

# RoboSHOT 12E/30E HDMI Cameras

---

## Current Release

### 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.

## Release History

### 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.
- 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

As of December 2019, this product uses the secure HTTPS protocol, rather than HTTP. Initially, no admin password is set and there is no access to the administrative controls. The device reverts to this state if you restore factory defaults.

To access the web interface manually, type `https://` followed by the IP address. Your browser will probably present a message indicating at least 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.

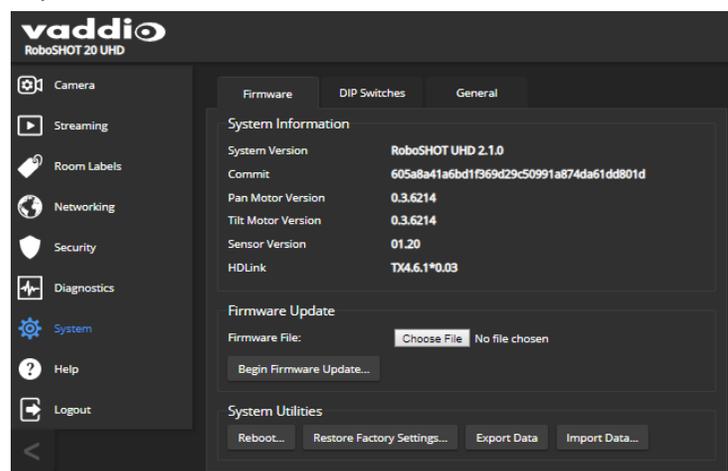
Create and confirm the admin password on the Initial Device Set-up page, and complete any other required tasks such as accepting agreements. You will then have access to the administrative controls.

## Firmware Update Instructions

The process for updating firmware is the same for virtually all Vaddio products. *Your device's web interface will display different model and firmware information from the screen shot in this procedure.*

**CAUTION:** The device must remain connected to power and to the network during the update. Interrupting the update could make the device 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 .p7m 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:

- 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!

Vaddio is a brand of Legrand AV Inc. · [www.legrandav.com](http://www.legrandav.com) · Phone 800.572.2011 / +1.763.971.4400 · Fax +1.763.971.4464  
Email – Europe, Middle East, Africa: [av.emea.vaddio.support@legrand.com](mailto:av.emea.vaddio.support@legrand.com) | All other regions: [av.vaddio.support@legrand.com](mailto:av.vaddio.support@legrand.com)

Visit us at [www.legrandav.com](http://www.legrandav.com) for firmware updates, specifications, drawings, manuals, and technical support information, and more.

Vaddio is a registered trademark of Legrand AV Inc. All other brand names or marks are used for identification purposes and are trademarks of their respective owners. All patents are protected under existing designations. Other patents pending.

©2021 Legrand AV Inc.

A brand of legrand®