

RoboSHOT 12E/30E HDMI Cameras

Current Release

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.

Release History

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

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

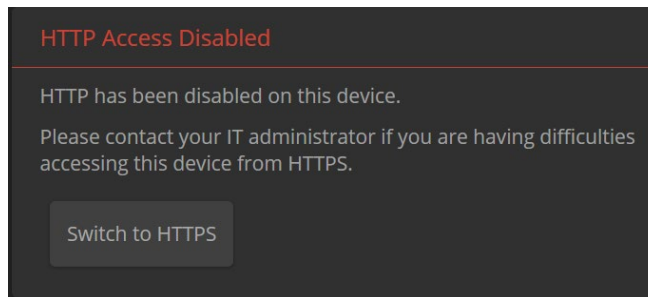
What's new

- The product now defaults to the more secure HTTPS protocol, rather than HTTP. HTTPS was previously an option. You can still enable HTTP after completing the initial setup.
- 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

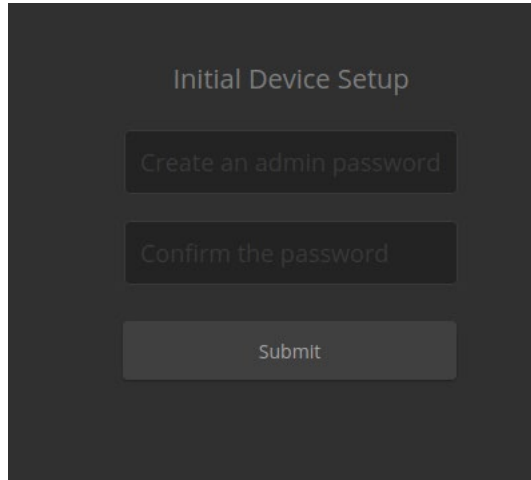
This is because the certificate (the product's website security credential) is self-signed rather than being issued by an external certificate authority. Despite the security warning, this is a secure connection to the camera and traffic will be encrypted.

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 contains three input fields: 'Create an admin password', 'Confirm the password', and a 'Submit' button.

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 – RoboSHOT 12E/30E HDMI

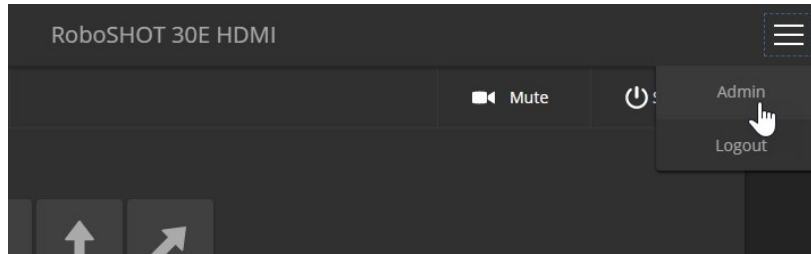
Requirements

- 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.

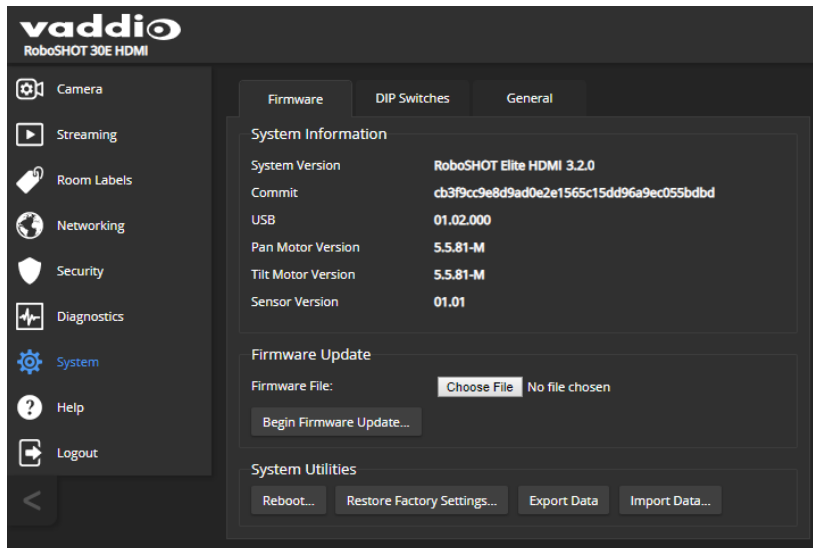
Step-By-Step Process

Note: Your camera's web interface will display different model and firmware information from the screen shots in this document. The process for updating firmware is the same for all cameras in the RoboSHOT family.

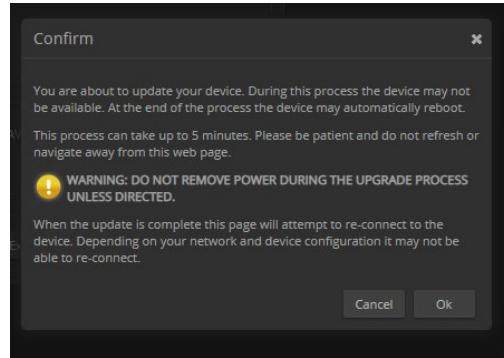
1. Enter the IP address for the camera into the address bar of a web browser.
You can obtain the IP address for the camera using the remote. Aim at the camera and press the Data Screen button. The connected display shows the camera's IP address.
2. Log in as admin.



3. Navigate to the System page. Your camera's System page will 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:

- Make up silly alternative meanings for the acronyms associated with technical products. (HDMI = Hey Dude, Magic Images!)
- List as many imaginary animals as you can think of.
- Devise a new unit of measurement. What does it measure? (Mittermeiers per square quart-day is already taken. Sorry.)

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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