RoboSHOT® 12E/30E NDI® Camera

Current Release

RoboSHOT® 12E NDI® 1.3.0
February 13, 2020
Notes

- Initial release.

RoboSHOT® 30E NDI® 1.3.0
February 13, 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.
- In some cases, firmware updates could fail. This has been fixed.

Release History

RoboSHOT® 30E NDI® 1.2.0
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.

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.*
  - Telnet access is disabled.
- The Telnet command `network settings get` now includes the camera's hostname in the information it returns.
- The top speeds for Global Preset Non-Tri-Sync Speeds have been reduced to provide better control in certain conferencing applications.
- Telnet commands now recognize the appropriate ranges of values for various camera settings, such as iris.
- 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® 30E NDI® 1.1.0

September 16, 2019

New Features

- 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.
- When static IP addressing is selected, the administrator can specify a DNS server.

Improvements

- In some cases, the camera reported its zoom position inaccurately after a very small change in zoom level. 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.
- TLS v1.1 protocol is no longer supported; more recent protocols continue to be supported.
- Improved out-of-range error messages for Telnet commands specifying movements by absolute position.
- The range of iris values has been corrected in the Telnet command `camera ccu set iris`.

RoboSHOT® 30E NDI® 1.0.0

June 26, 2019

Notes

- Initial release.

Initial Set-Up Procedure

Recent security improvements to Vaddio products have changed the way you interact with this product when you set it up for the first time.
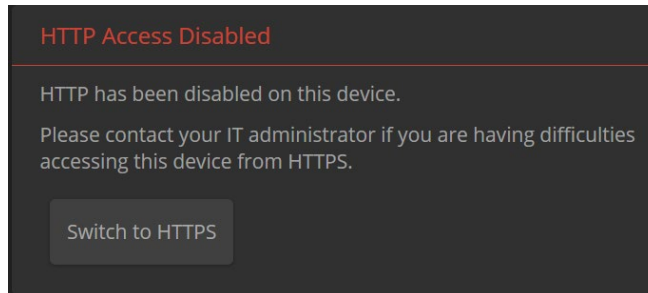
What's new

- The product now uses the more secure HTTPS protocol, rather than HTTP.
- You must set the admin password using the web interface. Until the admin password is set and any other initial tasks are completed, the control and administrative interfaces are not available.
- You will not be able to open a Telnet session to this product until you set the password using the web interface.
- You will need to set the admin password again if you restore factory defaults.

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

Connect using HTTPS

Before the product is configured, HTTP access is disabled. To access the web interface, type **https://** followed by the IP address. Otherwise, you may encounter this message:

Switch to HTTPS if you see this message.

Expect a security warning from your browser

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
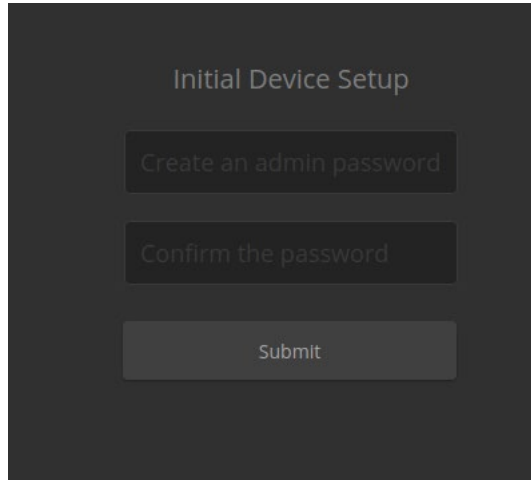- The site is not trusted
- The site poses a security threat

This is because the certificate (the product's website security credential) is self-signed rather than being issued by an external certificate authority.

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 remembers its IP address and will not present the security message again.

Device set-up

The first time the product's web interface is accessed, it presents a landing page for initial set-up tasks. You will also encounter this page after restoring factory defaults. After you complete the initial set-up, you will be able to work with the product.

Initial Device Setup

Create an admin password

Confirm the password

Submit

Create and confirm the admin password, and complete any other required tasks such as accepting agreements. Then select Submit. The main administrative web interface opens.

In the administrative web interface, you can configure product security features to conform to the IT policies for your environment. Except where otherwise noted, these settings are on the Security page.

- Create a user password – Allow password-protected, non-administrative access to the operator's web interface.
- Enable guest access – Allow non-administrative access to the operator's web interface without requiring a login.
- Choose whether to expire idle sessions – By default, the web interface automatically logs you out after 30 minutes of inactivity.
- Enable HTTP access – Enable connections to the product's web interface using the less-secure HTTP protocol.
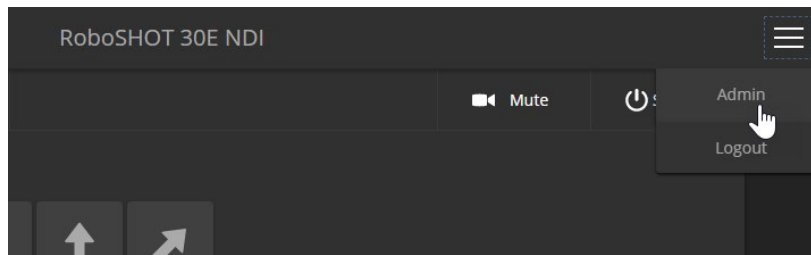- Enable Telnet access – This is disabled by default.

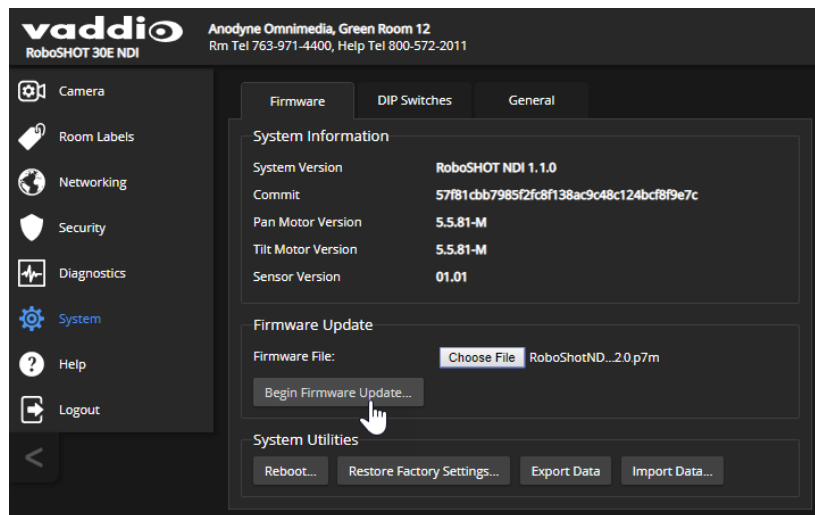# Firmware Update Instructions – RoboSHOT® 30E NDI®

Requirements

- Network access to the camera.
- The web interface's admin password.
- The .p7m firmware file for the camera – download this from https://www.legrandav.com/. It is available on the product page's Resources tab.
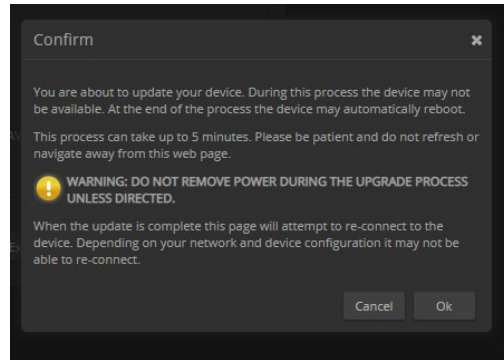
Step-By-Step Process

1. Enter the IP address for the camera into the address bar of a web browser.
   You can obtain the IP address for the camera using the remote. Aim at the camera and press the Data Screen button. The connected display shows the camera's IP address.

2. Log in as admin.

3. Navigate to the System page. Your camera's System page may present different information than shown in the screen shot.

4. Select Choose File, then browse to the downloaded firmware and select it. The filename ends with .p7m.

5. Select Begin Firmware Update.

6. Read and understand the information in the Confirm dialog box. It's dull, but it could save you some time and aggravation.

7. Select Continue. A progress message box opens and the indicator light on the front of the camera turns yellow. If the update process presents warnings or error messages, read them carefully.

8. The camera reboots when the update is complete.

Caution
The camera must remain connected to power and to the network during the update. Interrupting the update could make the camera unusable.

This update can take up to 5 minutes to complete; the pop-up message window will identify the progress of the update.

While you're waiting, you could try the following:

- Imagine being a monkey.
- Calculate how many boxes of facial tissues it would take to paper over a city bus.
- Learn how to say "Please," "Thank you," and "I have misplaced my giraffe" in a language you don't know.

After the update is complete, the System page will display the new firmware version under System Information. Enjoy that 'New Firmware Smell'!

If the update procedure is interrupted for any reason the product may need to be returned to Vaddio for updating. If the update does not seem to run, DO NOT TURN OFF THE PRODUCT OR UNPLUG IT. CALL TECH SUPPORT IMMEDIATELY.

If you have any questions, call Vaddio Technical Support: (+1) 763-971-4428 or 1-800-572-2011