

# RoboSHOT 12/30 and RoboSHOT 12E/30E CAT5 Cameras

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## Current Release

### RoboSHOT® 12E/30E CAT5 3.3.0 RoboSHOT 12/30 3.3.0

April 6, 2020

#### Improvements

- Telnet commands to set hostnames and other user-definable strings now accept hyphens.
- 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 CAT5 3.2.0

### RoboSHOT 12/30 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 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.

#### 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.
- 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.

- The Telnet command `camera ccu get` now returns all camera ccu settings if no parameter is specified.
- 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 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.
- 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 CAT5 3.1.1**

#### **RoboSHOT 12/30 3.1.1**

June 19, 2019

#### New Features

- 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.
- thing.

#### Improvements

- The RS-232/VISCA-type command `CAM_Freeze` now behaves as expected.
- The camera's indicator light now remains off after reboot/power cycle if it has been disabled.
- (RoboSHOT 12E/30E CAT5 only) Occasionally, the camera powered up without video. This has been fixed.

### **RoboSHOT 12E/30E CAT5 3.1.0**

#### **RoboSHOT 12/30 3.1.0**

May 13, 2019

#### New Features

- (RoboSHOT 12E/30E CAT5 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. 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.

## Notes

- When a configuration is imported, the imported Global Preset Non-Tri-Sync Speeds are sometimes overwritten by the default values.

### **RoboSHOT 12E/30E CAT-5 3.0.0**

February 19, 2019

- Initial release.

### **RoboSHOT 12/30 3.0.0**

February 19, 2019

#### New Features

- Added initial public REST API.
- Telnet command to get and set camera module gamma values: `camera ccu {get | set} gamma`
- Added a serial command to retrieve the device's IP address: `[81 09 08 4E 00 00 FF]`.
- Added support for DNS Service Discovery.
- Disabled TLS v1.0 protocol. More recent cyphers and protocols continue to be supported.
- Added ability to disable HTTP access to the device. When this is disabled, HTTPS must be used to connect to the web UI.
- Added ability to configure HTTPS certificates from the web UI.
- Improved firewall settings.
- One Push White Balance can now be executed through the camera's admin web interface.
- The front LED can now be turned off during standby.
- When the camera is in standby mode, the web interface no longer permits configuration changes using the soft DIP switches
- Corrected an issue that could cause the camera to be left out of focus when under the control of certain third-party codecs.
- 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.
- Fix for some serial commands not completing correctly.
- Corrected an issue that occasionally resulted in an error message during certain camera operations such as switching Super-Wide Mode on or off.
- Corrected an issue that resulted in error messages when setting absolute position while the camera was set to Image Flip On (inverted operation).
- Corrected an issue that occasionally resulted in error messages when updating firmware from a significantly older version.
- Various improvements to the web interface.

## Notes

- If the home preset takes over 45 seconds to execute, the camera may not fully exit standby.

### **RoboSHOT 12/30 2.3.0**

July 12, 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)

#### Improvements

- Added ability to disable the Telnet server on the device.
- Added ability to import configuration settings exported from previous versions of software.
- Added Telnet control commands for absolute position control.
- Improved ability via Telnet control to allow finer detailed position setting for zoom.
- Updated syntax for `network ping count` Telnet command.
- Enhanced support for USB joystick control.
- Updated system time zone data.
- Interoperability improvements with Microsoft Internet Explorer® 9 through 11.
- Various web UI improvements.
- Various other minor updates.

### **RoboSHOT 12/30 2.2.2**

October 12, 2017

#### Improvements

- Internal code improvements.

### **RoboSHOT 12/30 2.2.1**

September 11, 2017

#### New Features

- Added soft DIP switch and Telnet command to turn the camera LED on and off.

#### Improvements

- Soft DIP switch improvements.
- Firmware update improvements, motor firmware update.

### **RoboSHOT 12/30 2.2.0**

September 1, 2017

#### Improvements

- Telnet command enhancements.
- Firmware update improvements.

### **RoboSHOT 12/30 2.1.2**

November 7, 2016

#### Improvements

- Internal code improvements.

**RoboSHOT 12/30 2.1.1**

September 28, 2016

## New Features

- Updates to work with RoboTRAK.

## Improvements

- Motor parameters updated for 30x cameras to reduce vibration.
- Upper tilt limit increased.

**RoboSHOT 12/30 2.0.2**

May 18, 2016

## Improvements

- Serial control stability improvements with AV Bridge MATRIX PRO.

**RoboSHOT 12/30 2.0.1**

January 25, 2016

## Improvements

- Fix for inverted IR forwarding DIP switch behavior.

**RoboSHOT 12/30 2.0.0**

January 14, 2016

## Improvements

- Correction for gamma value in Home preset.
- IP control and import/export support.

**RoboSHOT 12/30 1.1.0**

July 31, 2015

## New Features

- Added pan/tilt axis inversion control in the web UI.

## Improvements

- Correction for USB joystick PTZ speed control.

**RoboSHOT 12/30 1.0.0**

October 29, 2014

## 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.

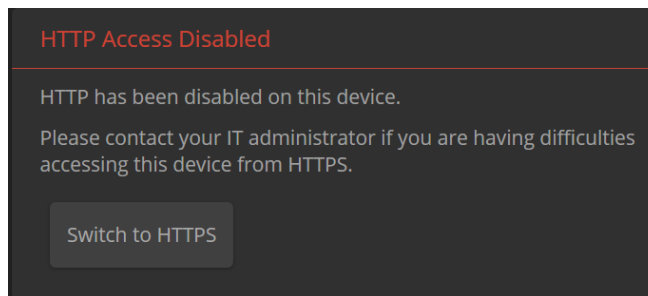
### What's new

- 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.  
*Note: If your product is a camera, you can control it with the remote even if no password is set.*
- You will not be able to open a Telnet session to this product until you set the password using the web interface.
- For products that request authentication for RS-232 communication, you will not be able to open a session over the RS-232 connection until you set the admin 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.

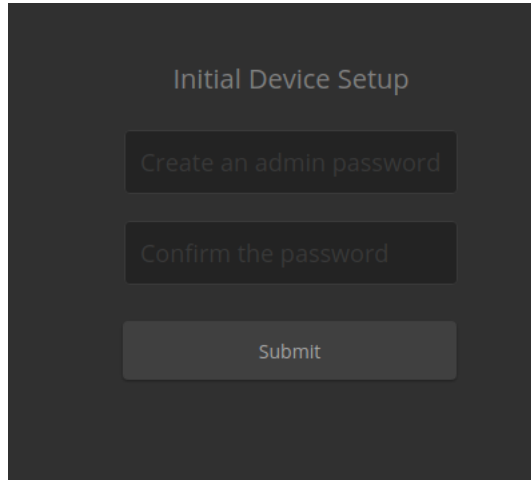
Despite the security warning, this is a secure connection to the camera and traffic will be encrypted.

*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. 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 12/30 and RoboSHOT 12E/30E CAT-5

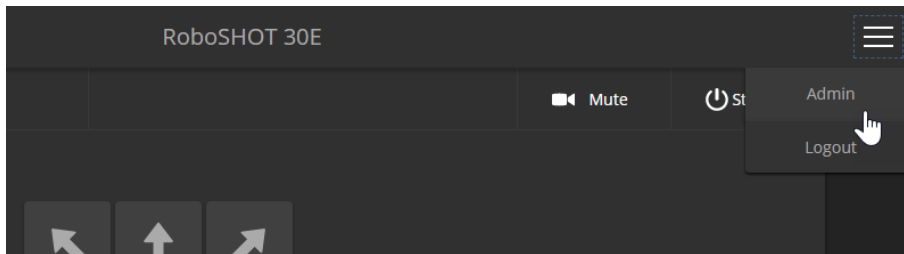
### Requirements

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

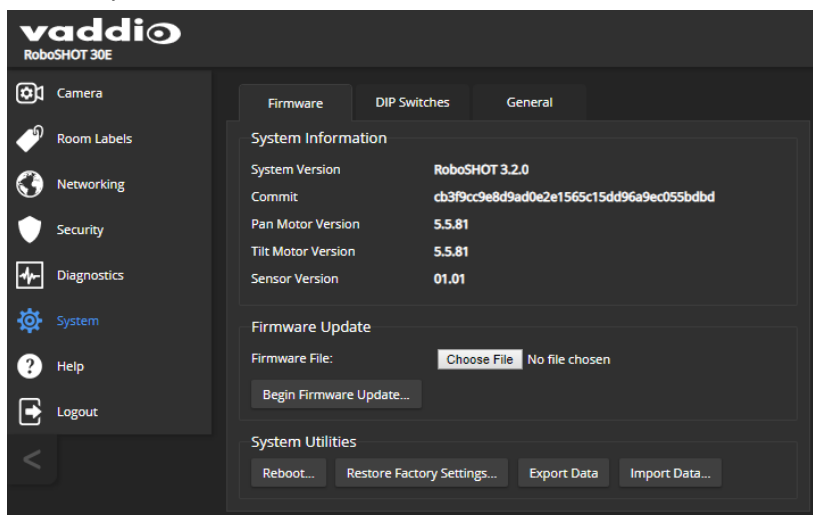
### Step-By-Step Process

Note: Your camera's web interface may 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.

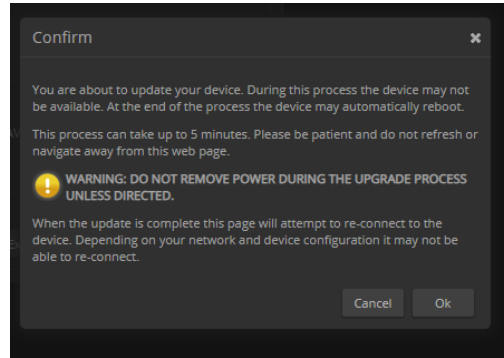


3. Navigate to the System page. Your camera's System page may present different information than shown in the screen shot.
4. Select Choose File, then browse to the downloaded firmware and select it. The filename ends with .p7m.
5. Select Begin Firmware Update.





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 names of animals. Which ones are the most fun to say? I've always been fond of "hippopotamus."
- Spell the names of things backwards to see if they contain hidden messages. TOHSoboR doesn't seem promising, but your mileage may vary.
- Invent a new team sport. What's the challenge? What are the rules?

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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