

Release notes and update instructions

PrimeSHOT 20 HDMI PTZ Camera

Current release

PrimeSHOT 20 HDMI 2.0.0

May 30, 2023

New Features

- The camera now provides the option to return to its last known PTZ position when coming out of standby. The new setting is available on the System page's General tab.
- To enhance soft conferencing client compatibility, the new "Display Video During Standby Transition" setting on the System > General tab allows the camera to start sending video immediately on return from standby, rather than waiting until it reaches its Home position.
- You can now send Command Line Interface SHell (CLISH) commands using SSH as a secure alternative to Telnet. SSH access is disabled by default, and can be enabled on the device's Security page.
- You can now restore factory defaults using the IR remote:
 1. Press the Data Screen button. Clear preset 1, then clear preset 5.
 2. Press the Data Screen button again. The camera enters standby mode and is ready to restore defaults.
 3. Disconnect power, then reconnect. The camera returns to factory default settings.
- You can now control the on-screen IP and MAC address display from the System page of the web interface. The Device Utilities area on the Firmware tab provides a Data Screen button that shows the current state of the display.
- We have placed a link to the company's standard privacy notice on this product's Help page and on the Initial Device Set-Up page. This product does not record or save audio or video files, and it does not store any identifying information other than what you may choose to enter on the Room Labels page of the web interface. However, the device's IP address is considered "personally identifiable information" for the purposes of the privacy notice. This information is stored for display to the user, but not otherwise shared or transmitted.
- Added VISCA-over-IP support. This feature is experimental. Please contact Vaddio technical support if you encounter issues using it.

Improvements

- When coming out of standby, the camera now goes directly to its expected position (the user-defined home preset or last known PTZ position, depending on settings) without first moving to the factory default home position.
- Improved help text for some CLISH commands.
- Camera behavior settings previously presented on the DIP Switches tab of the System page are now on the General tab.
- Enhanced compatibility with the Vaddio Device Controller.
- In some cases, changing the Auto Standby setting while the camera was in standby mode could cause the camera to get stuck in standby mode. This has been fixed.
- On DHCP-enabled devices, it was possible to have more than one gateway address listed. This has been fixed.
- After updating firmware, the Telnet enabled/disabled status shown in the web interface could become out of sync with device behavior. This has been fixed.
- The mailto: links on the web interface's Help page did not always open the computer's mail application. This has been fixed.

- When used in a RoboTRAK system, the camera could stop tracking properly. This has been fixed.
- VISCA (RS-232) pan/tilt inquiries could sometimes return incorrect information or error codes. This has been fixed.
- In some cases, the web interface did not correctly reflect the video mute state after the camera received a VISCA (RS-232) command. This has been fixed.
- In some cases, firmware updates could fail. This has been fixed.
- The manual focus and focus near buttons on the remote did not behave as expected for cameras using IR channels 2 and 3. This has been fixed.

Note

- If a damaged configuration file is imported to the camera, it returns error log messages the next time it boots. To correct the problem, restore factory defaults.

Release history

PrimeSHOT 20 HDMI 1.2.0

December 23, 2019

New Features

- If you restore factory defaults, the camera now requires an initial setup step to make the administrative controls and other functionality available. In this initial step, you must set the admin password. This is also required for initial access to cameras that ship with this version of firmware. See [Initial Set-Up Procedure](#). After completing the initial setup, you have the option of enabling streaming and other disabled features. At this time, setting the admin password is the only task in the initial setup procedure.
- Added a serial command for retrieving the camera's IP address: [81 09 08 4E 00 00 FF].

Improvements

- Security improvements include changes to the default settings for:
 - HTTP access is disabled. To connect using HTTPS, type https:// followed by the IP address. Because Vaddio uses self-signed certificates, your browser will present warning messages indicating that you are trying to access an unsafe website; however, this is a secure connection to the camera and traffic will be encrypted.
 - Streaming is disabled.
 - Telnet access is disabled.
- Added ability to import configurations from previous versions of software.
- The CLISH command `network settings get` now includes the camera's hostname in the information it returns.
- The CLISH command `camera ccu get` now returns all camera ccu settings if no parameter is specified.
- CLISH commands to set hostnames and other user-definable strings now accept hyphens.
- CLISH commands now recognize the appropriate ranges of values for various camera settings, such as iris.
- The top speeds for Global Preset Speeds have been reduced to provide better control in certain conferencing applications.
- The web interface presents a notification if a configuration cannot be imported from another PrimeSHOT camera due to incompatible hardware versions.

Notes

- If controlling this camera with any of the following devices, the device may require a firmware update to be able to control the camera via IP.
 - PCC Premier
 - AV Bridge MATRIX PRO
 - AV Bridge MatrixMIX

PrimeSHOT 20 HDMI 1.1.0

September 19, 2019

New Features

- Added predefined adjustments for different lighting conditions (CCU scene selections).
- Added support for long press right-clicking on iOS devices.
- Added support for RTMP streaming. This is configured in the admin web interface and can be enabled/disabled in both the admin and the user web interface.
- Added CLISH command `camera ptz-position {{pan | tilt | zoom} <position> [no_wait]}` to specify multiple-axis movements to absolute positions. The optional `no_wait` parameter allows the command to return the command prompt immediately, while the requested camera movement is still in progress. The command `camera ptz-position get` returns the camera's current pan, tilt, and zoom positions.
- Added support for DNS Service Discovery.
- When static IP addressing is selected, the administrator can specify a DNS server.
- Added initial public REST API.

Improvements

- CLISH command to allow streaming enabled status to be toggled: `streaming ip enable toggle`
- In the event that IP streaming stops working properly and a reboot is needed, the admin web interface prompts the user to reboot the camera.
- TLS v1.1 protocol is no longer supported; more recent protocols continue to be supported.
- In the admin web interface, various camera behavior settings have moved from soft DIP switches to the General tab of the System page.
- Improved stability when changing IP streaming settings.
- Improved motor control reliability.
- Improved handling of HDMI hot-plug events.
- Improved camera behavior when an operator rapidly and repeatedly cancels and restarts camera operations.
- Improved out-of-range error messages for CLISH commands specifying movements by absolute position.
- Executing several pan, tilt, or zoom commands using absolute positions in quick succession could generate error messages. This has been fixed.
- In some cases, the web interface did not load properly if the computer had recently accessed another Vaddio device at the same IP address. This has been fixed.
- In some cases, the camera reported its zoom position inaccurately after a very small change in zoom level. This has been fixed.
- On receiving a reboot instruction, the camera now ensures your most recent configuration changes have been saved successfully before rebooting.
- The ranges for iris and gain values have been corrected in the CLISH command `camera ccu set`.
- The RS-232/VISCA command `CAM_Freeze` now behaves as expected.
- Exporting the camera's configuration to an Android device now works properly.
- Attempting to access the camera's IP stream could fail if the default port was used and was explicitly specified. This has been fixed; if the stream uses the default port, it can be accessed whether the port is specified or not.

PrimeSHOT 20 HDMI 1.0.1

July 16, 2018

Notes

- Initial Release.
- When changing the streaming settings during an active IP streaming session, connection errors can occur, requiring a device reboot to recover.

Initial set-up procedure

If you are updating from version 1.1.0 or earlier, you will need to set a password for the `admin` account immediately after completing the update. You may also need to change the security settings, as the default settings have changed.

Refer to the product's manual for specific instructions to discover its IP address and access its web interface.

To access the web interface, type `https://` followed by the IP address.

Before the product is configured, HTTP access is disabled. It can be re-enabled after you set the admin password.

Expect a security warning from your browser. The certificate (the product's website security credential) is self-signed rather than being issued by an external certificate authority.

Different browsers will respond with different messages and options. Your browser will probably present a message indicating one of these things:

- The connection is not private
- The site is not secure
- The site is not trusted
- The site poses a security threat

Despite the security warning, the HTTPS connection is secure and traffic is encrypted.

To proceed to the product's web interface, you will need to make the selections that your browser's security message discourages. The security warning page may present an option to learn more, view details, or go to the "Advanced" page. When you select the applicable option, your browser provides a button or link to continue to the IP address you entered, with a reminder that it may be unsafe. Select this option.

After you have accessed the product's web interface once, your browser may remember its IP address and not present the security message again.

Set the admin password. If there are other tasks on the page (such as reading and accepting policies and agreements), complete them also.

Note: This page includes a link to the company's standard privacy policy. This product does not record or save audio or video files, and it does not store any identifying information other than what you may choose to enter on the Room Labels page of the web interface. However, the device's IP address is considered "personally identifiable information" for the purposes of the privacy policy.

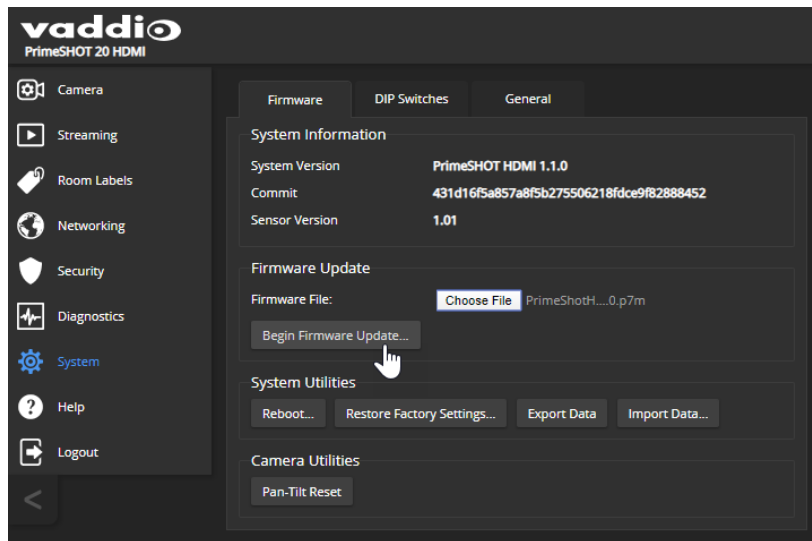
Firmware update instructions

The process for updating firmware is the same for virtually all Vaddio products. *Your device's web interface may display different information from the screen shot in this procedure.*

Caution

The camera must remain connected to power and to the network during the update. Interrupting the update could make the camera unusable. If the update does not run, DO NOT DISCONNECT POWER. Call Vaddio Tech Support immediately: +1 763-971-4400 or 800-572-2011.

4. Download the firmware file if you have not done so already.
5. Access the device's web interface and log in as `admin`.
6. On the System page, select Choose File and select the file you downloaded. Then select Begin Firmware Update.



7. Read the Confirm dialog box, then select Continue. You will be prompted to log in again when the process is complete.

This update can take up to 5 minutes to complete. While you're waiting, you could try the following:

- Think about the last movie you watched. Which scenes would be better if they took place on an ice rink?
- See how many telephone numbers you can remember without looking at your phone.
- Find out how to spell your name using an alphabet you're not familiar with. How about sign language?

After the update is complete, the System page will display the new firmware version under System Information. Enjoy that new-firmware smell!

Vaddio is a brand of Legrand AV Inc. · www.legrandav.com · Phone 800.572.2011 / +1.763.971.4400 · Fax +1.763.971.4464

Email – Europe, Middle East, Africa: av.emea.vaddio.support@legrand.com | All other regions: av.vaddio.techsupport@legrand.com

Vaddio is a registered trademark of Legrand AV Inc. All other brand names or marks are used for identification purposes and are trademarks of their respective owners. All patents are protected under existing designations. Other patents pending.

©2023 Legrand AV Inc.

A brand of  **legrand**