

## Release Notes and Update Instructions

# RoboSHOT 12E/30E HDMI Cameras

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### Current Release

#### RoboSHOT® 12E/30E HDMI 3.6.0

October 27, 2023

#### New Features

- 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.
- 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.
- 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.
- 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.
- 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.
- 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 and toggles the current state of the display.

#### Improvements

- RTMP streaming settings now allow more streaming services to be added.
- 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.
- The remote currently shipped with this camera can now access camera presets 7 and 8.
- Improved support for VISCA-over-IP with some codecs. This feature is experimental. Please contact Vaddio technical support if you encounter issues using it.
- 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.
- In some situations, Telnet sessions could become unresponsive. 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.

#### Notes

- 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 the camera's factory defaults.

## Release History

### RoboSHOT® 12E/30E HDMI 3.5.0

August 24, 2021

#### Improvements

- In some cases, the web interface did not correctly reflect the video mute state after the camera received an RS-232 (VISCA) command. This has been fixed.
- On DHCP-enabled devices, it was possible to have more than one gateway address listed. This has been fixed.
- 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.
- The range of zoom values available for the `camera zoom set` Telnet command was not correct. This has been fixed.
- In some cases, the camera responded to the Telnet command `camera preset recall` by moving to the preset, then waiting about 30 seconds before returning the command prompt, which would be accompanied by a spurious error message. This only occurred with presets that had been saved without Tri-Sync. This has been fixed.

### RoboSHOT 12E/30E HDMI 3.4.1

March 4, 2021

#### Improvements

- VISCA pan/tilt inquiries could sometimes return incorrect information or errors. This has been fixed.

### RoboSHOT 12E/30E HDMI 3.4.0

January 19, 2021

#### New Features

- You can now create programmed sequences of shots using the preset chains feature.
- Added the Telnet command `camera focus ir-correction { standard | ir-light | get }` for IR correction mode control.
- 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

- Camera behavior settings previously presented on the DIP Switches tab of the System page are now on the General tab.
- The camera now tracks more accurately when used as an element of a RoboTRAK system.
- Improved IR remote compatibility.

## Notes

- Following a firmware update, the Point Light Compensation setting and Camera ID (IR channel) setting revert to their default values.

## RoboSHOT 12E/30E HDMI 3.3.0

May 4, 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.
- The Telnet command `camera ccu set` now uses the correct ranges of gamma and iris values for all cameras in this model family.
- On some mobile devices, the "Exit Standby" button was not accessible. 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.
- In some cases, firmware updates could fail. This has been fixed.

## RoboSHOT 12E/30E HDMI 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.
- 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

- Telnet commands may present incorrect ranges of values for certain camera settings, such as iris. The full range of values is available in the web interface.
- 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 HDMI 3.1.0**

May 13, 2019

#### New Features

- 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. The basic behavior settings (camera ID, IR on/off, image flip, baud rate, control mode) remain on the DIP switches 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 and 30E HDMI 3.0.0**

March 4, 2019

- 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.*

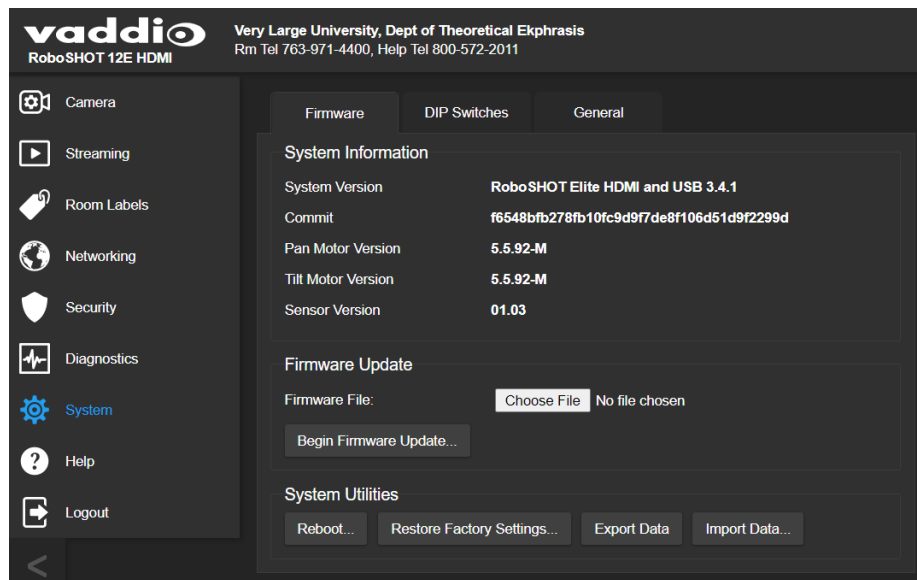
## Firmware Update Instructions – RoboSHOT 12E/30E HDMI

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:

- Think about what you would title your memoirs.
- How many elements can you name while the update is running?
- Visualize questionable design improvements for animals. How about plaid cows?

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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