RoboSHOT 12/12E/30/30E HDBT Cameras

Current Release

RoboSHOT® 12/12E/30/30E HDBT 3.4.0
January 18, 2021
New Features

- You can now create programmed sequences of shots using the preset chains feature.
- To enhance soft conferencing client compatibility, the new "Display Video During Standby Transition" setting on the System > General tab allows the camera to start sending video immediately on return from standby, rather than waiting until it reaches its Home position.
- 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.
- All RoboSHOT HDBT cameras provide a setting for HDMI color space in the administrative web interface. Older RoboSHOT HDBT cameras have a DIP switch on the back for this; it determines the setting following a reboot, but the setting in the web interface subsequently overrides it. This will be addressed in a future release.
- On older RoboSHOT HDBT cameras (those with DIP switches), IP streaming stability has been observed to degrade at some point after 4 hours. This is under investigation.

Release History

RoboSHOT 12/12E/30/30E HDBT 3.3.0

April 3, 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.
- Cameras using the previous firmware release could display the rotary and DIP switches incorrectly in the web interface, and changes to physical switch positions might not be recognized. This has been fixed.
- In some cases, firmware updates could fail. This has been fixed.

RoboSHOT 12/12E/30/30E HDBT 3.2.1

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.
- 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 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.
- Telnet commands now recognize the appropriate ranges of values for various camera settings, such as iris.
- The RS-232/VISCA-type command CAM_Freeze now behaves as expected.
- Occasionally, the camera could lose its HDBaseT connection if it remained in standby for extended periods. This has been fixed.
- 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

- 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
  - OneLINK Bridge

RoboSHOT 12/12E/30/30E HDBT 3.1.0
May 13, 2019

New Features

- (RoboSHOT 12E/30E HDBT 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.
- When changing camera settings from a connected device, in some cases the camera's web interface did not immediately reflect the change. 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.

RoboSHOT 12E/30E HDBT 3.0.1
February 15, 2019

Notes

- Initial Release.

RoboSHOT 12/30 HDBT 3.0.1
February 15, 2019

New Features

- 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.

Improvements

- Improved handling of HDMI hot-plug events.
- Improved camera behavior during lengthy camera operations.
- Improved camera behavior when an operator rapidly and repeatedly cancels and restarts camera operations.

RoboSHOT 12/30 HDBT 1.3.0
November 16, 2018

New Features

- Support for UVC proxying from a OneLINK Bridge to enable far-end control when used with some third-party soft codec clients like Zoom that support UVC standards.
- One Push White Balance can now be executed through the web interface.
- HTTPS access to the camera is now supported and the HTTPS certificate can now be configured from the admin web interface.
- HTTP access to the camera can now be disabled by an admin. When this is disabled, HTTPS must be used to connect to the web interface.
- Added ability for the administrator to disable the camera's Telnet server through the web interface.
- Support for DNS Service Discovery.
- Initial public REST API.
- Soft DIP in admin web interface to turn off the camera's LED during standby instead of displaying its normal standby color.
- Telnet command to allow Streaming Enabled status to be toggled: `streaming ip enable toggle`
- Telnet commands for setting or getting the camera's gamma values: `camera ccu set gamma <value>` and `camera ccu get gamma`.
- Serial command to retrieve the camera's IP address: [81 09 08 4E 00 00 FF].
- Ability for IR commands to forward over the HDBaseT connection.
- Advanced streaming settings for enhanced compatibility with VPN environments.
- Ability to configure MTU setting for IP streaming packets.

Improvements

- Improved HDBaseT link negotiation.
- Enhanced support for USB joystick control.
- Update for Codec Control Mode improving camera fous when used via some third-party codecs.
- Discontinued support for DES and 3DES cyphers and TLS v1.0 protocol. More recent cyphers and protocols continue to be supported.
- Main navigation bar of the web interface now has tooltips when collapsed.
- Iris gain is now shown in dB values in web interface.
- IR address DIP switch behavior now more closely reflects documentation.

- Improved internal firewall settings.
- Camera's Pan/Tilt controls now invert to normalize control when Image Flip is On.
- Soft DIP changes no longer execute while camera is in standby, which could previously cause issues when coming out of standby.
- Improved timing of serial response when camera has completed certain commands.
- Updated syntax for `network ping count` Telnet command.
- Web interface populates page information even more quickly.

Notes

- If the camera's custom Home preset takes an extremely long time to execute (>45 seconds), the camera may not fully exit standby. Storing the Home preset with a faster speed will solve this issue.
- Sometimes after updating from an older version of firmware the camera's IR service will fail to start during the first boot after the update. This error can be cleared by power cycling the camera.

RoboSHOT 12/30 HDBT 1.2.0
December 8, 2017

New Features

- Added Codec Control Mode for Polycom® 3xx/5xx/7xx series codecs.
- Added Codec Control Mode for Cisco® sX20 and SX80 series codecs. (Note: for SX20 codecs, Vaddio recommends the codec's firmware be updated to latest "CE" series firmware for best operation).
- Soft DIP switch and Telnet command to allow disabling of the front LED.

Improvements

- Updated time zone information.
- Ability to import configurations from previous versions of software.

Notes

- If previously selected time zone is deprecated during a time zone information update, the settings for the camera will default back to UTC.

RoboSHOT 12/30 HDBT 1.1.0
July 19, 2017

New Features

- Added audio to IP streaming on HDBT sources.
- Added ability to route incoming HDBT audio (from a OneLINK Bridge or other source) to either the camera's IP stream output or both the IP stream output and the local HDMI output.

Improvements

- Improved gamma handling over serial connections.
- Updated gamma range for RoboSHOT 30 HDBT cameras.
- Updated HDBaseT parameters for enhanced device interoperability.
- Updated for wide dynamic range setting over RS-232.

RoboSHOT 12/30 HDBT 1.0.1

January 19, 2017

Improvements

- Corrected motor configuration on RoboSHOT 12 HDBT units home position.
- Updated default IP streaming setting to "720p Better".

RoboSHOT 12/30 HDBT 1.0.0

November 28, 2016

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 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:
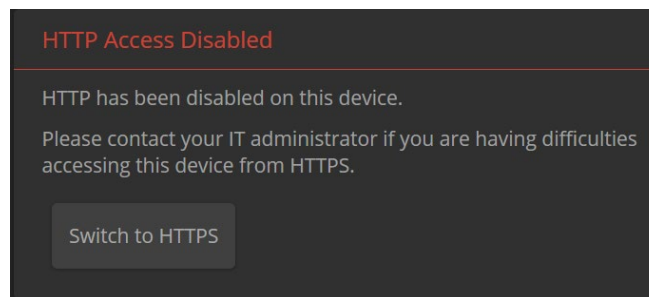
Switch to HTTPS if you see this message.

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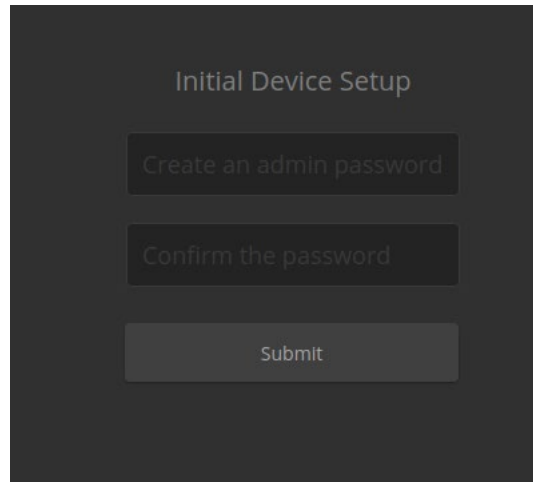
Despite the security warning, this is a secure connection to the camera and traffic will be encrypted.

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.

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 HDBT

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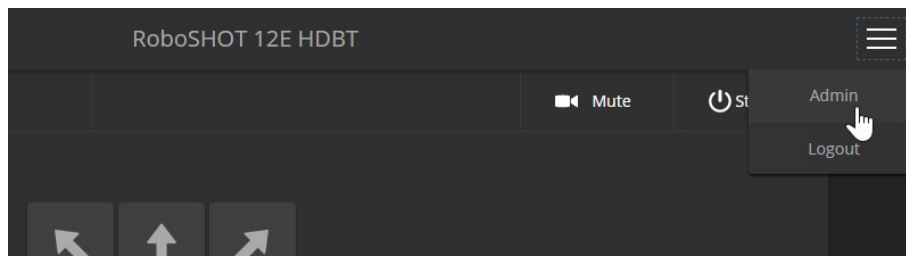
3. Navigate to the System page. Your camera's System page may present different information than shown in the screen shot.

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

5. Select Begin Firmware Update.
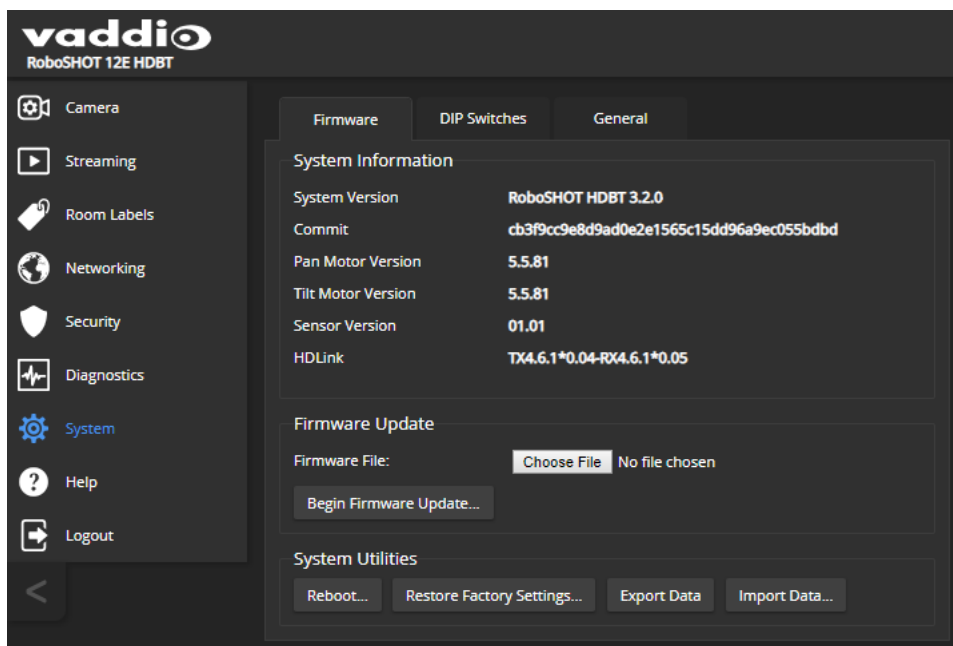
6. Read and understand the information in the Confirm dialog box. It's dull, but it could save you some time and aggravation.
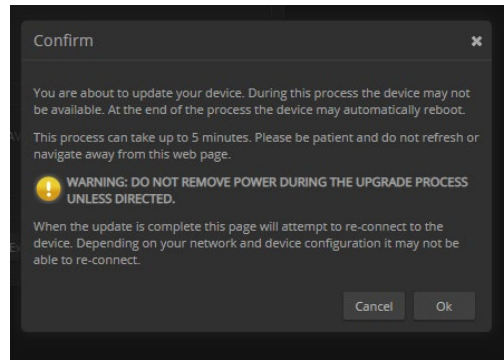
7. Select Continue. A progress message box opens and the indicator light on the front of the camera turns yellow. If the update process presents warnings or error messages, read them carefully.
8. The camera reboots when the update is complete.

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:

- Embrace the boredom! Measure the room dimensions by counting the ceiling tiles.
- Decide what you would name a new planet, in case you discover one. Be prepared!
- Think about what super-power you would like to have. Do you have a super-power already?

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.

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