

PrimeSHOT 20 HDMI PTZ Camera

Current Release

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 Telnet command `network settings get` now includes the camera's hostname in the information it returns.
- The Telnet command `camera ccu get` now returns all camera ccu settings if no parameter is specified.
- Telnet commands to set hostnames and other user-definable strings now accept hyphens.
- Telnet 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

Release History

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 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 support for DNS Service Discovery.
- When static IP addressing is selected, the administrator can specify a DNS server.
- Added initial public REST API.

Improvements

- Telnet 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 Telnet 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 Telnet 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

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

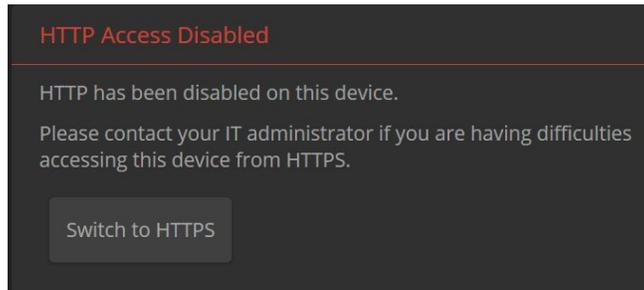
What's new

- 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

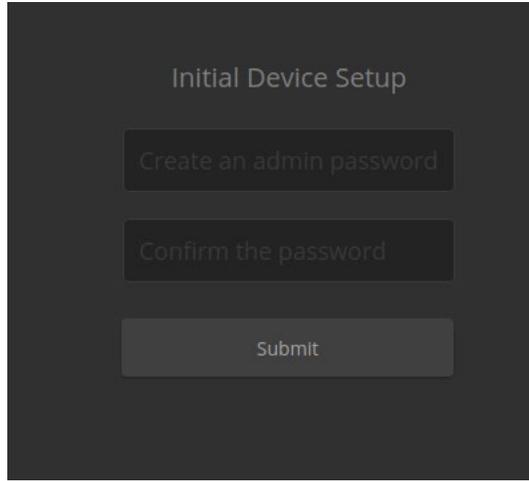
This is because the certificate (the product's website security credential) is self-signed rather than being issued by an external certificate authority. Despite the security warning, this is a secure connection to the camera and traffic will be encrypted.

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 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.



The image shows a dark-themed web interface for 'Initial Device Setup'. It features three input fields stacked vertically: 'Create an admin password', 'Confirm the password', and a 'Submit' button at the bottom.

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.
- Enable streaming – This is disabled by default. You can enable it on the Streaming page.

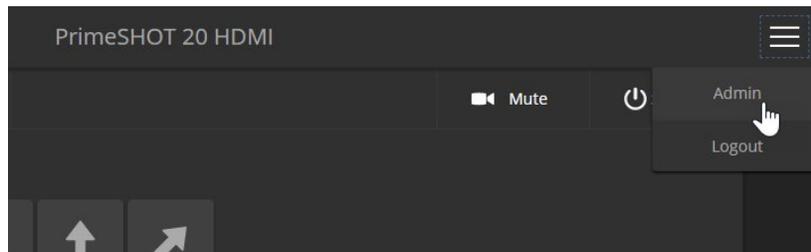
Firmware Update Instructions – PrimeSHOT 20 HDMI

Requirements

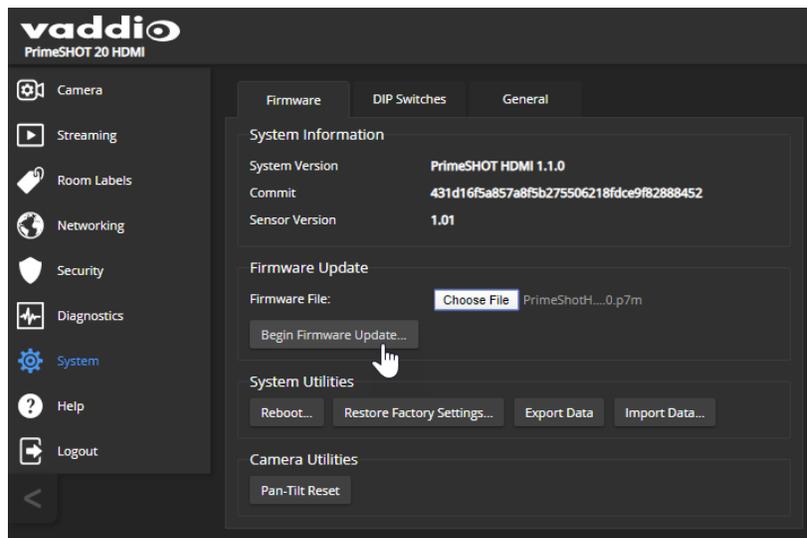
- Network access to the camera.
- The web interface's admin password.
- The .p7m firmware file for the PrimeSHOT 20 HDMI camera – download this from <https://www.legrandav.com/>. It is available on the product page's Resources tab.

Step-By-Step Process

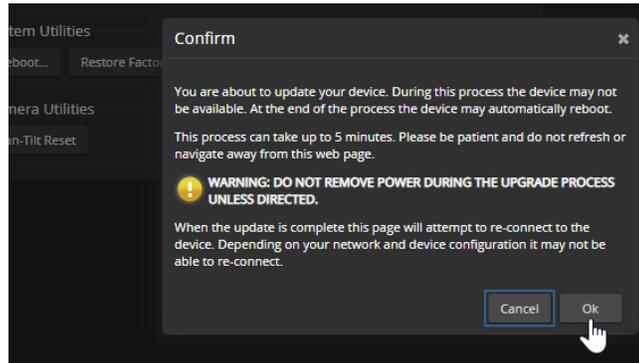
1. Enter the IP address for the camera into the address bar of a web browser.
You can obtain the IP address for the camera using the remote. Aim at the camera and press the Data Screen button. The connected display shows the camera's IP address.
2. Log in as admin.



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:

- 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'!

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

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Visit us at www.legrandav.com for firmware updates, specifications, drawings, manuals, and technical support information, and more.

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