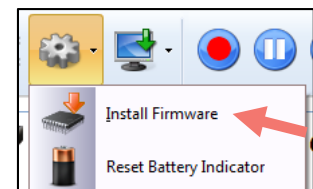
VUE (2.0.7 & later) with an internet connection should automatically notify you about the available firmware update when in communication with your receiver. To proceed with the update, please select yes and follow the prompts.



### Manual Upgrade:

If you are unable to update automatically, you can manually install the new firmware files on your receivers.

- 1) [Download](#) the latest firmware files to your PC.
- 2) Using VUE, connect to your receiver.
- 3) Select "Install firmware" from the Device Configuration menu. A "Select Firmware File" window should appear.
- 4) Browse to the location of the files saved in Step 1 and select the appropriate file.
- 5) Click "Open" to continue and follow the prompts to complete the update. \*Remember to keep your magnetic activation key inserted during upgrade\*.



**Confirm in the receiver tab that the firmware version now reports version 1.2.3.**

## VEMCO Customer Support Information

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If you have any questions or are unsure of whether you may be affected, 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 268/242