

Release Notes and Update Instructions

RoboSHOT 12/30 HD-SDI and RoboSHOT 12E/30E SDI Cameras

Current Release

RoboSHOT® 12E/30E SDI 3.4.0

RoboSHOT 12/30 HD-SDI 3.4.0

April 14, 2023

New Features

- You can now create programmed sequences of shots using the preset chains feature.
- The camera chained-preset { recall <chain> | stop } CLISH command is now available if any preset chains have been defined in the camera's web interface.
- 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.
- An anti-flicker filter is now available for cameras using 50 Hz mains power. The setting is on the web interface's System page, General tab.
- Added the CLISH command `camera focus ir-correction { standard | ir-light | get }` for IR correction mode control.
- 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.
- 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.
- Added VISCA-over-IP support. This feature is experimental. Please contact Vaddio technical support if you encounter issues using it.
- 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.

Improvements

- You can now restore factory defaults using the IR remote:
 1. Press the Data Screen button.
 2. Clear preset 1, then clear preset 5.
 3. Press the Data Screen button again. The camera enters standby mode and is ready to restore defaults.
 4. Disconnect power, then reconnect. The camera returns to factory default settings.
- 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.
- Camera behavior settings previously presented on the DIP Switches tab of the System page are now on the General tab.
- 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.
- 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.
- On older cameras with physical DIP switches, the camera ID setting (IR channel) could revert to camera 1 after a firmware update, regardless of switch settings. 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.
- 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.

Release History

RoboSHOT 12E/30E SDI 3.3.0

RoboSHOT 12/30 HD-SDI 3.3.0

May 14, 2020

Improvements

- Telnet commands to set hostnames and other user-definable strings now accept hyphens.
- The Telnet command `camera ccu get` now returns all camera ccu settings if no parameter is specified.
- On some mobile devices, the "Exit Standby" button was not accessible. This has been fixed.
- Enhanced compatibility with the new Vaddio Device Controller.
- 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.
- In some cases, firmware updates could fail. This has been fixed.

RoboSHOT 12E/30E SDI 3.2.0

RoboSHOT 12/30 HD-SDI 3.2.0

December 16, 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.

Note: You can operate the camera with the remote even if no password is set.

- When static IP addressing is selected, the administrator can specify a DNS server.
- Added support for long press right-clicking on iOS devices.
- Added Telnet 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 Telnet command `camera icr { get | on | off }` to control the camera's IR cut filter. When the filter is on, the video image is black and white.

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.
- Disabled TLS v1.1 protocol. More recent protocols continue to be supported.
- The Telnet command `network settings get` now includes the camera's hostname in the information it returns.
- In some cases, the camera reported its zoom position inaccurately after a very small change in zoom level. This has been fixed.
- The top speeds for Global Preset Non-Tri-Sync Speeds have been reduced to provide better control in certain conferencing applications.
- If the camera was rebooted while the LED was disabled, and the LED was subsequently enabled, it could display incorrect status indications. This has been fixed.
- If a custom home preset was stored while the camera was in manual focus mode, and the home preset was subsequently cleared, attempting to select the home preset could generate an error message. This has been fixed.
- Improved out-of-range error messages for Telnet commands specifying movements by absolute position.
- Telnet commands now recognize the appropriate ranges of values for various camera settings, such as iris.
- The RS-232/VISCA-type command `CAM_Freeze` now behaves as expected.
- When streaming at resolutions with aspect ratios other than 16:9, the image could be displayed at an incorrect aspect ratio. This has been fixed.
- Exporting data to an Android device now works properly.

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
 - RoboTRAK
 - AV Bridge MATRIX PRO
 - AV Bridge MatrixMIX

RoboSHOT 12E/30E SDI 3.1.0

RoboSHOT 12/30 HD-SDI 3.1.0

May 13, 2019

New Features

- (RoboSHOT 12E/30E SDI only)The previously unused Position 0 on the rotary switch now enables software control of video output resolution. When the switch is set to software control mode, the administrator sets video resolution via the web interface, on the General tab of the System page.

Improvements

- In the admin web interface, various camera behavior settings have moved from soft DIP switches to the General tab of the System page.
- Some parameters were incorrectly stored in CCU scenes and in presets stored with color information. This has been fixed.
- Executing several pan, tilt, or zoom to absolute position commands in quick succession could generate error messages. This has been fixed.

RoboSHOT 12E/30E SDI 3.0.0

March 15, 2019

- Initial release.

RoboSHOT 12/30 HD-SDI 3.0.0

March 15, 2019

New Features

- 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.

Improvements

- Improved handling of HDMI hot-plug events.
- Improved camera behavior during lengthy camera operations.
- 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.
- Improved support for Internet Explorer. Progress/status icons associated with data import and firmware update messages now display as for other browsers.

RoboSHOT 12/30 HD-SDI 2.4.0

November 16, 2018

Improvements

- Added one-push white balance function to the web UI.
- Telnet command to allow Streaming Enabled status to be toggled: `streaming ip enable toggle`

RoboSHOT 12/30 HD-SDI 2.3.0

August 30, 2018

New Features

- Added codec compatibility mode for Polycom® 3xx/5xx/7xx series Codecs.
- Added codec compatibility mode for Cisco® SX-20 and SX-80 series codecs. (For SX-20 codecs, Vaddio recommends codec's firmware be updated to latest "CE" series firmware for best operation)
- Advanced streaming settings for enhanced compatibility with VPN environments.
- HTTPS access to the camera is now supported and the HTTPS certificate can now be configured from the admin web interface.
- HTTP access to the camera can now be disabled by an admin. When this is disabled, HTTPS must be used to connect to the web interface.
- Added support for DNS Service Discovery.
- Telnet commands for pan and tilt now support absolute position control:
`camera pan set <-156.3..151.7>`
`camera tilt set <-30.0..92.5>`
Note that if the camera is inverted and Image Flip is selected, the tilt range is inverted as well: -92.5 to 30. A negative value always represents a downward tilt.
- Telnet command to set or get camera module gamma values:
`camera ccu set gamma <value>`
`camera ccu get gamma`
- Telnet command to control the front LED: `camera led set off | on | get`
- Added public REST API.
- Serial command to retrieve the camera's IP address: `[81 09 08 4E 00 00 FF]`.

Improvements

- Configuration settings can now be imported from previous versions of software.
- When the camera is in standby mode, the web interface no longer permits configuration changes using the soft DIP switches.
- The front LED can now be turned off during standby, or disabled entirely.
- Discontinued support for DES and 3DES cyphers and TLS v1.0 protocol. More recent cyphers and protocols continue to be supported.
- Enhanced support for USB joystick control.
- Improved firewall settings.
- Updated syntax for `network ping count` Telnet command.
- Updated system time zone data.
- Fix for incorrect behavior when switching LED color scheme during video mute.
- Improved browser compatibility with Internet Explorer® 9 through IE11.
- IP streaming improvements.
- Web interface improvements.

RoboSHOT 12/30 HD-SDI 2.2.0

September 1, 2017

Improvements

- Improved color handling for a more natural appearance.
- Added support for wide dynamic range mode.
- Restoring factory defaults now resets the admin password.
- Custom home position is now stored correctly whether its is stored with the associated CCU information or not.
- If a custom home position is set, the camera always moves to that position when coming out of standby.
- Preset and CCU scene labels can now be edited only when logged in as admin.
- Custom CCU scenes can now be cleared from the web interface.
- CCU sliders now show the correct values when the camera is in standby.
- Corrected an issue that could cause the camera to “get stuck” when attempting to enter or exit standby.
- DHCP hostname changes are now handled properly.
- Various improvements to the web interface.

RoboSHOT 12/30 HD-SDI 2.1.2

November 8, 2016

Improvements

- Internal code improvements.

RoboSHOT 12/30 HD-SDI 2.1.1

September 28, 2016

New Features

- Constant bit rate (CBR) streaming option is now available in the web interface.
- The RoboSHOT HD-SDI cameras now support both Level A and Level B SDI; this is configurable in the web interface. Level A is the default.
- The RoboSHOT HD-SDI cameras have been updated to work with RoboTRAK.

Improvements

- Changed default streaming settings to optimize streaming performance under most conditions.
- Cameras now reach the full 90° upward tilt stated in the technical specifications.
- Turning the video output resolution switch, pausing momentarily, and turning it again no longer causes errors.
- When the camera starts the standby sequence, it now stops processing commands to prevent standing by in an unexpected position.
- Custom home presets are retained properly through firmware updates.
- The `ccu scene store` command now works as documented.
- Fix for rarely observed situation where using the camera's web interface to enable its IP stream caused an associated PCC Premier to lose the stream for its local video output.
- The `streaming settings get` command no longer returns error messages indicating "stream/1 list id not found."

RoboSHOT 12/30 2.0.2

June 27, 2016

Improvements

- Addresses a video issue related to a recent hardware change.

RoboSHOT 12/30 HD-SDI 2.0.1

May 19, 2016

Improvements

- Improvements in saving changes to IP streaming settings.
- Improved performance with AV Bridge MATRIX PRO.

RoboSHOT 12/30 HD-SDI 2.0.0

January 15, 2016

New Features

- Added ability to import/export configurations for camera settings. This feature will only work when importing to the same firmware version as the exported file.
- Added two Telnet commands for focus mode and standby state inquiry:
 - `camera focus mode get`
 - `camera standby get`

Improvements

- Added real-time IP-based control for the PCC Premier.
- Visual indication on Web UI of unsaved parameter which requires saving.
- Removed default start-up location preset and CCU scene, replacing with the ability to set a custom home position. This custom home preset can be set like any other preset.

RoboSHOT 12/30 HD-SDI 1.0.1

September 30, 2015

Notes

- Initial release.

Initial Set-Up Procedure

If you are updating from version 3.1.0 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.

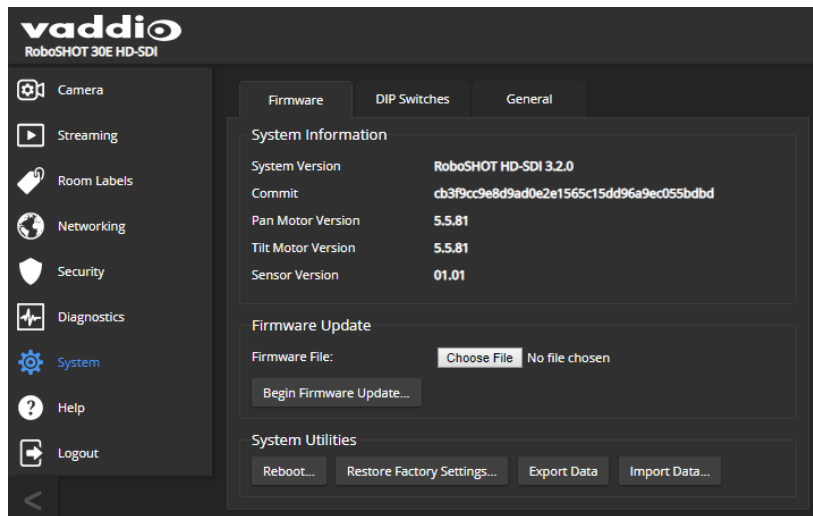
Firmware Update Instructions

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.

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



4. 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:

- Imagine a new kind of furniture. How and when do you use it?
- Decide which kind of plant most resembles your favorite celebrity. Or your least favorite one.
- If you were featured on the news, what would you want the news story to be about?

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

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