

Release Notes and Update Instructions

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

Current Release

RoboSHOT® 12E/30E CAT5 3.4.0

RoboSHOT 12/30 3.4.0

May 1, 2023

New Features

- You can now create programmed sequences of shots using the preset chains feature.
- The camera chained-preset { recall <chain> | stop } CLISH command is now available if any preset chains have been defined in the camera's web interface.
- You can now send Command Line Interface SHell (CLISH) commands using SSH as a secure alternative to Telnet. SSH access is disabled by default, and can be enabled on the device's Security page.
- Added VISCA-over-IP support.
- You can now restore factory defaults using the IR remote:
 1. Press the Data Screen button.
 2. Clear preset 1, then clear preset 5.
 3. Press the Data Screen button again. The camera enters standby mode and is ready to restore defaults.
 4. Disconnect power, then reconnect. The camera returns to factory default settings.
- Added the CLISH command `camera focus ir-correction { standard | ir-light | get }` for IR correction mode control.
- A new setting, "When Exiting Standby", provides the choice of returning to the camera's last known PTZ position rather than the default behavior of recalling the Home preset when coming out of standby. The new setting is available on the System page's General tab. When coming out of standby, the camera now goes directly to its expected position without first moving to the factory default home position.
- You can now control the on-screen IP and MAC address display from the System page of the web interface. The Device Utilities area on the Firmware tab provides a Data Screen button that shows the current state of the display.
- An anti-flicker filter is now available for cameras using 50 Hz mains power. The setting is on the web interface's System page, General tab.
- 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.

Improvements

- 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.
- Camera behavior settings previously presented on the DIP Switches tab of the System page are now on the General tab.
- In some cases, changing the Auto Standby setting while the camera was in standby mode could cause the camera to get stuck in standby mode. This has been fixed.

- On DHCP-enabled devices, it was possible to have more than one gateway address listed. This has been fixed.
- The `mailto:` links on the web interface's Help page did not always open the computer's mail application. This has been fixed.
- When used in a RoboTRAK system, the camera could stop tracking properly. This has been fixed.
- On older cameras with physical DIP switches, the camera ID setting (IR channel) could revert to camera 1 after a firmware update, regardless of switch settings. This has been fixed.
- VISCA (RS-232 command) pan/tilt inquiries could sometimes return incorrect information or error codes. This has been fixed.
- In some cases, the web interface did not correctly reflect the video mute state after the camera received a VISCA (RS-232) command. This has been fixed.
- The manual focus and focus near buttons on the remote did not behave as expected for cameras using IR channels 2 and 3. This has been fixed.

Notes

- The VISCA-over-IP feature is currently at the beta level. If you encounter issues with it, please report them to Vaddio Technical Support.
- If a damaged configuration file is imported to the camera, it returns error log messages the next time it boots. To correct the problem, restore the camera's factory defaults via the host device or using the remote.

Release History

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.

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

If you are updating from version 3.1.1 or earlier, you will need to set a password for the `admin` account immediately after completing the update. You may also need to change the security settings, as the default settings have changed.

Refer to the product's manual for specific instructions to discover its IP address and access its web interface.

To access the web interface, type `https://` followed by the IP address.

Before the product is configured, HTTP access is disabled. It can be re-enabled after you set the admin password.

Expect a security warning from your browser. The certificate (the product's website security credential) is self-signed rather than being issued by an external certificate authority.

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

Despite the security warning, the HTTPS connection is secure and traffic is 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 may remember its IP address and not present the security message again.

Set the admin password. If there are other tasks on the page (such as reading and accepting policies and agreements), complete them also.

Note: This page includes a link to the company's standard privacy policy. 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 policy.

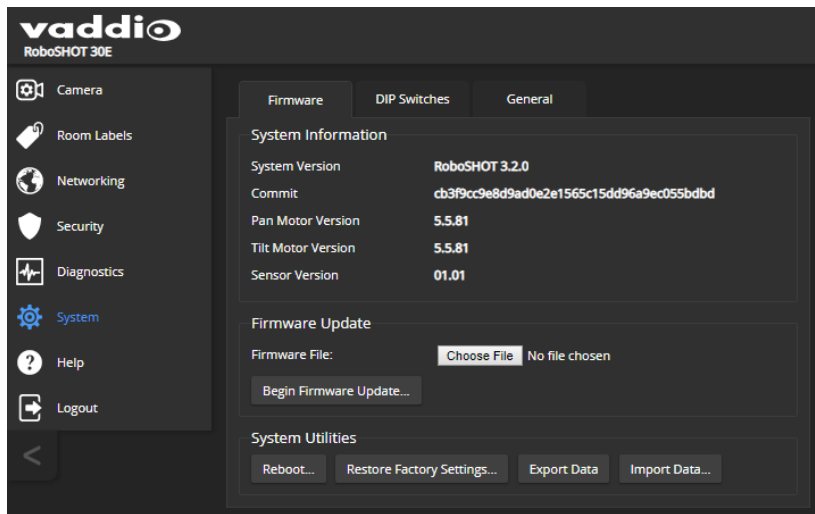
Firmware Update Instructions

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

Caution

The camera must remain connected to power and to the network during the update. Interrupting the update could make the camera 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 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:

- 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 to me, 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!

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Email – Europe, Middle East, Africa: av.emea.vaddio.support@legrand.com | All other regions: av.vaddio.techsupport@legrand.com

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